



Dear Business Owner,

Congratulations on adopting the South Western Sydney Domestic and Family Violence Alliance's Workplace Charter.

This Charter is designed to support businesses to make a commitment to support employees in your workplace who may be affected by domestic and family violence.

A commitment to the Charter may require you to make some changes in your workplace. It is a call to action to review how you currently engage with employees that are affected by domestic and family violence. It starts with a conversation with your staff to raise awareness, but may also require a change to leave policies and workplace procedures.

Included is a Resource Pack to help you assess what your workplace can do. In the Resource Pack you will find:

1. Workplace Charter
2. Workplace FAQs
3. Workplace Resources: Hotlines and Local services
4. HR Guidelines: Domestic Violence Disclosure for Managers and Supervisors
5. Posters

Yours faithfully,

South Western Sydney Domestic and Family Violence Alliance.



## **SOUTH WESTERN SYDNEY DOMESTIC AND FAMILY VIOLENCE ALLIANCE**

### **Workplace Charter**

### **For the Prevention and Response to Domestic and Family Violence**

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#### **VISION**

For our workplace to have positive policies and practices, that guide and support employees affected by Domestic and/or Family Violence.

#### **We accept that Domestic and Family Violence is:**

- Violent, abusive or intimidating behaviour in a relationship with a partner, carer or family member.
- Any behaviour meant to control, dominate, humiliate or scare another person.

Domestic and Family Violence can include verbal abuse, emotional abuse, social abuse, financial abuse, physical abuse, sexual abuse and harassment from stalking. A person does not need to experience all of these types of abuse for it to be domestic or family violence.

SOURCE: NSW DOMESTIC AND FAMILY VIOLENCE BLUEPRINT FOR REFORM 2016-2021

#### **We acknowledge that:**

- Domestic and Family Violence (DFV) is a widespread issue in Australia, found across all genders, cultures, ages and income groups.
- Historical and persistent gender inequality is a key determinant resulting in Family Violence being more likely to be perpetrated by men against women.
- It is a whole-of-community responsibility to address cultural and community attitudes that underpin domestic and family violence.
- Domestic and Family Violence is a serious workplace health and safety issue and often involves employees needing to take leave to attend court, move house or change their children's schools. All of which not only has a high cost for the victim but also to their place of work, in terms of loss of productivity.
- Government and Corporate Australia collectively need to consider making more allowances for employees during these times, to ensure victims are not exposed to unnecessary financial hardship as a result of being impacted by DFV.
- Where companies have a range of strategies to promote positive workplaces, employees can return to work and for some remain at work while they seek assistance.

**Principles that underpin our organisations response to DFV include:**

- A strong stance against domestic and family violence (DFV).
- Support for employees who are affected by family and domestic violence.
- Access to information for employees about their entitlements to Domestic and Family Violence special leave.
- Establishing policies and processes that enable people affected by DFV to receive support to be safe, access appropriate services and take special leave and/or arrange flexible work arrangements when required.
- Promotion of a workplace culture that supports employees who are affected by family and domestic violence, including awareness of appropriate support services available to them and their families.





## **SOUTH WESTERN SYDNEY DOMESTIC AND FAMILY VIOLENCE ALLIANCE**

### **Workplace Q&As**

### **For the Prevention and Response to Domestic and Family Violence**

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#### **FREQUENTLY ASKED QUESTIONS**

##### **How will I know if a staff member is experiencing DFV?**

It is not always easy to identify if an employee is experiencing domestic violence or is in an abusive relationship because violence and abuse are experienced in many different ways.

As a workplace it is important to have resources and information available to all staff so that if they do wish to access support they know where to go.

##### **How can I create a workplace that is free from violence?**

- Encourage staff to speak up against violence or disrespectful language in the workplace.
- Be an active bystander.
- Have an open-door policy for employees to talk if they are not feeling safe or experiencing difficulties, be approachable.
- Have appropriate information available in staff rooms e.g.: posters outlining DV, relevant support numbers on the posters.

##### **How do I communicate my commitment to the Charter?**

Some ideas to communicate your commitment to the charter are:

- Sign and frame the Charter and display it in an area where staff and the public can view your ongoing commitment.
- Add a signed pdf copy to your website so that visitors to the site can see it.
- Talk about the charter during orientation of new staff.
- Show your support by celebrating White Ribbon Day in your workplace.

##### **How can I support a staff member experiencing DFV?**

- Assure the staff member that the issue will remain confidential and avoid telling other colleagues about the situation.
- Encourage staff impacted by DFV to contact a local DV support service.
- Display pamphlets and posters about support services so that they can be easily accessed.
- Complete a work health & safety risk assessment and implement strategies to prevent further harm.
- Check insurance and superannuation provisions to determine whether paid leave can be taken for Court appearances and other appointments relating to DFV.

- Speak with HR regarding resources available such as flexible work conditions and leave arrangements.
- Create a business rule to not disclose employee contact details to anyone, to help prevent him or her being stalked at work.
- Provide details of the employee assistance programs you may have.
- Blocking the telephone details and all social media accounts of person perpetrating violence.
- Restructure work place to ensure employee does not have contact with perpetrator if they enter the workplace.
- Arrange secure parking in the workplace which is restricted from the public. Provide an escort to their mode of transport, for example workers accompany each other to the bus or train stop.
- Support worker if they need to take leave.
- Provide NSW DV line telephone number, to assist worker.
- Explore options of changing employees work times/days.

#### **Where can I access support for staff?**

- Contact NSW DV Line on 1800 656 463
- Contact local police
- Refer to local GP
- Contact 1800Respect
- Contact Victim Services Access Line 1800 633 063
- Women's Domestic Violence Court Advocacy Services (WDVCAS) assist women who have issues with Domestic and Family Violence, including support at court, providing referrals, information and support with any issues relating to DV. Women do not have to be attending court for support with any WDVCAS.
- South West Sydney WDVCAS 96016988
- Macarthur WDVCAS 4640 7333
- If outside of these areas contact 1800WDVCAS to be directly put through to the relevant WDVCAS based on their postcode

You can also endorse the Charter by registering your commitment on the White Ribbon website.





# SOUTH WESTERN SYDNEY DOMESTIC AND FAMILY VIOLENCE ALLIANCE

## Workplace Resources

### For the Prevention and Response to Domestic and Family Violence

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#### HOTLINES

**For Women** experiencing Domestic Violence contact can be made with:

- 1800RESPECT                      1800 737 732  
 A counselling, information and referral service available 24 hours for people who are impacted by sexual violence, and domestic or family violence.
  
- NSW Domestic Violence Line                      1800 656 463  
 A 24/7 telephone counselling, information and referral for women who are experiencing or have experienced domestic violence. Please note the DV line is specifically designed to assist a person experiencing Domestic Violence by their partner or ex-partner.

**For Men** who use violence and need support around Domestic or Family Violence contact:

- Men's Referral Service 1300 766 491  
 A 24-hour telephone counselling, information and referral service to help men stop using violent and controlling behaviour.

They also provide support and information to women and men seeking information on behalf of their male partners, friends and family members.

Other Local numbers and services that may help employees experiencing Domestic or Family Violence include:

1. **Women's Health Services** provide counselling, information, education and medical services to women.
 

Bankstown Women's Health	9790 1378
Benevolent Society, The Centre for Women's Health	4633 3777
Liverpool Women's Health	9601 7777
WILMA Women's Health Centre (Macarthur Area)	4627 2955
  
2. **Women's Domestic Violence Court Advocacy Services (WDVCAS)** assist women with any issues relating to Domestic and Family Violence. Some services include: obtaining legal protection from Domestic Violence, providing possible referral points, and providing information and assistance throughout the court process.
 

Macarthur WDVCAS	4640 7333
South West Sydney WDVCAS	9601 6988
WDVCAS main number	1800 938 227

3. **Integrated Services** provide services to women and children who are victims of domestic violence through referrals and information. They also provide case management services. The GVL DVS listed below also provide counselling services.

Bankstown Domestic Violence Service	9790 1380
CORE Community Services, Domestic Violence Project –Cabramatta	9727 0477
Green Valley Liverpool Domestic Violence Service (GVL DVS)	1800 111 146

4. **Staying Home Leaving Violence (SHLV)** Services provide case management services to women who wish to leave a violent relationship and stay in their own home or a home of their choice.

Campbelltown SHLV	4633 3777
Liverpool and Fairfield SHLV	9602 7795

5. **Specialist Homelessness Services** provide services that assist individuals or families at the risk of, or experiencing homelessness. Some of these services also have a specific focus to support those escaping Domestic or Family Violence. These include:

**Bonnie Support Services.**

Bonnie’s provides a range of services such as case management, counselling, therapeutic and creative groups, financial advice, referral, information, outreach, a drop-in support service, children’s services and health relationships training for the local community.

Phone: 9729 0939

**Linking Hearts Multicultural Family Services**

Linking Hearts provides safe and supported crisis and transitional accommodation for families who are homeless or at risk of homelessness. It also provides safe houses for women with children who are escaping domestic and family violence, and helps them to be rapidly re-housed in private rental or social housing. Phone: 9786 4868

**Macarthur Multipurpose Women with Children Accommodation, Support and Domestic and Family Violence**

This service supports women and children who are homeless or at risk of homelessness, including those escaping domestic and family violence. Responses include intervening early to prevent homelessness, providing safe and supported crisis and transitional accommodation, rapid re-housing, and intensive support for complex needs. Phone: 0476 531 001

6. The following services provide information, counselling and run groups for **men** who use violence and abuse in their relationships.

Baptist Care Bankstown	8713 4333
Baptist Care Campbelltown	8713 4333
CatholicCare Fairfield	13 18 19

The above services all run behaviour change programs, counselling and support for men as well as providing assistance to their partners. Employers should encourage their affected employees to contact one or more of these services directly.

7. **Community Health Centres (CHC)** can provide referral and information on general health services and can be found at the following locations:

CHC Name	Address	Phone	Fax
Bankstown CHC	36-38 Raymond St Bankstown NSW 2200	9780 2777	9780 2899
Bowral CHC	Bendooley Pl Bendooley St Bowral NSW 2576	4861 800	4861 4956
Budyari Aboriginal CHC (Miller CHC)	18 Woodward Cres Miller NSW 2168	9607 8112	
Cabramatta CHC	7 Levuka St Cabramatta NSW 2166	8717 4000	8717 4030
Fairfield CHC	53-65 Mitchell St Carramar NSW 2163	9794 1700	9794 1777
Ingleburn CHC	59A Cumberland Rd Ingleburn NSW 2565	8788 4200	9618 2219
Liverpool CHC	Level 3 Health Services Building	9828 4844	9828 4800
Narellan CHC	14 Queen St Narellan NSW 2567	4640 3500	4640 3515
Prairiewood CHC	Cnr Prairievale Rd and Polding St	9616 8169	9616 8171
Rosemeadow CHC	5 Thomas Rose Rd Rosemeadow NSW	4633 4100	4633 4111

8. **NSW Police have dedicated Domestic Violence Liaison Officers (DVLO's)** who are specialists in dealing with domestic and family violence issues. They provide information about apprehended violence orders (AVOs), support victims through the court process and assist victims to connect to appropriate services. As a first step employees are best to contact NSW Police station numbers –see below:

Campbelltown	4620 1199
Fairfield	9728 8399
Liverpool	9765 9499

9. **Generalist Contacts**

Hearing impaired - National Relay Service	133 677
NSW Rape Crisis	1800 424 017
Translation and Interpreter service	131 450





## **TEMPLATE: DOMESTIC VIOLENCE DISCLOSURE MANAGERS' & SUPERVISORS' GUIDELINES**

### **DOMESTIC VIOLENCE POLICY**

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This policy represents the (Name of Company) position in respect of support and assistance for those employees who are victims of domestic violence. Domestic violence in any form is unacceptable.

This policy provides employees, managers and supervisors with information relating to support for employees in the workplace. Support for employees who experience domestic violence includes accessing personal leave, for example to address health issues or to attend legal, financial, child care or other matters that may assist them to progress towards a life free from violence and its effects.

(Name of Company) does not tolerate domestic violence in the workplace. This includes the use of phone, fax, mail, email or social media, to commit violence in or at the workplace. Such behaviour is in breach of the (name of company) Code of Conduct policy and will result in disciplinary action.

### **INDICATORS OF DOMESTIC VIOLENCE**

A person maybe experiencing abuse but often there are no visible indicators of violence. Signs that may assist you are they could become increasingly anxious or depressed, lost confidence, or is unusually quiet and withdrawn. She may change her physical appearance (e.g. stops wearing make-up). If she has left the relationship, her partner maybe calling or emailing her at work constantly, harassing her, following her, waiting for her outside of work.

She may tell you her partner orders her around or he makes all the decisions regarding the finances and tells her who she can and cannot see. Perhaps mentions that her partner is 'jealous' and has a 'bad temper' or is:

- Fearful of partner, goes to great lengths to please them.
  - No longer sees her family, and quickly ends conversations with them when partner walks in the room.
- Criticised and/or humiliated by her partner in public.
- Tells you that her partner pressures/forces her to perform sexual acts.
- Has physical injuries (bruises, cuts, sprains) and gives unlikely explanations for these injuries.
- Her children seem frightened of her partner, have behavioural issues, or are withdrawn or anxious.
- Is reluctant to leave her children alone with her partner.

### **Requesting support**

A staff member may contact their immediate supervisor to request specific support in relation to domestic violence. If a request is made to a supervisor, the supervisor should be understanding and supportive. Afterwards in a confidential manner contact the Manager for advice on coordinating support, developing a workplace domestic violence safety plan and DV leave.

It is recognised that staff experiencing domestic violence may disclose their experience in a discussion with their supervisor or to another trusted staff member within the organisation. In these circumstances, staff should as much as possible refer their colleague to this policy or the senior manager for support.

### **Types of support**

It is recognised that staff experiencing domestic violence may require a range of support including flexible work arrangements, additional safety arrangements and time away from the work place to care for family members, attend doctor's appointments, attend court, make arrangements for children, and seek alternative accommodation, counselling or other appointments. All Managers and front line staff will be made aware of any ADVO (Apprehended Domestic Violence Order) in place to prevent perpetrator access to the workplace venue.

### **Safety Plan**

The workplace domestic violence safety plan reflects the individual's specific role needs in their workplace environment. This may include screening incoming calls, changing work phone numbers and email address on a casual or permanent basis and ensuring the employee is working in a security restricted area where needed. Any risks associated with current work are identified and changes will be implemented to help implement an effective safety plan.

### **Safety plan includes:**

- Identifying and assessing the risks of domestic and family violence occurring in the workplace
- Implementing strategies to keep workers safer by accompanying employees to the car park or transport when leaving work.
- Notifying relevant staff not to disclose private information about employees' locations or movements
- Ensuring employees do not work alone at locations with public access
- Providing a photo of the abusive person to front desk staff, so that they can identify them and call the police if necessary.
- Practical technological updates to protect employees from abusive phone calls and emails.
- If an intervention order has been filed that includes the workplace a copy needs to be given to management.
- Monitoring and reviewing effectiveness of safety plan strategies.

## **Leave**

All staff members have access to a range of leave as outlined staff manual. In circumstances where a staff member is experiencing domestic violence, staff may access carer's leave and sick leave for reasons of domestic violence. In addition staff may utilise annual leave and long service leave as appropriate. If all paid leave has been exhausted staff may also apply to the General Manager for leave without pay.

## **Flexible Working Arrangements**

Staff may apply for flexible work arrangements including part-time or casual employment and flexible start/finish times. Flexible working arrangement will vary dependent on the circumstances of the staff member. Generally it will be for a defined period and regularly reviewed.

## **Employee Assistance Program**

(Name of the Company) Employee Assistance Program (EAP) is available to all staff and it provides professional, confidential, voluntary counselling and other assistance. Staff can use the EAP for a wide range of work related or family and personal issues and up to three counselling sessions will be paid for by the Organisation. Approval for sessions may be permitted upon application to the HR Manager. Locally, all female staff can access WILMA (Women's Health & Wellbeing Centre) for free medical and counselling services.

## **Confidentiality**

All staff involved in supporting a staff member experiencing domestic violence will treat the matter as confidential and should not discuss the matter with other staff or people outside the organisation unless they have a legal obligation to do so, or as agreed with the staff member for the purposes of safety or security. If there is an inherent risk to the victim or other staff members should the perpetrator come to the workplace, disclosure will be a 'needs to know' basis for the purpose of maintaining safety.

## **Response to Perpetrators**

(Name of the Company) will report to Police any alleged criminal activity or offence that is reported within the bounds of the workplace and/or is in serious breach of the Club's Code of Conduct or Workplace Discrimination, Bullying & Harassment Policy (eg Sexual Harassment).

## **Providing Evidence**

Any staff member experiencing a domestic violence situation and is requesting leave, change of status or position must provide a medical certificate or court attendance evidence. This information is treated confidentially and assistance will be given on an individual basis.

**Recording Keeping**

The Human Resources Manager will keep notes of all meetings, discussions and actions proposed or taken. These will be stored on a confidential basis.

**24 Hour Support**

The 24hr support for persons experiencing or at risk of, sexual assault or domestic violence is 1800 RESPECT (737732)

Domestic Violence Emergency- 000 (Police)

Domestic Violence Hotline – 1800656463

Men's Referral Service – 1300766491

Men's Help Line – 1300789978

WILMA – Women's Health Centre – 46272955

## **RESPONDING TO REPORTS OF DOMESTIC VIOLENCE**

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The following information is a guide for all the Senior Management, Managers and Supervisors when faced with a staff member who has disclosed that they are experiencing problems with domestic violence.

### **1. Employee reports they are in an abusive relationship.**

- Listen without judgement to employee and show empathy and concern. It is important to build trust and help the employee open up to you. However, it is not your role to counsel the employee.
- Advise the employee of the Safety Plan and the Club's support structures and that you are genuinely wanting to assist them in their situation. Be clear you are here to help not judge. Inform employee of the external Domestic Violence services that also can support them such as:

NSW Domestic Violence Line -1800656463  
Domestic & Family Counselling Services -1800RESPECT  
Domestic Violence Legal Advice Line -1800 810 784  
Women's DV Court Advocacy Service - 96016988  
Lifeline - 13 11 14

- Let the person know, unless there is danger to other staff or patrons, their information will not be disclosed to others. Where information does need to be disclosed let them know you will consult with them first prior to disclosure.
- The Human Resources team is available to provide support to you in the form of explaining policies and procedures, employee entitlements and suggesting referrals to other service providers.

### **2. Specific Ways Managers can help:**

- Ask the staff member what changes could be made to make her (or him) feel safer in the workplace. Remember, the victim knows the perpetrator better than anyone else.
- Encourage the employee to save any threatening e-mail or voice-mail messages. These can potentially be used for future legal action, or can serve as evidence of violating an existing AVO.
- Ask the employee to name an emergency contact person in case the employee is missing or unreachable.
- Designate a code word or phrase so the employee can alert you to any immediate danger.

- Inform the employee that someone can walk with them to their car or public transit stop at the conclusion of their shift.
- Advise the employee not to give out any personal information to others. Perpetrators often have excellent skills in obtaining information from co-workers.
- The employee may want to seek help during the workday. If possible, re-arrange the work schedule so that there is time during lunch or breaks.
- Respect the employee's privacy. Maintain your relationship as Manager or Supervisor, not as counsellor.

### 3. What Not to Say:

When the employee discloses to you that they are a victim of Domestic Violence, there are some phrases that must be avoided in order to remain supportive.

Ensure you do NOT say any of the following:

- Why don't you just leave?
- Why did you return to your partner?
- What did you do to provoke them?
- Why did you wait so long to tell someone?
- Don't use labels (e.g. "you're crazy to stay with him")
- Don't tell the person what to do, just provide the numbers as recommended in the previous sections
- Don't discuss the person's information with anyone else without receiving their permission.

It is important to complete the Safety Plan and inform the General Manager as soon as possible. Please refer to the Domestic Violence Policy for guidelines.

# WORKPLACE DOMESTIC AND FAMILY VIOLENCE SAFETY PLAN

This safety plan should be used in conjunction with the organisation's Domestic Violence Policy and is a guide for management and the individual staff member. If there is immediate danger call Police 000.

Staff Name: \_\_\_\_\_

Manager Name \_\_\_\_\_

Date reported: \_\_\_\_\_

Safety Plan Guidelines	Notes/ Options	Action Taken ✓
Has the perpetrator threatened you at work either in person, phone or email?	Discuss support and DV policy procedures	
Has the perpetrator come to the workplace?	Check CCTV footage	
Is the perpetrator likely to come to the workplace?	Inform police and security	
Are you or anyone in danger in the workplace?	Check membership data base	
Is the perpetrator a member of the Club and if not what is their name?	Inform security/doorperson	
Do you have a photo ID of the perpetrator?	Check membership data base	
Is there an AVO in place?	Inform security/door person	
Is the workplace named on the AVO?	Inform security/door person	
Establish personal safety to and from workplace carpark	Provide security guard	
Change parking location	Inform security to monitor	
Change job role or location	Inform HR & duty manager	
Review work phone, emails and social media	Inform IT manager	
Change rostered shifts	Inform roster manager	
Establish DV leave provision	Inform HR Manager	
Gain permission for HR to contact	Inform HR Manager	
Name and phone number of trusted relative or friend	Inform HR Manager	
Agreement to share information on a 'need to know' basis	Inform those relevant	
Request regular meetings to review situation	Inform HR Manager	
Extra Notes		
Employee Signature: _____	Manager Signature: _____	

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# 1800 65 64 63

## NSW Domestic Violence Line

(free call) – 24 hours a day, 7 days a week.

The NSW Domestic Violence Line is a free call service that provides support to women – with or without children – who are experiencing partner or ex-partner violence. All calls to the Domestic Violence Line are answered by female workers.

### How can the NSW Domestic Violence Line help?

By offering support over the phone and linking women with support services in their local area including:



**Domestic Violence support services**



**Emergency accomodation**



**Medical services**



**Legal support services**

The Domestic Violence Line can support women to obtain an Apprehended Violence Order (AVO).



### What is Domestic Violence?

There are many forms of Domestic Violence. It can be:

- Physical
- Verbal
- Sexual
- Psychological
- Social
- Financial
- Any other ways of using control

### Who can I speak to?

If you are experiencing domestic violence, call the NSW Domestic Violence line.

## 1800 65 64 63

The NSW Domestic Violence line is free to call 24 hours a day, 7 days a week.

Hearing Impaired: National Relay Service **133 677**

Interpreters are available

**If you or your children are in immediate danger, please call the Police on 000**





Is your behaviour causing  
problems for your  
relationships or family?

If so, call the Men's Referral Service **1300 766 491**

- > You will talk with a trained counsellor
- > You don't need to give your name
- > You will be treated with respect

 **No to Violence**  
Working together to end men's family violence

Men's Referral Service **1300 766 491**

**ntv.org.au**

Join the conversation

