

Review of the NSW Coercive Control Law

August 2026

About The Salvation Army

The Salvation Army is an international Christian movement with a presence in more than 130 countries. Operating in Australia since 1880, The Salvation Army is one of the largest providers of social services and programs for people experiencing hardship, injustice and social exclusion.

The Salvation Army Australia provides more than 1,000 social programs and activities through networks of social support services, community centres and churches across the country. Programs include:

- Financial counselling, financial literacy and microfinance
- Emergency relief and related services
- Homelessness services
- Youth services
- Family violence and modern slavery services
- Alcohol, drugs and other addictions
- Chaplaincy
- Emergency and disaster response
- Aged care
- Employment services

As a mission-driven organisation, The Salvation Army seeks to reduce social disadvantage and create a fair and harmonious society through holistic and person-centred approaches that reflect our mission to share the love of Jesus by:

- Caring for people
- Creating faith pathways
- Building healthy communities
- Working for justice

We commit ourselves in prayer and practice to this land of Australia and its people, seeking reconciliation, unity and equity.

Further information about The Salvation Army can be accessed at: < https://www.salvationarmy.org.au/>

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Our commitment to inclusion

The Salvation Army Australia acknowledges the Traditional Owners of the land on which we meet and work and pay our respect to Elders, past, present and future.

We value and include people of all cultures, languages, abilities, sexual orientations, gender identities, gender expressions and intersex status. We are committed to providing programs that are fully inclusive. We are committed to the safety and wellbeing of people of all ages, particularly children. Our values are:

- Integrity
- Compassion
- Respect
- Diversity
- Collaboration

The Salvation Army is a worldwide movement known for its acceptance and unconditional love for all people. We love unconditionally, because God first loved us. The Bible says, “God so loves the world” (John 3:16, RGT). As both a church and charity, we believe all people are loved by God and are worthy of having their needs met. Everyone is welcome to find love, hope, and acceptance at The Salvation Army.

The Salvation Army Australia Territory wishes to acknowledge that members of the LGBTIQA+ community have experienced hurt and exclusion because of mixed comments and responses made in the past. The Salvation Army is committed to inclusive practice that recognises and values diversity. We are ensuring our services affirm the right to equality, fairness, and decency for all LGBTIQA+ people, rectifying all forms of discriminatory practice throughout the organisation.

We seek to partner with LGBTIQA+ people and allies to work with us to build an inclusive, accessible, and culturally safe environment in every aspect of Salvation Army organisation and services. Everyone has a right to feel safe and respected.

Learn more about our commitment to inclusion: <**salvationarmy.org.au/about-us**>

Executive summary

The Salvation Army welcomes the opportunity to provide this submission to the New South Wales Department of Communities and Justice Review of the NSW Coercive Control Law.

The Salvation Army operates specialist family and domestic violence services in every state and the Northern Territory. The support we provide in New South Wales includes refuges, outreach, case management programs, children's programs, and our Trafficking and Slavery Safe House.

Coercive control is complex, prevalent and causes significant harm. Legislative reform alone will not achieve sustainable, long-term outcomes for victim-survivors. Significant strategic investment and coordinated reform across service, policy, administrative and legislative responses is required to end family and domestic violence in New South Wales.

It is from the lived experiences of community members we support, and the expertise of our frontline staff, that we have approached this submission. Any policy and legislative reform must hold the safety and wellbeing of victim-survivors as paramount.

The Salvation Army supports the policy objectives of the coercive control legislation. To improve the legislative response to coercive control in New South Wales, there must be:

- Increased understanding of coercive control within the criminal justice system and increased investment for the investigation of coercive control matters;
- Legislative reform that is driven by lived experience, including victim-survivors from diverse communities and cohorts;
- Responses to family and domestic violence that address a broad range of relationship types; and
- Increased education and awareness raising about coercive control, legislation and legal responses.

The Salvation Army has made **six** recommendations for the Department of Communities and Justice to consider. A summary of these recommendations follows on the next page.

Summary of recommendations

Recommendation 1

1.13 The Salvation Army recommends that the New South Wales Government invest in increasing the capacity of police and justice staff to identify and respond to coercive control. This should include increased investment in:

- *Consistent mandatory specialist training for police and justice staff;*
- *Cross-training loops and systems that support collaboration between police and family and domestic violence services; and*
- *Co-responder models.*

Recommendation 2

1.21 The Salvation Army recommends that the New South Wales Government provide increased resourcing and specialist training for police and justice staff, to support consistent and transparent investigation of reports and suspected cases of coercive control.

Recommendation 3

2.12 The Salvation Army recommends that the New South Wales Government engage in consultation and co-design with diverse communities and priority cohorts when reviewing family and domestic violence legislation. This must include consultation with children and young people.

Recommendation 4

2.17 The Salvation Army recommends that the New South Wales Government ensure responses to family and domestic violence address coercive control within a broad range of relationship types, including family members, people in family-like relationships and kinship relationships.

Recommendation 5

3.6 The Salvation Army recommends that the New South Wales Government increase investment in a broad range of initiatives that educate the community on the nature of coercive control and how to access support.

Recommendation 6

3.11 The Salvation Army recommends that the New South Wales Government ensure victim-survivors have access to relevant information on coercive control, legislation, legal responses and where to seek support. Resources should be available in easy-to-read formats, and in different languages.

1 Improving legislation implementation

1.1 Coercive control is almost always a feature of domestic and family violence.[1] This fact is not being reflected in the small number of charges and convictions of coercive control since the offence was introduced in New South Wales.[2]

Improving understanding of coercive control within the criminal justice system

1.2 Police and justice staff play a crucial role in supporting the safety of victim-survivors and holding persons using violence accountable by identifying coercive control and applying the legislation. All justice staff, including police, must have a comprehensive understanding of coercive control for the legislation to work effectively. This understanding must extend to recognising the person most in need of protection in family and domestic violence matters.

1.3 Our experience is that since coercive control was criminalised in New South Wales there have been many instances where police have misunderstood acts of coercive control, or failed to recognise its seriousness, especially when there is an absence of physical violence.

1.4 For example, financial abuse is a common form of coercive control and often appears alongside other forms of abuse. Our services see many victim-survivors experiencing financial abuse. The legislation lists economic or financial abuse as an example of abusive behaviour.[3] In our experience, however, police can fail to recognise or act on reports of financial abuse as a form of coercive control.

1.5 Understanding coercive control as a pattern of behaviour is central to prevent the misidentification of victim-survivors as perpetrators, which is one of the policy objectives of the legislation.

1.6 Our services continue to report a high number of victim-survivors being misidentified as the person using violence, primarily where victim-survivors are misidentified on a domestic violence order or face criminal charges. Treating victim-survivors of violence as perpetrators not only undermines their confidence in the legal system and justice responses, but denies victim-survivors appropriate support.[4] Being misidentified as a perpetrator can negatively impact a victim-survivor's future interactions with police and can be used in family law proceedings and child protection decisions.[5]

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[1] Attorney-General's Department. (2023). *National Principles to Address Coercive Control in Family and Domestic Violence.* Commonwealth of Australia. https://www.ag.gov.au/families-and-marriage/publications/national-principles-address-coercive-control-family-and-domestic-violence .

[2] NSW Bureau of Crime Statistics and Research. (2026). *Coercive control monitoring report: Quarterly report December 2025.* https://bocsar.nsw.gov.au/documents/topic-areas/domestic-violence/Coercive_control_monitoring_report_Dec_2025.pdf .

[3] Crimes Act 1900 (NSW). s54F(2c).

[4] Nancarrow, H. et al. (2020). *Accurately identifying the 'person most in need of protection' in domestic and family violence law.* ANROWS. https://www.anrows.org.au/publication/accurately-identifying-the-person-most-in-need-of-protection-in-domestic-and-family-violence-law/ .

[5] Reeves, E. (2021). *The continuing problem of misidentification for family violence victim-survivors. Monash* University Lens. https://lens.monash.edu/the-continuing-problem-of-misidentification-for-family-violence-victim-survivors/ .

1.7 The risk and prevalence of misidentification must be considered in the review and any reform of the legislation.

Training for police and justice staff

1.8 All police and justice staff must receive consistent, mandatory specialist training to effectively identify and respond to coercive control and prevent misidentification. Training must focus on family and domestic violence as a pattern of behaviours as opposed to a one-off instance of violence. Training must also help professionals understand any differences in the nature and risk factors of violence and coercive control among priority community groups, including children and young people, people with disability, victim-survivors of modern slavery and forced marriage, and people from Aboriginal and Torres Strait Islander, culturally and linguistically diverse, and LGBTIQA+ communities. Training that aims to reduce the misidentification of victim-survivors needs to educate against collusion with the person using violence and misinterpretation of resistive violence. This is particularly critical in relation to Aboriginal and Torres Strait Islander victim-survivors who may be reluctant to cooperate with police and justice staff during investigations.

1.9 Cross-training between services is a beneficial way to upskill frontline workers and build the capacity of services to respond to victim-survivors and hold persons using violence accountable. We recommend the development of a shared training loop. This could include training to respond to family and domestic violence delivered by, and for, sectors such as law enforcement, healthcare professionals, youth, homelessness, finance, education, and family and domestic violence services.

1.10 We believe a shared training loop would acknowledge the expertise of the sector, whilst ensuring that services which may come across family and domestic violence receive updated training and information. Shared training should occur at both the state and local levels. For example, The Salvation Army currently offers a package of training to Victoria Police regarding collusion.

Collaboration and co-responder models

1.11 Specialist family and domestic violence services can be critical partners for police when completing family and domestic violence risk assessments and investigating reports of coercive control. Their specialist expertise, understanding of coercive control, and direct engagement with people impacted by family and domestic violence should be recognised and utilised within police processes. In our experience, collaboration is occurring in some areas, but it is not a widespread, consistent practice.

1.12 Justice responses to coercive control can be improved by investing in co-responder models. Embedding family and domestic violence specialists within police units assists with recognition of coercive control and identifying persons most in need of protection from family and domestic violence. We draw attention to our Alexis Family Violence Response Model (Alexis-FVRM), and recommend resources be made available to roll out a similar program in New South Wales.

Alexis Family Violence Response Model (Alexis-FVRM)

Alexis-FVRM is a family and domestic violence response model that embeds family and domestic violence specialists within police stations to create a multi-disciplinary integrated response. Alexis-FVRM presents a targeted approach to serious-risk and repeat family violence cases. Through the Alexis-FVRM, the specialist family violence practitioner aims to:

- Strengthen integration between police and services;
- Reduce the incidences of police attendance where there is a history of recidivism;
- Prevent escalation of risk to women and children by intervening early; and
- Promote successful and ongoing engagement in mainstream services.

Specialist workers within Alexis-FVRM simultaneously engage victim-survivors and persons using violence, promoting a trauma-informed approach. This method provides immediate support, builds trust between victim-survivors and police, and supports perpetrators to address their behaviour. The embedded model allows for free and timely information sharing, leading to greater capacity for proactive risk management. It also allows police to leverage specialist knowledge and expertise to identify and address risk factors immediately. This has led to greater referral uptake, and a reduction in family and domestic violence risk.

The model is particularly well suited to coercive control matters, where patterns of behaviour often emerge over time and require specialist assessment, coordinated information gathering and ongoing risk management.

An independent evaluation of the Alexis-FVRM by RMIT University found an 85 per cent reduction in recidivism 12 months following exit from the program.[6]

The Alexis-FVRM model has also led to significant benefits for police including:

- **Professional development** which has strengthened justice responses and improved clarity on the complexity involved in addressing family and domestic violence;
- **Enhanced policing.** The presence of specialist workers allows police to focus on the policing elements of incidents, reducing frustration and increasing hope for achieving positive outcomes with priority families;
- **Improved accountability** for persons using violence due to police members' improved ability to produce quality and comprehensive court briefs; and
- **Proactive, intelligence-led policing** as a result of Alexis-FVRM removes the responsibility from the victim-survivors to seek help, placing the onus on the state to act and support the victim-survivors and their children.

The success of the program is also seen in the mental health benefits reported by police including reduced stress, improved job satisfaction and enhanced emotional resilience.

The Alexis-FVRM is capable of being adapted to local community needs and operating environments. The core elements of the model can be applied across metropolitan, regional and rural settings.

[6] Harris, L., Powell, A. & Hamilton, G. (2017). *Alexis – Family Violence Response Model.* School of Global, Urban and Social Studies RMIT University. https://apo.org.au/node/131761 .

Recommendation 1

1.13 The Salvation Army recommends that the New South Wales Government invest in increasing the capacity of police and justice staff to identify and respond to coercive control. This should include increased investment in:

- **Consistent mandatory specialist training for police and justice staff;**
- **Cross-training loops and systems that support collaboration between police and family and domestic violence services; and**
- **Co-responder models.**

Barriers to applying the legislation in practice

1.14 Applying the coercive control legislation requires a highly coordinated legal and non-legal workforce that has the appropriate expertise to identify, investigate, assess, prosecute and determine complex family and domestic violence matters. Investigating reports and suspected cases of coercive control can be time and resource intensive.

1.15 Our experience identifies that verbal abuse, threats, intimidation, 'gaslighting' and isolation are some of the more common demeaning behaviours, yet it is also more difficult to demonstrate evidence of these acts. An abuser uses these tactics to undermine a person's sense of reality by corrupting their version of events and confusing or changing decisions to assert power. This depletes a victim-survivor's sense of self, causing a handing over of liberties and enforcing social isolation.

1.16 Technology-facilitated abuse has also become a common form of family and domestic violence.[7] Our frontline services continue to see tactics change and evolve in how technology is used to track, stalk, control and abuse victim-survivors. Most commonly we see legitimate apps and technology being misused by persons using violence, such as location sharing apps, doorbell cameras, and children's devices and apps.

1.17 Criminal justice approaches to coercive control rely heavily on victim-survivors' willingness and ability to involve police. Many victim-survivors do not seek help from police because of distrust or an ineffective response when they initially sought help.[8]

[7] eSafety Commissioner. (2023). *Technology-facilitated abuse: family, domestic and sexual violence: Literature scan.* https://www.esafety.gov.au/sites/default/files/2023-10/Technology-facilitated-abuse-family-domestic-sexual-violence-literaturescan.pdf?v=1784095653277 .

[8] Malins, P. & Caulfield, L. (2025). *Harm in the name of safety: Victorian family violence worker' experiences of family violence policing. Beyond Survival Project report*. Flat Out Inc. https://static1.squarespace.com/static/5f3a46e3dffd8f36701099cf/t/689ac08a2085466759fc6090/1754972298352/Harm+in+the+name+of+safety_final+2.pdf; Richards, K. and Lyneham, S. (2014). *Help-seeking strategies of victim/survivors of human trafficking involving partner migration. Trends & issues in crime and criminal justice*, 468, Canberra: Australian Institute of Criminology. https://www.aic.gov.au/publications/tandi/tandi468 .

1.18 Victim-survivors may fear they will not be believed. They can also be terrified that the abuse will escalate if police intervene, or that they will be blamed for the abuse committed against them.

1.19 Proving coercive control can be challenging when there is a lack of physical evidence, and it can be difficult to corroborate the evidence. First responders must be able to correctly identify coercive and controlling behaviours and gather the right information from the victim-survivor at the right time. In our experience, victim-survivors can report coercive control to police, only to be told they need to find further, stronger evidence before police will take the matter on for investigation. There is a lack of clarity and consistency about the how the law is applied in practice.

1.20 Increased resourcing and specialist training for the frontline justice system, especially police, is needed to support the time and resource intensive investigations that are required and decrease the burden on victim-survivors.

Recommendation 2

1.21 The Salvation Army recommends that the New South Wales Government provide increased resourcing and specialist training for police and justice staff, to support consistent and transparent investigation of reports and suspected cases of coercive control.

2 Considering the diverse experiences of victim-survivors

2.1 Despite the small number of charges and convictions under the coercive control legislation, we see the unique experiences of coercive control for victim-survivors from diverse cohorts every day. It is from this experience that we have provided the following for consideration.

Collaboration with diverse cohorts

2.2 Any decision around policy or legislative responses must be driven by the lived experience of coercive control.

2.3 Coercive control legislation must consider the experiences and intersectional needs of victim-survivors from diverse cohorts. We stress the need for enhanced understanding of the unique needs and common barriers that prevent victim-survivors from disclosing violence, seeking help and engaging with support, especially in the context of coercive control.

2.4 For example, Aboriginal and Torres Strait Islander women are disproportionately affected by family and domestic violence.[9] Aboriginal and Torres Strait Islander communities are diverse, as are their experiences with colonisation and trauma. Our staff report that some coercive and controlling behaviours experienced by Aboriginal and Torres Strait Islander victim-survivors may be shaped by cultural, familial and community contexts. Consideration needs to be given to forms of coercive and controlling behaviours that are pertinent to Aboriginal and Torres Strait Islander victim-survivors, including isolation from their community, land and extended family. Aboriginal and Torres Strait Islander victim-survivors also experience unique barriers which disempower them from help seeking or disclosing violence, including fear of child protection responses, and distrust of state agencies and services.[10]

2.5 The New South Wales Government must engage in consultation and co-design with diverse communities when reviewing and reforming legislation to ensure legislative changes recognise the nature and prevalence of violence for diverse cohorts, and do no further harm. This includes, but is not limited to, culturally and linguistically diverse, Aboriginal and Torres Strait Islander and LGBTIQA+ communities, and victim-survivors with a disability.

Children and young people

2.6 Children and young people must be recognised and treated as victim-survivors in their own right, as opposed to witnesses or dependents of a parent who is a victim-survivor.[11]

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[9] Australian Institute of Health and Welfare. (2026). *Family, domestic and sexual violence: Aboriginal and Torres Strait Islander people.* https://www.aihw.gov.au/family-domestic-and-sexual-violence/population-groups/aboriginal-and-torres-strait-islander-people.

[10] Australian National Research Organisation for Women's Safety. (2020). *Improving family violence legal and support services for Aboriginal and Torres Strait Islander peoples: Key findings and future directions*. ANROWS. https://www.anrows.org.au/publication/improving-family-violence-legal-and-support-services-for-aboriginal-and-torres-strait-islander-peoples-key-findings-and-future-directions/ .

[11] ANROWS. (2026). *Evidence to action: informing direction for the Second Action Plan.* https://engage.dss.gov.au/wp-content/uploads/2026/05/second-action-plan-consultation-paper.pdf .

2.7 Our services see children and young people subjected to coercive control directly from parents and family members. We also see children used to coerce and control the victim-survivor parent, including during and after parental separation.

2.8 Family and domestic violence can have long-term impacts on children and young people including psychological and behavioural impacts, health and socioeconomic impacts, and increased risk of intergenerational violence and re-victimisation.[12]

2.9 The Salvation Army is concerned that the existing legislation does not adequately recognise or incorporate the voices, unique needs and experiences of children and young people. Legislative and service responses must address and support the needs of children and young people as victim-survivors in their own right.

2.10 Children require interventions that promote their participation. Supports must be tailored according to their age and development and recognise their needs and the benefit of intervention to prevent long-term negative impacts of trauma.[13]

2.11 We acknowledge the importance of listening to the voices of children and young people and emphasise the need to develop mechanisms for their voices to inform family and domestic violence reforms. Wherever able, children and young people should be engaged as individuals, through forums that are tailored according to their age and development. The Salvation Army also highlights the importance of engaging the voices of Aboriginal and Torres Strait Islander children. It is critical that engagement processes and resources for Aboriginal and Torres Strait Islander children are culturally appropriate and community driven.

Recommendation 3

2.12 The Salvation Army recommends that the New South Wales Government engage in consultation and co-design with diverse communities and priority cohorts when reviewing family and domestic violence legislation. This must include consultation with children and young people.

Recognising a broad range of relationship types

2.13 Careful consideration must be given to developing appropriate legislative, policy and service responses to coercive control in a broad range of relationship types. We stress that any legislative or policy response to coercive control must recognise that family and domestic violence can occur in domestic relationships other than intimate partners.

[12] Richards, K. (2011). *Children's exposure to domestic violence in Australia. Trends & issues in crime and criminal justice.* No. 419. Canberra: Australian Institute of Criminology. https://www.aic.gov.au/publications/tandi/tandi419 .
[13] Safe + Equal. (Undated). *Supporting Children and Young People*. https://safeandequal.org.au/working-in-family-violence/tailoredinclusive-support/children-and-young-people/ .

2.14 Across our services we see abusive behaviours, including coercion and control, in all types of relationships, including immediate family members, carers, guardians, relatives and people within family groups recognised by various cultures and communities.

2.15 For example:

- We consider forced marriage and certain forms of modern slavery as manifestations of family and domestic violence. Modern slavery can, through coercive or deceptive means, involve victim-survivors in family and family-like relationships for the purposes of forced marriage, forced labour, domestic servitude, servile marriage, sexual exploitation, debt bondage and other forms of slave-like practices and exploitation.[14]
- Coercive control can also be used against children and young people by parents, caregivers or relatives. Children and young people, particularly those in out-of-home care, are at risk of a variety of forms of exploitation and violence, including being manipulated or coerced into engaging in harmful, sexual or criminal behaviour.[15]
- Our services report instances where persons using violence exert control with the assistance of family members and the broader community. This community involvement is often what requires victim-survivors to flee the area, as the network of informants to the perpetrator endangers the safety of the victim-survivor and their children. Research on family and domestic violence against migrant and refugee women in Australia has also found that women in these communities can experience abuse and control from extended family members.[16]

2.16 Responses must recognise diverse cultural beliefs, traditions within communities and the different forms of family and domestic violence experienced by victim-survivors from diverse cohorts. For example, consideration must be given to forms of violence that are pertinent to Aboriginal and Torres Strait Islander women, where “intra-kin” violence is often overlooked.[17]

Recommendation 4

2.17 The Salvation Army recommends that the New South Wales Government ensure responses to family and domestic violence address coercive control within a broad range of relationship types, including family members, people in family-like relationships and kinship relationships.

[14] Moore, H. (2019). *Service or Servitude: A Profile of Trafficking for Domestic Work in Australia*. Sydney, NSW: Mercy Foundation and The Salvation Army. https://www.researchgate.net/publication/343850586_Service_or_Servitude_A_Study_of_Trafficking_for_Domestic_Work_in_Australia .
[15] Corrales, T. et al. (2025). *Criminalising processes at the intersection of policing and residential care. Journal of Criminology*. https://ntrca.com.au/wp-content/uploads/2026/01/2025-Criminalising-processes-at-the-intersection-of-policing-and-residential-care-1.pdf .
[16] Vaughan, C. et al. (2016). *Promoting community-led responses to violence against immigrant and refugee women in metropolitan and regional Australia. The ASPIRE Project: Research report.* ANROWS Horizons, 07/2016. https://www.anrows.org.au/publication/promoting-community-led-responses-to-violence-against-immigrant-and-refugee-women-in-metropolitan-and-regional-australia-the-aspire-project-final-report/ .
[17] Langton, M. et al. (2020). *Improving family violence legal and support services for Aboriginal and Torres Strait Islander women.* ANROWS. https://www.anrows.org.au/publication/improving-family-violence-legal-and-support-services-for-aboriginal-and-torres-strait-islander-women/ .

3 Ensuring legislation is accessible

Educating the community

3.1 Increased investment in community education and awareness raising is critical not only to ending violence in Australia, but to the success of any coercive control legislation.

3.2 Our services continue to highlight a lack of understanding of coercive and controlling behaviours throughout the community.

3.3 Education is critical to ensure that people are aware of, and understand, their roles and responsibilities in addressing the drivers of family and domestic violence. We must continue to educate the community to recognise and call out coercive and controlling behaviours as unacceptable.

3.4 As most family and domestic violence is perpetrated by men, against women, education must be tailored and targeted to men and boys.[18]

3.5 Education efforts must be directed towards areas with high levels of engagement, such as schools and workplaces, and must be tailored to the needs of diverse cohorts and communities. We also highlight the need to adapt educational initiatives to children and young people who, in our experience, require access to information in formats tailored to their age and development.

Recommendation 5

3.6 The Salvation Army recommends that the New South Wales Government increase investment in a broad range of initiatives that educate the community on the nature of coercive control and how to access support.

Ensuring victim-survivors are well-informed regarding coercive control legislation

3.7 Our frontline experience is that the language of coercive control is not always accessible or universally understood, even amongst victim-survivors who have experienced coercive behaviour. The language of coercive control can also fail to capture the diverse experiences of victim-survivors, including but not limited to, culturally and linguistically diverse, Aboriginal and Torres Strait Islander, LGBTIQA+ communities, and victim-survivors with a disability.

[18] Safe + Equal. (n.d.). *Who Experiences family violence*. https://safeandequal.org.au/understanding-family-violence/who-experiences-family-violence/ .

3.8 The language of relevant legislation, including coercive control legislation, can be difficult for victim-survivors to understand and interpret. Our modern slavery services have highlighted that victim-survivors, whilst they may be able to outline their experiences of violence and coercive control, find it difficult to read and understand how legislation applies to their experiences.

3.9 As a community, we need to continue to empower victim-survivors to identify all forms of abuse and to address discrimination, disadvantage, and entrenched gender bias and exploitation in all contexts.

3.10 Victim-survivors need educational materials and information that outlines the nature of coercive control, its impacts, where to seek support, and the available legal responses. These will support victim-survivors to seek help and engage with police, child protection, legal systems, and family and domestic violence services. Resources must be easily accessible for community members with low literacy, tailored to diverse priority communities and available in different languages.

Recommendation 6

3.11 The Salvation Army recommends that the New South Wales Government ensure victim-survivors have access to relevant information on coercive control, legislation, legal responses and where to seek support. Resources should be available in easy-to-read formats, and in different languages.

4 Conclusion

4.1 The Salvation Army thanks the Department of Communities and Justice for the opportunity to provide a written submission.

4.2 The Salvation Army would welcome the opportunity to discuss the content of this submission should any further information be of assistance. Further information can be sought from ECNSW@salvationarmy.org.au.

The Salvation Army Australia Territory

August 2026