

# PATHWAYS INTO OUR SECTOR

Growing the domestic and family violence, sexual assault, women's health and wellbeing workforce.

## Supporting women at the frontline.

Olivia's decision to pursue a career in the domestic and family violence sector came as a light bulb moment while studying at university on the Gold Coast.

"I was listening to an address by DV Connect's Shaan Ross Smith and found it so inspiring, I knew I had to get involved."

Olivia was studying a Bachelor of Criminology and Criminal Justice and for work experience, was placed with Queensland Police. She shadowed the men's behaviour change programs on the Gold Coast. It was this placement that steered her to her future career.

After graduation, she secured a full-time position as a Case Manager with Queensland Corrective Services, working mainly with male perpetrators of domestic and family violence.

Olivia then took a position with the Gold Coast's Domestic Violence Prevention Centre as a Women's

Advocate, then moved into her current role of Intake Administrator.

"I undertake initial interviews with women who self-refer and with women who have been referred by other agencies such as the police and health services. I complete initial assessments of risk and safety and, depending on the urgency, allocate these women to a Women's Advocate. I monitor all incoming communications," Olivia said.

Olivia's biggest challenge is the volume of referrals.

Her advice to new workers in the sector is put their hand up for any training, take any opportunities offered, and ask a lot of questions.

"University provided me with great theoretical knowledge but it's only when you work in the field that you learn the practical skills that are so important. For example, my time with Corrective Services gave me valuable

skills such as case noting, navigating essential databases, conducting official phone calls, and learning intake processes," Olivia said.

Self-care is critical and Olivia feels fortunate to work for her current employer.

"I love what I do on the frontline and I am rewarded every day by knowing our service is there when women need us most," she said.

"But I make sure to tap into the excellent professional supervision offered. It's important to try to wrap things up every day by shutting the door on work when leaving the office."

Eventually, Olivia's goal is to move into policy and sector development.

**"The greatest reward is being able to help women when they need it most."**

## Olivia

Intake Administrator  
Domestic Violence Prevention Centre  
Bachelor of Criminology and Criminal Justice

For more information visit:  
[workupqld.org.au/resource-hub](http://workupqld.org.au/resource-hub)



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