Domestic and Family Violence

RESPONSE GUIDELINES FOR MANAGERS & HR

Macquarie is committed to preventing domestic and family violence and supporting staff who are affected by it. This guide aims to help managers, supervisors, and HR professionals to provide support to staff experiencing Domestic and Family Violence (DFV).

MANAGERS AND SUPERVISORS ROLE
Managers and supervisors have an important role to play in supporting staff who are experiencing DFV. We encourage you to access the advice and support available described in this document and take a supportive and flexible approach wherever possible:

- You might not be aware of someone in your team experiencing DFV and they might not be ready or equipped to disclose this information to you. It is important that managers proactively invest time in the well-being of team members including through regular check-ins, proactive communication of MQ well-being strategies and access to professional support services such as MQ Employee Assistance Program.
- Be aware that staff affected by DFV might be in a very delicate position. Treat any disclosure as confidential and check that the environment and/or platforms to communicate with your staff member are safe for them.
- Where appropriate, encourage staff to contact you or your HR Client Team Manager, the Workplace Diversity and Inclusion Manager or the Director of Human Resources for a confidential conversation. If the staff member is unable or uncomfortable to make contact, consider taking this step on their behalf.
- Be familiar with the Domestic and Family Violence support available at Macquarie and related entitlements.
- The online environment puts people who are experiencing domestic violence at increased risk - see Digital safety advice from the Australian e-safety commissioner.

RECOGNISE THE SIGNS
Possible signs to look for in the office or an online environment:

- A change in job performance, such as more errors, slowness, or inconsistent quality of work.
- The individual appears to be more depressed, frightened, exhausted, or quiet than usual, or has lost their confidence.
- Person says their partner wants them to leave their job.
- They seem to lack access to money.
- Inappropriate clothing for season. Turtlenecks in hot weather, for example.

In a virtual environment:
- If an employee is suddenly hesitant to use video chat functions, or
- Constantly joining meetings late/calling in sick, or
- The person stops calls when a partner enters the room, or
- Their partner seems overly attentive and often appears by their side, it might be worth reaching out by other means to find out why.

SUPPORT AVAILABLE AT MACQUARIE
There is general information on the MQ website about preventing and responding to DFV, however below is a summary of the specific provisions available to staff:

- Employee Assistance Program services include specialist support for staff (and their family members) who are experiencing DFV, as well as their managers and colleagues.
- DFV Leave. Macquarie University offers up to twenty days paid Family and Domestic Violence Leave. This can be booked via Workday in the same way as other forms of leave.
- Other leave. Although DFV leave is confidential, if a staff member doesn’t want to access DV leave there are Personal Leave options that they could access.
- Flexible work arrangements. Examples are: alteration of working hours, work station, working part-time etc.
- Safety Planning. The HR Client team can help with safety planning to create a safe workplace environment for the staff member. See Safety Plan template attached to this guide.
- If there is a threat or harm to any individual when present on campus as a result of a DFV matter, call Security on ext. 9999 or (02) 9850 9999
- Security escorts, help points and personal safety plans are also available from Security on Campus services.

In a virtual environment:
- Assistance from IT to address online risks (see e-safety commissioner advice above), including access to work-provided phones and laptops/computers to enhance their autonomy and digital security.
- Regular check in contact with the staff member (we can find an institutional excuse to make the calls if needed, e.g. the staff member is required for a work meeting etc.)
EXTERNAL SUPPORT

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Number</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1800 Respect</td>
<td>1800 737 732</td>
<td>Counselling delivered by qualified, experienced professionals 24/7</td>
</tr>
<tr>
<td>Domestic Violence Line</td>
<td>1800 656 463</td>
<td>Telephone counselling, information and referrals for women and same-sex partners</td>
</tr>
<tr>
<td>Lifeline</td>
<td>13 11 14</td>
<td>Online, phone and face-to-face crisis support and suicide prevention services.</td>
</tr>
<tr>
<td>Mensline</td>
<td>1300 78 99 78</td>
<td>Professional telephone and online support and information service for Australian men.</td>
</tr>
<tr>
<td>Kids Helpline</td>
<td>1800 55 1800</td>
<td>A free, 24/7 counselling service for young people aged 5-25 years.</td>
</tr>
<tr>
<td>Another Closet</td>
<td>1800 65 64 63</td>
<td>A website and support line for people in LGBTQ+ relationships</td>
</tr>
</tbody>
</table>

LGBTQIA+ Community

Members of the LGBTQIA+ community who are experiencing domestic and family violence may be uniquely impacted. While some patterns of intimate partner violence in LGBTQIA+ relationships are similar to those in heterosexual relationships, others are more specific. Particular challenges and unique types of violence faced by LGBTQIA+ communities are described on the Australian Government Intimate Partner Violence site. Please visit this page to learn more about intimate partner violence within LGBTQIA+ communities and how heterosexism, heteronormativity, and homo/bi/transphobia shape that experience.

CONFIDENTIALITY

Any request for leave or other support measures by a staff member as a result of domestic violence is to be dealt with sensitively and on a confidential basis. The reasons for the leave or support are not to be discussed with anyone other than the affected staff member’s direct supervisor or senior manager and the HR Manager, unless there is:

- a legal obligation to do so; or
- as agreed by the staff member for the purposes of providing support or security; or
- to protect the safety and health of others.

In such instances, disclosure is to be kept to a minimum and on a ‘needs to know’ basis for the purpose of maintaining safety in the workplace.

DFV WORKPLACE INTERVENTION FRAMEWORK

- What are the signs? Physical, Emotional, Behavioural, Cognitive, etc.
- Who is the best person?
- What help do you need?
- Is the threat low, medium or high?
- Refer to EAP, Security or emergency services depending on the threat
- Develop a Safety Plan
- Improvement?
- Increase of risk?
- Reassess

RELEVANT DOCUMENTS AND REFERENCES

Domestic and Family Violence Website
Managing Flexible Work
Enterprise Agreements
MQ Security Services on Campus
A Framework for Workplace Action on Domestic and Family Violence (Champions of Change Coalition)
DOMESTIC AND FAMILY VIOLENCE SAFETY PLAN

At Macquarie University, safety planning in response to domestic and family violence is coordinated by the HR Client Team Manager, in consultation with the employee, their supervisor or manager, and with specialist advice from the Risk and Compliance Unit’s Health and Safety team where required. Each person’s situation will be different so safety planning will be on a case-by-case basis to meet your specific needs. In developing a safety plan the following should be considered:

- the plan must have the staff member’s agreement and consent;
- it should be reviewed with the staff member on a regular basis;
- the staff member’s emergency contact details must be kept up to date;
- all reasonable attempts should be made to ensure staff maintain their normal working hours and working conditions (including contacts) to minimise the impact on individuals;
- cooperation with legal orders (e.g. Apprehended Violence Orders) may be required if the workplace is mentioned in such orders;
- the plan may require consultation with other areas of the University such as Health and Safety, Security and IT. This will be coordinated by the HR Manager on a confidential basis; and
- the agreed action to be taken if the staff member does not arrive at work.
- emergency procedures should there be a breach of the safety plan or the staff member’s security by the actions of the perpetrator in or near the workplace.

The University will undertake a risk assessment in circumstances where a staff member who is affected by, or is concerned that they may be exposed to, domestic violence, seeks support. The risk assessment will be undertaken in order to determine the suitability of risk mitigation strategies in relation to the staff member’s safety in the workplace and, if appropriate, that of their colleagues. The risk assessment will be coordinated by the HR Manager with the support of the Workplace Health and Safety team, and in consultation with the staff member, their supervisor or senior manager, and other areas of the University such as Security and IT. Examples of risk minimisation strategies may include:

- changes to hours of work;
- relocation to suitable employment;
- temporary change to work location;
- changes to University-provided contact details such as phone numbers and email addresses;
- other measures, if any, appropriate to the circumstances.

Domestic and Family Violence Safety Plan Template

This table lists possible actions that may be taken to assist a staff member to continue to perform their duties safely and productively. This is not an exhaustive list and plans will vary depending upon individual circumstances. Any safety plan should be agreed and reviewed with the staff member on a regular basis.

### Workplace Safety Plan

**Staff name:**
**HR representative name:**
**Manager/Supervisor name:**

Before filling out this plan ensure that you have:
- Completed the Domestic/Family Violence Risk Assessment – Note: recent separation or pregnancy increase risk to victim
- Followed the Domestic/Family Violence Intervention Framework to ensure appropriate referral options have been provided and actioned

<table>
<thead>
<tr>
<th>Review of work environment</th>
<th>Action Highlight agreed controls below:</th>
<th>Coordination &amp; Contact Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Consider if the following are required:</td>
<td>- Move desk away from office entrance and windows</td>
<td></td>
</tr>
<tr>
<td>Personal safety and security inside the building:</td>
<td>- Change worker’s location to a less isolated or swipe card access area</td>
<td></td>
</tr>
<tr>
<td>-</td>
<td>- Establish safe entrance and exit to and from work, etc.</td>
<td></td>
</tr>
</tbody>
</table>
**Flexible Work Framework**

Flexible work options:
- changes to working start/finish hours
- changes to working hours buddy system if working in public facing role
- Create internal code word that indicates help is needed
- Identify a safe place where worker can retreat to escape violence. Lock from inside with Security access from outside and a means of summoning help, phone, call button etc.

**Consider leave provisions that allow the employee to attend counselling and manage legal issues, find housing, childcare etc.**

**Note:** DFV Leave

**Discussion with IT in regards to possible changes:**
- changes to telephone and/or email (or blocking contacts or callers)
- changes to the staff member’s contact details on the University directory
- Ensure mobile range for worker
- Advise worker of any dead spots
- Pre-program emergency numbers into phone
- Email and phone policy, screen, record and track calls (do we have this?)

**Discussion with MQ Security in regards to personal safety on campus, travel to and from car parks or public transport**
- Locked entry/exits
- back to base personal duress alarm
- use CCTV and increase signage that same is in use
- regular patrols and alarm checks
- provide well lit, close to entrance parking
- alert worker to keep a tank of petrol and fill up from well-lit and busy petrol station
- alert worker to walk around and check back seat of vehicle
- escort worker to and from transport

**Advise MQ Security of Apprehended Violence Orders (if the workplace is included in any order)**
- SMS system use warning workers that an intruder is on campus
- Train workers to appropriately question strangers re reason for visit
- Train staff not to disclose information (location/movements) on a vulnerable worker
- accompany any non-workers in restricted areas

**Update of emergency contact at the work unit and in HR Online**
| Develop response system if employee does not show for work: | - Designate a person to monitor contact with worker and follow up if contact lost  
- Ask the staff member for permission for manager/HR to call trusted person for unexpected absences |
| --- | --- |
| Personal safety and security outside of the workplace: | - Encourage the employee to work with a psychologist, domestic violence counsellor and/or police to put in place a Personal Safety Plan for outside of the workplace  
- Help to link the employee in with the support and resources they need to stay safe outside of work |
| Other considerations | |

**Risk assessment**

Ascertaining the following:

- What is going on for the person
- What type of behaviours is the person exposed to
- When was the most recent event
- AVO Y/N and Content of same
- Currently Pregnant
- Recent separation
- Are children involved
- Recent threat or harm to person or anyone else in family
- Has the perpetrator come on campus to threaten before
- Have they emailed, phoned or threatened at work
- How safe do you feel at work
- P/H of assault/Violence conviction – nature of same +/- weapons, =/− substance abuse
- Anything else you think we should share