

# TOOLS AND RESOURCES

For Workplace Action on Domestic  
and Family Violence





**Challenge DV** (formerly Australia's CEO Challenge) has been partnering with workplaces to facilitate domestic and family violence prevention training since 2001. Challenge DV also creates change with a unique partnerships program that match businesses or government departments with front-line services, and hosting events designed to unite a community no longer able to accept domestic and family violence.



**No to Violence (NTV)** is the largest peak body in Australia representing organisations and individuals working with men to end family violence and operator of Men's Referral Service, which provides telephone counselling, information and referrals for men who use violence to help change their behaviour.



**Our Watch** is a national leader in the primary prevention of violence against women and their children in Australia.



**The Full Stop Foundation** supports the work of **Rape & Domestic Violence Services Australia**, delivering: 24/7 trauma specialist counselling to people impacted by sexual, domestic and family violence; training and professional services to businesses, governments and community organisations to better prevent and respond to violence; and public advocacy for change.



The **UNSW Gendered Violence Research Network (GVRN)** offers a knowledge exchange stream (Gendered Violence & Organisations) which has successfully partnered with over 50 organisations including a range of private sector employers to design response strategies, advise on policy and deliver expert training in gendered violence prevention and response.



**WESNET** is the national peak body for specialist women's domestic and family violence services across Australia and the leading sector expert on the intersection of technology and violence against women. WESNET provides training and advice to frontline workers, governments, technology and other businesses to ensure women can access technology safely.



**The Champions of Change Coalition** includes CEOs, secretaries of government departments, non-executive directors and community leaders who believe gender equality is a major business, economic, societal and human rights issue. Established in 2010 by Elizabeth Broderick AO, our mission is to step up beside women to help achieve gender equality and a significant and sustainable increase in the representation of women in leadership.

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## Introduction

**Domestic and family violence is endemic in our community. Its prevalence and consequences are well-documented. Domestic and family violence harms individuals, families and our social fabric. Domestic and family violence impacts our employees and our workplaces.**

*TOOLS AND RESOURCES: For Workplace Action on Domestic and Family Violence* is an extract from *PLAYING OUR PART: A Framework for Workplace Action on Domestic and Family Violence* and contains tools and resources to support organisations to take action on domestic and family violence as a workplace issue.

We encourage all organisations within and beyond our Coalition to use these resources and contribute to eliminating domestic and family violence from our community.

Domestic and family violence is everybody's business. We must play our part.



# Sample policy

*Note: Ensure referral pathways, including 'dial 000 in case of emergency', and a 'quick exit' button are included prominently on the webpage featuring the policy and any other information on domestic and family violence.*

## Background

### 1. Purpose

- 1.1. [Organisation] recognises that domestic and family violence may seriously impact an individual, their family and the workplace, and has impacts right throughout the community.
- 1.2. The purpose of this policy is to support a workplace where all employees feel safe, supported and able to fully participate in their duties.
- 1.3. [Organisation] is committed to providing support to employees and their family members, who may be impacted by domestic and family violence.
- 1.4. [Organisation] is determined to:
  - Provide a safe and supportive workplace for employees experiencing domestic and family violence to seek help and support and to disclose their experiences without the risk of judgment, discrimination, or victimisation or a breach of privacy.
  - Provide assistance to employees who self-disclose their use of, or risk of using, domestic and family violence to change their behaviour, while making clear that the use of domestic and family violence will not be tolerated at [Organisation], and that use of violent or aggressive behaviour in the workplace will result in appropriate disciplinary action.

### 2. Policy Scope

- 2.1. This policy covers all employees and contractors.
- 2.2. The intention of this policy is to encourage employees to seek support from [Organisation] if the employee is impacted domestic and family violence including:
  - Employees experiencing domestic and family violence or the ongoing impacts of domestic and family violence.
  - Employees supporting a friend or family member experiencing domestic and family violence.
  - Employees who are using domestic and family violence.
- 2.3. This policy is complemented by other relevant policies including [insert relevant policies including IT, security, bullying, sexual harassment, work health and safety policy, flexible work, mental health and wellbeing].

### 3. What is Domestic and Family Violence?

- 3.1. Domestic and family violence means violent, threatening or other abusive behaviour by a current or former family member of an employee (including de facto and married relationships, household members, previous partners, same sex relationships, carers or support workers, and parents and children) that seeks to coerce or control the employee and which causes them harm or to be fearful for their wellbeing/safety or the wellbeing/safety of others within their care (children, elderly, carers etc). A family member can also mean a person related to the employee according to Aboriginal or Torres Strait Islander kinship rules.

- 3.2. Domestic and family violence may include verbal, physical, emotional/psychological, sexual, economic and financial, coercive control, child, elder and animal abuse, and faith-based or spiritual abuse. It can be perpetrated through technology including phone, email, social media, electronic transactions, cameras and tracking devices.
- 3.3. [Organisation] recognises that domestic and family violence is largely a gendered issue and understands the unique challenges faced by the diversity of our employees where abuse may also include behaviour such as withholding medication or threatening to out someone's sexual orientation to their family, friends or work colleagues. Behaviour may constitute domestic and family violence, even if that behaviour would not constitute a criminal offence.
- 3.4. [Organisation] recognises there may be employees experiencing or at risk of domestic and family violence and employees who use domestic and family violence.
- 3.5. [Organisation] recognises that domestic and family violence can impact anyone regardless of their gender, age, sexual orientation, cultural and linguistic background, or socio-economic status, and is committed to support all employees impacted by domestic and family violence.

## **Employees who experience domestic and family violence or are supporting a family member or friend experiencing domestic and family violence**

### **4. Leave**

#### 4.1. Leave available

- [Organisation] will provide paid leave to employees who are experiencing domestic and family violence to support any needs that arise from experiencing domestic and family violence where possible, including: time off work for medical or legal assistance; court appearances; counselling; relocation; to make other safety arrangements; or undertake any other activities relating to domestic and family violence. The amount of leave will be determined in consultation with the employee based on their needs and circumstances.
- Domestic and family violence leave can be taken as partial or full days as necessary.
- [Organisation] will also provide [10] days paid leave per annum to employees who are supporting a family member or family/friend who is experiencing domestic and family violence.
- Domestic and family violence leave is provided in addition to ordinary annual, personal and unpaid leave entitlements, and is paid as a continuation of an employee's ordinary pay.
- Domestic and family violence leave does not accrue progressively and is not paid out on termination of employment.

#### 4.2. Process

- It is an expectation that leaders work with the employee to understand the time off required and apply the leave flexibly. It is an expectation of the impacted employee to keep their leader abreast of their circumstances, including the estimated amount of time away from work required.
- The amount of paid leave is determined on a case-by-case basis, in conjunction with the employee and the employee's leader, and in consultation with [Domestic Violence Contact Officer or equivalent].

## 5. Financial Assistance

- 5.1. Where possible, [Organisation] will provide financial assistance and/or a reimbursement of funds expended for emergency financial management advice to an employee experiencing financial hardship due to experiencing domestic and family violence.
- 5.2. Financial assistance may include one-off payment of \$[dollar amount], advanced payment of salary and/or bonus, providing temporary accommodation for up to [insert] weeks, emergency pre-paid mobile phone, payment of costs associated with relocation, pre-paid gift/credit cards. It may also include covering the costs of seeking a financial adviser.
- 5.3. Requests for financial assistance can be made through [contact].

## 6. Flexible Working

- 6.1. [Organisation] will support any request from an employee experiencing domestic and family violence, or an employee who is caring for or supporting an immediate family or family/friend who requires care or support because of domestic and family violence, to provide temporary or ongoing changes to their ways of working which may include:
  - Working at home or another location outside their usual workplace, where safe to do so – permanently, temporarily, regularly or ad hoc arrangements, or from the usual workplace where working at home or elsewhere is unsafe.
  - Working part time or job sharing.
  - Flexible start and finish times.
  - Varied hours of work.
  - Compressing full time or part time hours into a shorter duration.
  - Accruing paid time off instead of receiving overtime payments [if entitled].
  - Relocation of workplace, flexible location of work, or regularity of attendance at an office.
  - Changes to work contact details, such as telephone number or email address, including diverting or blocking emails to the employee's company email address and/or updating the employee's work phone number.
  - Other - negotiated on a case by case basis.

## 7. Support and Safety Planning

- 7.1. Employees are encouraged to discuss their safety needs with their [leader]. If employees are uncomfortable speaking with their manager about support options, they can seek advice and assistance from [the Family Violence Contact Officer] or [contact]. All human resources staff and line managers will receive appropriate training in relation to domestic and family violence.
- 7.2. In consultation with the employee, a workplace support and safety plan can be established for an employee experiencing domestic and family violence with consideration to temporary or ongoing changes to the employee's working hours, work location, safety escorts, car parking arrangements, job redesign, email and telephone details, bank details, contact and emergency contact details, check-in procedures when working from home, and any other appropriate measures including those available under existing provisions for flexible work arrangements.

Any changes to an employee's role will be reviewed at agreed periods. [Family Violence Contact Officers] will work together with the employee and manager to establish an appropriate support plan.

- 7.3. Any requirements of an injunction order, restraining order, and/ or family violence intervention order which may impact an employee's work at [Organisation] should be advised to [the Family Violence Contact Officer and manager], who may liaise with [the Director of Security] to assist with ensuring these requirements are met. These matters will be handled on a case-by-case basis to ensure confidentiality.

## Employees who use or may be using domestic and family violence

### 8. Domestic and Family Violence in the Workplace

- 8.1. [Organisation] is clear that violence and abuse is unacceptable and employees who use domestic and family violence are responsible for their behaviour.
- 8.2. There may also be instances where users of violence are using [Organisation] resources or time to perpetuate abuse towards others. Examples of this include: emailing, phoning or texting a partner whilst at work; using workplace IT systems to access private information about someone; acting abusively towards other employees or clients; manipulating pay or roster systems to find out sensitive information; exhibiting high levels of aggression following personal phone calls; making inappropriate jokes or comments that belittles the person experiencing violence. These behaviours may be triggering or distressing for others in the workplace who may overhear conversations, be offended by inappropriate comments made or be concerned for the safety of themselves or another person.
- 8.3. It is never acceptable to use the workplace or workplace resources to be abusive to those within or outside the workplace and employees who use domestic and family violence are responsible for their behaviour. Our responses will be tailored to the individual circumstances of each matter.
- 8.4. [Organisation] will manage any workplace impact of an employee who is using domestic and family violence such as poor attendance, performance and misuse of workplace time and resources. We will enforce any safety measures required to protect our staff and members of the public. Our responses will be tailored to the individual circumstances of each matter.
- 8.5. Where both parties are [Organisation] employees, the focus will be on the safety of the individual experiencing domestic and family violence. Decisions on responding to the user of violence or abuse will need to be made with the full involvement of the person experiencing violence where possible and/or their specialist support service worker, where they consent to this, to avoid any potential unintended risks or impacts on them.
- 8.6. [Organisation] recognises that by supporting employees to develop more respectful relationships, we are playing our part in whole-of-community action to prevent harm and to create a society in which violence has no place.

### 9. Referral Pathways and Assistance

- 9.1. Where appropriate, [Organisation] will provide opportunities to assist employees to stop their use of violence and abuse and change their behaviour.
- 9.2. [Organisation] can offer the support of referral pathways to specialist services to employees who are engaging in violent or other behaviours that constitute domestic or family violence.

## 10. Leave

### 10.1. Leave available

- An employee who has self-disclosed that they are using violence and abuse against an (ex) partner or member of their family will have access to limited paid leave for the purpose of changing their behaviour to stop using violence and abuse.
- Paid leave is only available to those staff attending an assessment session for an accredited domestic and family violence behaviour change program, to attend an accredited domestic and family violence behaviour change program, and any individual counselling sessions associated with an accredited domestic and family violence behaviour change program. Leave may also be required to make safety arrangements (such as moving out of the family home).
- Paid leave under this policy is not available to defend allegations in criminal matters, hearings associated with restraining orders or protection orders (as examples). Employees may use other accrued and available leave (such as annual leave) in these circumstances.
- Leave does not accrue progressively and is not paid out on termination of employment.

### 10.2. Process

- Access to leave will be assessed on a case-by-case basis. It is an expectation of the employee to keep their leader abreast of their circumstances, including the estimated amount of time away from work required.
- Employees will be required to produce supporting documentation to support the request for leave for the purpose of changing their behaviour to stop using violence and abuse.
- It is an expectation that if the employee using violence (or at risk of doing so) is accessing leave and/or accommodation provisions under this Policy, that they also engage with the appropriate external specialist support services.

## 11. Flexible Work Arrangements

11.1. Flexible work arrangements are available to employees who use domestic violence and can be tailored to support engagement with specialist services for the purpose of changing their behaviour to stop using violence and abuse.

## 12. Financial Assistance

12.1. [Organisation] may provide temporary accommodation to an employee using violence and abuse for the safety and wellbeing of their family. For example, an employee who self-discloses that they have or are at risk of using violence or abuse against their family may want to remove themselves from the family home to keep their family safe. However, it is an expectation that if the employee using violence (or at risk of doing so) will engage with the appropriate external specialist support services.

## 13. Disciplinary Action

13.1. [Organisation] will manage any workplace impact of an employee who is using domestic and family violence such as poor attendance, performance and misuse of workplace time and resources.

13.2. [Organisation] will take any other reasonable measures to ensure the safety of other employees, clients, customers or contractors if it is determined that they may be at risk of harm.

## Approach

### 14. Privacy

- 14.1. Information or records concerning matters of domestic and family violence will be treated sensitively and your privacy will be respected.
- 14.2. There may be exceptional circumstances or times where it is imperative to disclose in order to maintain the safety of the staff member and/or other staff. In these circumstances, disclosure of the situation will be kept to a minimum and strictly 'needs to know' basis.
- 14.3. [Organisation] will seek to gain the consent from an employee to discuss their experiences and needs. Information will only be disclosed (subject to privacy laws), with the consent of the person impacted by domestic and family violence, or in exceptional circumstances, if required by law or to maintain the safety of the employee or any other employees, clients or customers of [Organisation].
- 14.4. [Organisation] will not require an employee to disclose any matters of domestic and family violence to their [People Leader/Manager] and instead may choose to discuss with [contact].

### 15. Anti-Discrimination

- 15.1. [Organisation] will not discriminate against an employee who has experienced domestic and family violence, in terms of their existing employment, career development or for any other reason.
- 15.2. While [Organisation] will not discriminate against an employee who has self-disclosed that they use domestic and family violence, all employees must behave in accordance with [Organisation]'s code of conduct and policies dealing with workplace behaviour and security. Use of [Organisation] resources to encourage, support or perpetrate domestic and family violence is not acceptable and will likely result in disciplinary action, a breach of the employee code of conduct, and/or termination, and may be reported to relevant authorities.

### 16. Referral Pathways and Employee Assistance Program

- 16.1. An Employee Assistance Program (EAP) is provided by [contact], (with a dedicated domestic and family violence line). Counselling is completely confidential and provided by professional counsellors specialising in domestic and family violence. [Name] can be contacted 24 hours a day, 7 days a week on [phone].
- 16.2. An additional list of referral pathways and external, confidential counselling services is available here [insert].

## Support for responding to disclosures

*Include a guide for responding to disclosures in your policy. Example are provided above at section 4.2.5.*

# Practical resources

## Level One: Making a start

### Recognise domestic and family violence as a work, health and safety issue



#### Resource:

#### Developing a workplace safety plan

Employees experiencing domestic and family violence are managing their own safety every day – they are often the best experts on their own safety. Domestic and family violence specialist case workers and counsellors will work with a person experiencing violence to develop a holistic safety plan to keep them safe and develop a safe exit strategy.

However, most employees will also benefit from a ‘workplace safety plan’ that is focused on actions the workplace can take to assist an employee to be safe while at work, and on their way to and from the workplace.

A workplace domestic and family violence safety plan enhances general safety at work strategies (e.g. existing workplace security, access, surveillance measures), and targets specific risk factors associated with domestic and family violence.

The list below can be used to invoke conversation and mutual exploration of possible safety avenues. Note that the list is not exhaustive, or a checklist, and other steps may need to be considered based on the safety and wellbeing needs of the employees impacted by violence. Encourage the employee to talk to their specialist domestic and family violence support worker or counsellor about their workplace safety plan and how it fits in with their overall safety plan.

#### 1. For employees that are working in the office / on site a safety plan could include

Personal work details and communication:

- Screen calls and access to the employee.
- Change work email addresses and/or phone numbers, and remove details of employee from internal directories and external platforms.
- Provide a second mobile phone (pre-programmed to call an emergency number), or other emergency communication device.

Support and check-in systems:

- Assess the safety and security of GPS tracking or locating devices on work devices.
- Create a support team, including designating a person to support the employee during work hours, check in with the employee, and follow up with them if contact is unexpectedly lost.
- Provide a panic/duress alarm and/or an internal ‘safe word’ known to all staff (if appropriate) to indicate that help is needed (noting that the employee’s preferences around privacy and confidentiality are to be respected).
- Regularly review contact avenues, check-ins and emergency contacts (including while on leave).

**Work arrangements:**

- Offer flexible work arrangements to the employee, including varying their start and finish times and/or work-days if part-time.
- Offering to relocate the employee to a more secure area of the workplace or a different site/location.
- Discuss disclosure of any potential intervention orders that need to be enforced by the workplace.

**Commute:**

- For employees without a car, provide a car or pay for taxi pick-up and drop off.
- For employees with a car, offer for someone to escort them between their car and the workplace.
- Use an internal code word or words known to all staff (as appropriate) to indicate that help is needed.
- Arrange for other staff to offer support to the worker in paid time.
- Regularly review potential danger to the employee, as well as other employees, customers and clients.

Following are several resources that provide guides to workplace safety planning:

- [https://humanrights.gov.au/sites/default/files/Annex%20B%20safety\\_planning.pdf](https://humanrights.gov.au/sites/default/files/Annex%20B%20safety_planning.pdf)
- <https://www.youtube.com/watch?v=CqL61xeomd8>
- <https://www.esafety.gov.au/key-issues/domestic-family-violence/online-safety-planning>
- See <https://www.safeworkaustralia.gov.au/doc/family-and-domestic-violence-workplace-information-sheet> for a detailed guide to these obligations in Australia.

**2. For employees working from home, including in the context of COVID-19 lockdown, consider the following:****Work arrangements:**

- Provide and communicate alternative working arrangements for people who don't feel safe at home. This provision should be enabled without employees having to disclose they are experiencing domestic and family violence. Alternatives to working from home may include:
  - enabling the worker to continue working from the office or other site/asset (with appropriate social distancing in place)
  - providing short-term alternative accommodation.
- Ensure employees have the option to access work-provided phones and laptops/computers to enhance their autonomy and digital security.

**Support and check-in systems:**

- Schedule regular check-ins with employees working from home ensuring you are aware they may be closely monitored and do not jeopardise their safety through the questions you ask.
- Use EAP as an outside support tool to potentially disguise the conversation from perpetrators (e.g. "my workplace has asked all employees to touch base with support services").
- Consider the use of a 'safe word' that signals to the employer that a pre-arranged action should be taken (e.g. the employer makes a call requesting the employee come into work to complete an immediate task, or the employer calls the police).

**External support:**

- Communicate that seeking support for experiences of domestic and family violence is a valid reason for leaving the home during lockdown restriction periods (e.g. a statement could be included in e-mail signature block during COVID-19 lockdowns).
- Ensure employees have contact information for specialist domestic and family violence support services and/or police as appropriate and encourage employees to utilise these supports as necessary.
- Consider also encouraging the employees to download the 'Daisy' app (or the 'Sunny' app for women with disability) if safe for them to do so, which connects people experiencing domestic and family violence with their local service providers. These apps have features enabling safe exit, emergency texts to selected contacts and safe browsing.

**Note:** For tips communicating with employees experiencing domestic and family violence using technology see:

- <https://techsafety.org.au/blog/2020/03/18/covid19-resources-for-dfv-agencies-wanting-to-use-technology/>
- <https://www.esafety.gov.au/about-us/blog/covid-19-online-safety-help-for-women>

**Resource:****Work from home and employees who use domestic and family violence**

If you become aware that an employee may be using domestic and family violence against a partner or family member, consider alternative arrangements to them working at home (e.g. office/other site or asset). Ensure visibility of resources about healthy relationships are available including online and telephone support services (e.g. Men's Referral Service).

If speaking with an employee who is talking about the stresses of working from home, guide them to a support service to discuss (e.g. your EAP or Men's Referral Service - see section 7 below). They may not disclose domestic and family violence but this might be their way of seeking help. Recognise and communicate that feeling increased stress in this situation is normal but provide actions, avenues and resources to help employees address it. Do not make excuses for unacceptable behaviour. While increased stress, family disruption, social isolation and increased financial pressures do not in themselves 'cause' domestic and family violence, they can increase the severity and frequency of violence and be an entry point for employees seeking help to stop using violence and abuse.

**Implement a leading domestic and family violence policy****Resource:****Responding to employees who are using domestic and family violence**

**Employees who use domestic and family violence: a workplace response** provides a guide to determining your organisation's approach to responding to employees who are or may be using domestic and family violence.

This Champions of Change Coalition report outlines the role of the workplace in recognising, responding, referring and recording where there is an intersection between the employee's use of domestic and family violence and the workplace.

An intersection between the domestic and family violence and the workplace can arise in several ways.

- Sometimes, domestic and family violence may come directly into the workplace. For example:
  - The employee using violence and abuse against their (ex) partner in the workplace
  - The employee making use of workplace resources (e.g. email, phone, car) or time to perpetrate domestic and family violence
  - The employee using their position or work resources to find out details about the whereabouts or other details of their (ex) partner
  - The employee involving others in their use of domestic and family violence (e.g. monitoring their (ex) partner, sending messages).
- Sometimes there may be a link between the domestic and family violence occurring at home and the employment of the individual, for example where the employee's conduct:
  - Involves others in the workplace
  - Is incompatible with the employee's duties such as where the employee's position includes leadership, direct contact with vulnerable clients or access to personal information, or in cases in which criminal proceedings or mandatory reporting have resulted in the loss of a required approval or registration (e.g. the ability to work with children)
  - Damages the relationship between the employer and the employee or the employer's interests or reputation.
  - A Domestic Violence Protection Order (noted these are named differently in each state and territory) that requires the workplace to take certain measures to ensure the safety of people (e.g. the person experiencing the domestic and family violence, work colleagues).

The Report recommends workplaces adopt a 'graduated approach' to managing employees who use domestic and family violence with the broader imperative of ensuring the safety of the person experiencing domestic and family violence is paramount, providing a safe working environment and preventing domestic and family violence. A graduated approach includes:

- Taking action to hold employees who use domestic and family violence responsible for workplace impacts of their violence with actions varying according to circumstances.
- Offering the employee an opportunity to change their behaviour through referral to expert services.
- Outlining the use of penalties, including employment termination, if their use of violence continues.

Workplaces need to tailor their response to meet several variables including the employee's role, the nature of the organisation and the impact of the violence on the workplace (e.g. safety, performance, reputation and where both the employee using domestic and family violence and the employee experiencing domestic and family violence are in the same workplace).

The report sets out key principles to guide workplaces responses:

- Safety is the first priority.
- Ask the experts.
- Use clear and impartial communication.
- Maintain privacy.

See the detailed report [here](#).

## Communicate support available both to employees experiencing, and employees using domestic and family violence

### ➔ Practical example:

#### Communicating support for employees experiencing domestic and family violence working from home during COVID-19

During the COVID-19 pandemic, incidents of domestic and family violence have increased. So too have the barriers for people experiencing violence and abuse to access support.

The **Champions of Change Coalition** developed a document that provides suggestions for how workplaces can support impacted employees and respond to domestic and family violence during the COVID-19 crisis including:

- Reassuring employees regarding their job security and investing in their wellbeing.
- Ensuring flexibility in the ways of working including alternatives to work from home, or if unsafe at home, to work in the office or another safe location.
- Communicating workplace policies, procedures and support available.
- Regularly checking-in with employees, ensuring this is not done in a way that could jeopardise safety.

#### Example language you may like to adapt in communicating support for employees experiencing domestic and family violence including in relation to working from home, access to technology, wellbeing, and communications from CEO/leaders:

- We know COVID-19 may be creating additional stresses for some of our employees. If you are struggling or working from home is difficult for you, please don't hesitate to contact [insert] to discuss your circumstances and explore options.
- Work from home communications/toolkits/policy: If you feel unsafe working from home because you are experiencing domestic and family violence, please inform [insert contact] and we will work with you to make alternative arrangements.
- Remember that you are not breaching any lockdown restrictions/orders if you leave the home to seek support for domestic and family violence.
- Communications from your CEO: I know that we may have team members who are experiencing domestic and family violence and may need a safe place outside of the home to work. If you do not feel safe working from home, please let [insert] know and we will help to make alternative arrangements. We offer a range of support to those experiencing domestic and family violence as outlined in our Domestic and Family Violence Policy along with links to specialist referral services [Link]. Please inform [insert] if you require any additional support. Your privacy and confidentiality will be respected.
- Working from home/WHS checklist: Include a question such as "Do you feel safe working from home (including free from domestic and family violence)?", "Do you require access to a work-provided phone and/or computer?"

**Suggested language you may like to adapt in communicating support available for employees using domestic and family violence:**

- You may find yourself under increased strain under physical distancing or you may find that disagreements and arguments with your family have become more common and things you once considered small may now seem huge. If you are concerned about your relationship(s) below are services that can help:
  - Better Man is a confidential website broken into three modules, focusing on relationships, values, and communication. All modules have online messaging and feedback tailored to your responses.  
<http://public.betterman.org.au>
  - Men's Referral Service provides a specialist family violence response to those using domestic and family violence 1300 766 491 or Livechat - <https://www.mrs.org.au>
  - MensLine is a professional telephone and online support and information service for men in Australia. 1300 789 978 - <https://www.mensline.org.au/>

The resource is available [here](#).

## Level Two: Effective response and prevention

### Invest in processes and approaches for effectively responding to employees who use domestic and family violence



**Resource:**

***Employees who use domestic and family violence: a workplace response***

The Champions of Change Coalition report *Employees who use domestic and family violence: a workplace response*, outlines a principles-based approach to responding to employees who are using violence and abuse that highlights the role of the workplace in recognising, responding, referring and recording where there is an intersection between domestic and family violence and the workplace.

See the detailed report [here](#) and an example policy that integrates this response at section 5.

## Level Three: Amplifying Impact

Ensure all people processes apply a human-centred approach based on empathy, compassion and non-judgment



### Resource:

#### Barriers to employment for people experiencing domestic and family violence<sup>65</sup>

Individual barriers refer to barriers that are experienced at a personal level by victim-survivors of domestic and family violence including:

- **Ongoing mental and physical impacts of trauma:** many people with lived experience of domestic and family violence experience ongoing impacts of trauma on their mental health and capacity to engage in job seeking activities or employment. This can include acquired disability (e.g. acquired brain injury) due to physical injury from violence.
- **Ongoing administrative and logistic challenges as a result of domestic and family violence:** ongoing challenge of seeking and being able to commit to consistent hours for work when they are still navigating a range of appointments, services and systems as a result of domestic and family violence e.g. ongoing legal battles, insecure housing, accessing financial services and psychological support (both for the individual and children in their care).
- **Lack of confidence and self-esteem:** many people who have experienced or are experiencing domestic and family violence may enter the process of seeking employment with a low sense of self-worth and lack of confidence as a result of the violence and abuse and may find it difficult to identify or articulate their skills and contribution to a workplace. For some this can be compounded by being new to or taking a long break from the workforce in Australia, a lack of formal qualifications, or a fear of stigma and discrimination (especially for those who have been criminalised).
- **Ongoing abuse by perpetrator:** many people experiencing domestic and family violence face the challenge of ongoing abuse by their perpetrators as a barrier to being able to seek and secure employment. For some this may result in them having to drop everything (including work) to be able to respond and stay safe, or the workplace becoming a site through which perpetrators could locate and access victim-survivors.

Structural barriers refer to barriers that are experienced in relation to employment processes and practices, including:

- **Lack of understanding of domestic and family violence and trauma in employment processes and practices** including recruitment, management and supervision, and workplace culture. A lack of understanding of the ongoing and long-term impacts of domestic and family violence, even after someone leaves a relationship, can lead to employees who have experienced domestic and family violence to experience attitudes of distrust and scepticism, and to feel disempowered and in some cases retraumatised.
- **Valuing of qualifications over practical experience** can pose a significant barrier for people who have experienced domestic and family violence entering or re-entering the workforce given the challenge of completing study or training to prepare to enter the workforce, as well as the lack of recognition of the skills gained through their experience of family violence – such as de-escalation, resourcefulness, risk management and safety planning.
- **Lack of flexible roles** poses a barrier to people experiencing domestic and family violence securing roles that enable them to continue to manage violence and abuse or long-term impacts of violence and abuse.

## Organisations that can provide further support

### For people experiencing domestic and family violence

GLOBAL	
<p><b>GLOBAL NETWORK OF WOMEN'S SHELTERS</b></p> <p><a href="https://gnws.org/">https://gnws.org/</a> info@gnws.org</p>	<p>GNWS is a global voice for survivors and the shelters that serve them. They work to strengthen and unite the women's shelter movement globally to end violence against women and their children. The helplines program is still currently under construction, but once available will have links to vetted shelters and support services globally.</p>
<p><b>WOMEN AGAINST VIOLENCE EUROPE</b></p> <p><a href="https://www.wave-network.org/find-help/">https://www.wave-network.org/find-help/</a> +43 (0) 1548 2720 office@wave-network.org</p>	<p>WAVE is a formal network of European NGOs working in the field of combating violence against women and children. They also provide services including access to national women's helplines, shelters, women's centres and counselling services across 46 European countries. WAVE is currently the only network which provides a continent-wide vetted list of women's helplines and shelters.</p>
<p><b>DOMESTIC SHELTERS</b></p> <p><a href="https://www.domesticshelters.org">https://www.domesticshelters.org</a></p>	<p>Domestic Shelters is a searchable online directory of domestic violence programs and shelters in the US and Canada. They also offer links to other international organisations which provide crisis services and shelters for women experiencing domestic and family violence.</p>
AUSTRALIA	
<p><b>1800 RESPECT</b></p> <p><a href="https://www.1800respect.org.au/">https://www.1800respect.org.au/</a> 1800 737 732</p>	<p>1800RESPECT provide a best practice, professional telephone and online crisis and trauma counselling service, 24 hours a day, 7 days per week, to assist people experiencing the effects of sexual assault, domestic or family violence.</p>
<p><b>RAPE AND DOMESTIC VIOLENCE SERVICES AUSTRALIA</b></p> <p><a href="https://www.rape-dvservices.org.au/">https://www.rape-dvservices.org.au/</a> DV Impact Line: 1800 943 539 LGBTIQA+ Violence Line: 1800 497 212</p>	<p>Rape and Domestic Violence Services Australia provides 24/7 national trauma specialist counselling service for people impacted by sexual domestic, and family violence.</p> <p>The Full Stop Foundation is the training and professional services arm of Rape and Domestic Violence Services Australia supporting workplaces nationally to prevent and respond to sexual, domestic and family violence.</p>
<p><b>RSPCA – PETS IN CRISIS (DOMESTIC VIOLENCE PROGRAM)</b></p> <p><a href="http://www.rspca.org.au">www.rspca.org.au</a></p>	<p>RSPCA provides temporary safe housing and practical solutions for pet owners leaving situations of domestic violence in a number of states and territories including NSW, QLD and WA.</p>

## AUSTRALIA

<p><b>TRANSLATING AND INTERPRETING SERVICES</b></p> <p>131 450</p>	<p>An interpreter from TIS can help facilitate communication with other services, where needed.</p>
<p><b>WOMEN'S SERVICES NETWORK (WESNET)</b></p> <p><a href="https://wesnet.org.au">https://wesnet.org.au</a> <a href="https://techsafety.org.au">https://techsafety.org.au</a></p>	<p>WESNET is the national peak body for specialist women's domestic and family violence services across Australia and the leading sector expert on the intersection of technology and violence against women. WESNET works with a wide variety of corporations and technology companies in Australia and globally to ensure women can access technology safely.</p> <p>WESNET's Technology Safety Website provides extensive resources for women experiencing technology facilitated abuse.</p>

## For Aboriginal and Torres Strait Islander people experiencing domestic and family violence

### AUSTRALIAN CAPITAL TERRITORY

<p><b>ABORIGINAL LEGAL SERVICE</b></p> <p><a href="https://www.alsnswact.org.au/">https://www.alsnswact.org.au/</a> 1800 733 233</p>	<p>ALS is a proud Aboriginal organisation working in criminal law, family law, children's care and protection law. ALS can assist through representation in court, advice and information and referral to further support services.</p>
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### NEW SOUTH WALES

<p><b>THIYAMA-LI</b></p> <p><a href="https://thiyamali.com.au/contact-us/">https://thiyamali.com.au/contact-us/</a> (02) 6752 1188 legal@thiyamali.com.au</p>	<p>Thiyama-Li is based in Moree, Walgett and Bourke, NSW and provides culturally appropriate assistance, including legal and support services, to Aboriginal and Torres Strait Islander peoples who are victims of family violence.</p>
<p><b>WIRRINGA BAIYA ABORIGINAL WOMEN'S LEGAL CENTRE</b></p> <p><a href="https://www.wirringabaiya.org.au">https://www.wirringabaiya.org.au</a> 1800 686 587 info@wirringabaiya.org.au</p>	<p>Wirringa Baiya is a state-wide, gender specific, legal centre for Aboriginal women, children and youth in NSW.</p>

## NORTHERN TERRITORY

### DARWIN ABORIGINAL AND ISLANDER WOMEN'S SHELTER

<https://www.dvrcv.org.au/darwin-aboriginal-islander-womens-shelter-daiws>

(08) 8945 2284

daiws@bigpond.net.au

DAIWS provides safe and culturally appropriate services for Aboriginal and Torres Strait Islander women who are homeless or escaping family violence. The services provided include support, referral, outreach and domestic violence crisis accommodation.

## QUEENSLAND

### MURRI SISTERS

<https://www.murrisisters.org.au/>

(07) 3290 3769

Murri Sisters work within a cultural respect framework to provide mobility and outreach support services to Aboriginal and Torres Strait Islander women, their children and young people who are experiencing domestic and family violence.

## SOUTH AUSTRALIA

### FAMILY VIOLENCE LEGAL SERVICE ABORIGINAL CORPORATION

<http://www.fvlsac.org.au/>

1800 111 052 (Port Augusta)

Family Violence Legal Service Aboriginal Corporation – FVLSAC – is a free community legal service assisting Aboriginal and Torres Strait Islander victim/survivors of family violence and/or sexual assault in the State of South Australia.

## TASMANIA

### TASMANIAN ABORIGINAL CENTRE

<http://tacinc.com.au/>

1800 132 260 (Hobart Office)

hobart@tacinc.com.au

The Tasmanian Aboriginal Centre is a community controlled organisation which represents Aboriginal people in Tasmania. They advocate for Aboriginal rights and provide services in the key areas of health, legal representation, cultural maintenance and children's services, all underpinned by Aboriginal cultural values.

## VICTORIA

### DJIRRA

<https://djirra.org.au/>

1800 105 303

infor@djirra.org.au

Djirra is a place where culture is shared and celebrated, and where practical support is available to all Aboriginal women and particularly to Aboriginal people who are currently experiencing family violence or have in the past.

### WRISC

<http://www.wrisc.org.au/aboriginal-family-violence-program.php>

(03) 5333 3666

wrisc@wrisc.org.au

WRISC is a Ballarat based program which delivers a Family Violence Outreach Program as well as an Aboriginal Family Violence Program with a holistic focus and in partnership with Aboriginal community and Aboriginal run services. They also provide a link and contact to The Orange Door which brings in workers from Aboriginal services and offers support for migrants and refugees without permanent residence status.

## WESTERN AUSTRALIA

<p><b>DJINDA</b></p> <p><a href="https://www.wlswa.org.au/what-we-do/djinda-service/">https://www.wlswa.org.au/what-we-do/djinda-service/</a></p> <p>(08) 9272 8800 1800 625 122 (country callers)</p>	<p>Djinda is a free specialist legal and non-legal support service for Aboriginal and Torres Strait Islander women. Run through the Women's Legal Service WA, in partnership with Relationships Australia WA, the service provides legal information and advice, and limited court representation for violence restraining orders, victim assistance, children's protection and care, criminal injuries compensation where it relates to family violence, and family law.</p>
<p><b>YORGUM HEALING SERVICES</b></p> <p><a href="https://yorgum.org.au/">https://yorgum.org.au/</a></p>	<p>Yorgum provides culturally secure healing, counselling, therapy and support to help Aboriginal children, young people and adults recover from the harmful impacts of child sexual abuse and/or domestic and family violence.</p>

## For culturally and linguistically diverse people experiencing domestic and family violence

## NEW SOUTH WALES

<p><b>IMMIGRANT WOMEN'S SPEAK OUT ASSOCIATION</b></p> <p><a href="https://www.speakout.org.au">https://www.speakout.org.au</a></p> <p>(02) 9635 8022 women@ speakout.org.au</p>	<p>Immigrant Women's Speakout Association is the peak advocacy, information/referral and research body representing the ideas and issues of immigrant and refugee women in NSW. The Association also undertakes community development projects and provides direct services including in the areas of homelessness, domestic violence and employment, education and training. Speakout is a community-based organisation, managed by women of non-English speaking background.</p>
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## NORTHERN TERRITORY

<p><b>DAWN HOUSE</b></p> <p><a href="https://www.dawnhouse.org.au/services">https://www.dawnhouse.org.au/services</a></p> <p>(08) 8945 1388 info@dawnhouse.org.au</p>	<p>Dawn House is a women's and children's shelter providing crisis accommodation, free and confidential counselling services and domestic violence community education and workshops for workplaces.</p>
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## QUEENSLAND

<p><b>IMMIGRANT WOMEN'S SUPPORT SERVICE</b></p> <p><a href="https://www.iwss.org.au/">https://www.iwss.org.au/</a></p> <p>(07) 3846 3490</p>	<p>IWSS is a specialist service response for immigrant and refugee women from non-English speaking background who have experienced domestic and/or sexual violence. Services include crisis and ongoing support, counselling and community education programs.</p>
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## SOUTH AUSTRALIA

### WOMEN'S SAFETY SERVICES

<https://womenssafetyservices.com.au/index.php/information-for-workers/culturally-linguistically-diverse-clients>  
(08) 8152 9260

Women's Safety Services offers a Migrant Women's Support program which is responsive to culturally sensitive needs. They conduct risk assessments, safety management, information, advocacy and provide links to other relevant services.

## TASMANIA

### SHE – SUPPORT, HELP and EMPOWERMENT INC.

(03) 6278 9090  
or [admin@she.org.au](mailto:admin@she.org.au)

SHE provides free and confidential counselling and support for women who are currently experiencing or have experienced abuse in an intimate or family relationship. This may include physical, psychological, emotional, sexual, social, economic or spiritual abuse. The services at SHE are available to all women regardless of age, ability, marital or socio-economic status, cultural, religious or ethnic background, or sexual orientation. Interpreters can be used when required.

## VICTORIA

### INTOUCH, MULTICULTURAL CENTRE AGAINST FAMILY VIOLENCE

<https://intouch.org.au/>  
(03) 9413 6500

InTouch is a state-wide service that works with women from migrant and refugee backgrounds, their families and their communities in Victoria. They provide case management to women, training, conduct research and run community-based projects in order to address the issue of family violence in the community.

## WESTERN AUSTRALIA

### THE MULTICULTURAL WOMEN'S ADVOCACY SERVICE

<https://whfs.org.au/services/multicultural-womens-advocacy-support/>  
(08) 6330 5400

The Multicultural Women's Advocacy Service promotes the safety of women, with or without children, from culturally and linguistically diverse backgrounds who have experienced or are at risk of domestic violence. The Service is available to women who are recent arrivals or long-term residents and who are in crisis situations, in refuges, still remaining in their relationships or re-establishing themselves in the community after leaving refuges.

## For people with a disability who experience domestic and family violence

## AUSTRALIA

### SUNNY APP through

**1800RESPECT**  
Download from the App Store or  
Google Play

Sunny is 1800RESPECT's app for women with disability who have experienced violence and abuse. The app has been co-designed with women with disability to make sure it provides the very best support for the people who use it. The app can support women with disability to know their rights, understand what abuse is and find people who can help.

## For LGBTIQ+ people who experience domestic and family violence

AUSTRALIA	
<p><b>Q LIFE</b></p> <p>1800 184 527  <a href="https://qlife.org.au/">https://qlife.org.au/</a></p>	<p>QLife (3pm to midnight, every day) provides Australia-wide anonymous, LGBTI peer support and referral for people wanting to talk about a range of issues including sexuality, identity, gender, bodies, feelings or relationships.</p>
<p><b>ANOTHER CLOSET</b></p> <p><a href="http://www.anothercloset.com.au/finding-help-1">http://www.anothercloset.com.au/finding-help-1</a>            1800 65 64 63</p>	<p>Another Closet provides information, safety plan suggestions, referral options and a free 24/7 help line for LGBTIQI people who are or may be experiencing domestic and family violence throughout NSW.</p>
<p><b>LGBTIQ+ VIOLENCE LINE</b></p> <p><a href="https://www.rape-dvservices.org.au/">https://www.rape-dvservices.org.au/</a>            1800 497 212 or chat online</p>	<p>Rape and Domestic Violence Services Australia provides 24/7 counselling for anyone from the LGBTIQ+ community whose life has been impacted by sexual, domestic and/or family violence.</p>
<p><b>SAY IT OUT LOUD</b></p> <p><a href="https://sayitoutloud.org.au/?state=all">https://sayitoutloud.org.au/?state=all</a></p>	<p>Say It Out Loud encourages healthy LGBTIQ+ relationships, focusing on information, support and referrals for LGBTIQ+ people who are experiencing domestic and family violence as well as information for professionals.</p>
NEW SOUTH WALES	
<p><b>ACON</b></p> <p><a href="https://www.acon.org.au/what-we-are-here-for/domestic-family-violence/#domestic-family-violence-support-services">https://www.acon.org.au/what-we-are-here-for/domestic-family-violence/#domestic-family-violence-support-services</a>            (02) 9206 2000</p>	<p>ACON is a LGBTI health organisation offering information, referrals, counselling, advocacy and practical support for LGBTI people in NSW experiencing domestic and family violence.</p>
VICTORIA	
<p><b>KARA HOUSE LESBIAN DOMESTIC VIOLENCE OUTREACH SERVICE</b></p> <p><a href="https://www.karahouse.org.au/about-us.php">https://www.karahouse.org.au/about-us.php</a>            1800 900 520            karahouse@infoxchange.net.au</p>	<p>Kara House is a Victorian based specialist family violence service providing safe and secure accommodation and outreach services to women and children escaping family violence. They have Specialist Family Violence Practitioners with LGBTI+ training who provide advice and support.</p>
<p><b>RAINBOW DOOR</b></p> <p><a href="https://www.rainbowdoor.org.au/">https://www.rainbowdoor.org.au/</a>            1800 729 367            support@rainbowdoor.org.au</p>	<p>Rainbow Door is a free specialist LGBTIQ+ helpline providing information, support and referral to all LGBTIQ+ Victorians, their friends and family during the COVID-19 crisis and beyond. This includes family violence support and free multilingual and Auslan interpreter services.</p>

## For people experiencing elder abuse

### AUSTRALIA

#### ELDER ABUSE PHONE HOTLINE

**1800 ELDERHelp**  
1800 353 374

The Elder Abuse Phone Line is a national toll free number, set up in collaboration with state and territory governments. It automatically redirects and connects callers seeking information and advice on elder abuse with the phone service in their state or territory.

## For people who use domestic and family violence

### GLOBAL

#### MENENGAGE

<http://menengage.org>

MenEngage is a global alliance made up of dozens of country networks spread across many regions of the world, hundreds of non-governmental organizations, as well as UN partners. MenEngage members work collectively and individually toward advancing gender justice, human rights and social justice to achieve a world in which all can enjoy healthy, fulfilling and equitable relationships and their full potential.

### AUSTRALIA

#### MEN'S REFERRAL SERVICE

<http://mrs.org.au/>  
1300 766 491

The Men's Referral Service takes calls from Australian men dealing with domestic and family violence matters. They can provide referrals for people whose behaviour has brought them into contact with the police or courts and people facing issues such as an intervention order, behaviour change, anger management, access or custody.

### QUEENSLAND

#### DV CONNECT MENSLINE

<https://www.dvconnect.org/mensline/>  
1800 811 811

DVConnect Mensline is a free, confidential telephone counselling, referral, information and support service for Queenslanders identifying as male, and who may be experiencing or using domestic and family violence.

### VICTORIA

#### THORNE HARBOUR HEALTH

<https://thorneharbour.org/lgbti-health/relationship-family-violence/>  
1800 134 840

Thorne Harbour Health has locations in metropolitan and regional Victoria. They provide counselling services to LGBTI+ communities and also run the ReVisioning Men's Behaviour Change Program that offers a group based program to same sex and same gender attracted men who use violence.

### WESTERN AUSTRALIA

#### MEN'S DOMESTIC VIOLENCE HOTLINE

<https://www.dcp.wa.gov.au/CrisisAndEmergency/Pages/Men%27s-Domestic-Violence-Helpline.aspx>  
1800 000 599

The Men's Domestic Violence Helpline is a state-wide 24 hour service. This service provides telephone information and referral to ongoing face to face services for men who are concerned about their violent and abusive behaviours.

## GLOBAL

### GLOBAL NETWORK OF WOMEN'S SHELTERS

<https://lila.help/>

The Global Network of Women's Shelter has developed a global directory of trustworthy gender-based violence helplines and NGOs for almost every country in the world.

## For development of an organisational response and/or workplace training

## AUSTRALIA

### CHALLENGE DV

[www.challengedv.org](http://www.challengedv.org)

Challenge DV Workplace Prevention Program empowers and educates businesses to recognise the signs of domestic violence, respond appropriately and refer employees affected to professionals who can help. The workplace training programs have been designed on best practices, developed over two decades of delivering gender-based violence prevention and education sessions with diverse populations across Australia. Challenge DV has developed its training methodology based on a trauma-informed approach and believe this approach is best suited for staff in order to reduce the likelihood of re-traumatisation.

### DV WORK AWARE

[www.dvworkaware.org/](http://www.dvworkaware.org/)

DV Work Aware is a program of the National Working Women's Centres that has been developed to raise awareness and promote best practice responses to issues of domestic and family violence in the workplace. They have a range of resources and information for workplaces available on their website. They also provide training services to support management and employees to take actions towards the prevention of domestic and family violence.

### NO TO VIOLENCE

[www.ntv.org.au](http://www.ntv.org.au)

No to Violence (NTV) is the peak body for organisations and individuals working with men to end family violence in Victoria and New South Wales. NTV also provides telephone counselling, information and referrals for men in Victoria, New South Wales and Tasmania.

### OUR WATCH

[www.ourwatch.org.au](http://www.ourwatch.org.au)  
[www.workplace.ourwatch.org.au](http://www.workplace.ourwatch.org.au)

Our Watch is a national leader in the primary prevention of violence against women and their children in Australia. The website contains tools and resources on how to take action to prevent violence against women in a host of settings.

### WOMEN'S SERVICES NETWORK (WESNET)

[www.wesnet.org.au](http://www.wesnet.org.au)  
[www.techsafety.org.au](http://www.techsafety.org.au)

WESNET partners and provides expert advice and training about working with customers experiencing gender-based violence and specialises in training around domestic violence, other forms of gender-based violence and technology facilitated abuse. WESNET collaborates with corporations and technology companies to assist with development of in-house training, customer service design and policy development. WESNET also regularly advises around application and product development.

## AUSTRALIA

### RAPE AND DOMESTIC VIOLENCE SERVICES AUSTRALIA / THE FULL STOP FOUNDATION

[www.rape-dvservices.org.au](http://www.rape-dvservices.org.au)

The Full Stop Foundation is the training and professional services arm of Rape and Domestic Violence Services Australia, a national accredited not for profit organisation preventing and responding to sexual, domestic, and family violence since 1971. The Full Stop Foundation's services are evidence-based and underpinned by adult learning principles. All training and clinical staff are tertiary qualified and experienced psychologists, social workers and counsellors.

The Full Stop Foundation can assist with:

- Policy development and review: sexual assault, sexual harassment, and domestic violence.
- Training: workplace responses to sexual assault, sexual harassment, and domestic violence, responding with compassion, ethical leadership in action, and bystander intervention.
- Professional services: comprehensive wellbeing and vicarious trauma management solutions for employers (which received the WorkCover NSW Award for the 'Best Solution to an Identified Occupational Health and Safety Issue').

Training services are available through a range of modalities, including face-to-face, telephone, online, and self-paced modules with coaching support.

All income from training and professional services directly supports the organisation's free 24/7 specialist counselling service for anyone in Australia impacted by sexual, domestic or family violence.

### UNSW GENDERED VIOLENCE RESEARCH NETWORK (GVRN)

<https://www.unsw.edu.au/arts-design-architecture/our-research/research-centres-institutes/research-networks-clusters-labs/gendered-violence-research-network>

The Gendered Violence Research Network (GVRN) is a joint initiative of UNSW Arts, Design & Architecture and Law & Justice. GVRN has been at the forefront of developing solutions to respond to and prevent gendered violence - one of the most prevalent human rights violations affecting our world today. Although studies clearly show that women and children are disproportionately affected, GVRN's research explores the impact of gendered violence – also known as 'gender-based violence' – on all population groups.

GVRN turns research-led insights into real-world impact by providing evidence based and practical tailored training and advisory services to help organisations learn how to effectively respond to gendered violence in the lives of their employees and clients. We offer a suite of services including policy review, face-to-face and online training, webinars, monitoring and evaluation and new online short courses.

### WHITE RIBBON AUSTRALIA

[www.whiteribbon.org.au](http://www.whiteribbon.org.au)

White Ribbon Australia is a national organisation working to change attitudes and behaviours that perpetrate men's violence against women by engaging men and boys to lead social change. It offers a Workplace Accreditation Program.

# Further resources on domestic and family violence

## Understanding the link between gender inequality and domestic and family violence:

- Our Watch: [Change the Story](#) and [Summary](#)
- Our Watch: [Doing Nothing Does Harm](#)
- 1800RESPECT: [Healthy Relationships](#)
- ANROWS: [National Community Attitudes towards Violence against Women Survey \(NCAS\)](#)
- White Ribbon Australia: [free elearning 'Prevention of Violence Against Women for Workplaces'](#)
- Australian Government: [Respect campaign](#)
- Australian Women Against Violence Alliance: [Good Practice Principles in Addressing Sexual and Gender-Based Violence](#)

## Understanding domestic and family violence:

- SBS: [See What You Made Me Do](#)
- ABC iView: [Hitting Home with Sarah Ferguson](#)
- BBC: [Home Truths series](#)
- BBCTwo: [Love You To Death](#)

## Understanding domestic and family violence for people with diverse identities:

- VIC.GOV.AU: [Intersectionality and family violence](#)
- Say it out Loud: <https://sayitoutloud.org.au>
- Our Watch: [Changing the Picture](#)
- Pride in Diversity: [LGBTI Domestic & Family Violence – A guide to best practice for workplace policy](#)
- Women With Disabilities: [Women with Disability and Domestic and Family Violence – A Guide for Policy and Practice](#)
- Domestic Violence Resource Centre Victoria: [Elder abuse and family violence](#)
- ANROWS: [ANROWS Safer Pathways for CALD Women](#)

## COVID-19 and domestic and family violence:

- The Lookout: [COVID-19 and family violence FAQs](#)
- InTouch Multicultural Centre Against Family Violence: [Services and support during COVID-19](#)
- Champions of Change Coalition: [Workplace responses to domestic and family violence during COVID-19](#)

## Understanding the role of the workplace:

- Safe Work Australia: [Domestic and family violence at the workplace – information sheet](#)
- Fair Work Ombudsman: [Employer guide to domestic and family violence](#)

## Workplace Tools and Training:

- Insight Exchange: [Follow My Lead and Follow My Lead Aotearoa](#)
- Challenge DV: [Workplace training programs](#)
- Challenge DV: [National Support Services](#)
- Champions of Change Coalition: [16 Days of Activism Toolkit](#)



# Terminology

This resource draws on the expertise of many individuals and organisation across the domestic and family violence sector and terminology can vary by state and territory. The following glossary defines the terminology used in this document.

## **Domestic violence (also known as intimate partner violence)**

Domestic violence refers to violence, abuse, coercion and intimidation between people who are currently or have previously been in an intimate relationship. Those who use domestic violence seek to control and dominate the other person by using behaviour such as physical, sexual, emotional, social, verbal, spiritual and economic abuse (including through technology). This causes fear, psychological harm and/or physical harm.

## **Family violence**

Family violence refers to violence, abuse, coercion and intimidation between family members (for example children, siblings and parents) as well as intimate partners. Those who use family violence do so to control and dominate the other person. This causes fear, psychological harm and/or physical harm.

Family violence is often the preferred term for violence between Aboriginal and Torres Strait Islander people, as it covers the extended family and kinship relationships in which violence may occur.

## **Person who uses domestic and family violence**

A person who uses domestic and family violence describes someone who is, or may be, using violence and abuse in their relationship with their (ex) partner or members of their family (domestic and/or family violence). The person who uses domestic and family violence is often referred to as the 'perpetrator' in other documents and so this terminology is used occasionally in this Toolkit.

## **Person who has experienced domestic and family violence**

A person who has experienced domestic and family violence refers to someone that experiences domestic and family violence (i.e. victim/survivor of domestic and family violence). At times in this document, the term (ex) partner is used to refer to the person who has experienced domestic and family violence; however, there are many other relationships that can experience domestic and family violence including parent/child, siblings and carers of people with disability.

## **Person affected by domestic and family violence**

A person affected by domestic and family violence refers to someone that experiences the negative impacts of domestic and family violence and will include the person directly experiencing the domestic and family violence (i.e. victim/survivor) and may also include their family and friends, or other members of their household, who are providing support to them.

## **Violence against women**

Violence against women is any act of gender-based violence that causes or could cause physical, sexual or psychological harm or suffering to women. This includes threats of harm or coercion and can occur in public or in private life. While violence against women often occurs in a family or relationship context, violence against women is broader than what is covered by the term, family violence, as it includes, for example, neighbour, colleague or acquaintance.

**Employee**

Employee is used to refer to people working in a traditional employment relationship. Much of the context of this Toolkit may be applicable to people working outside the traditional employment relationship such as contractors. Seek legal advice on the application of the Toolkit to other workers.

**Workplace**

The workplace includes any place where work is carried out (e.g. office, site, factory or shop) including the home, should the employee work from home.

**Employer**

Employer is used to describe both the organisation that employs people and has responsibility for work, health and safety, as well as the leaders that have responsibility for workplace safety and culture.

**Vicarious trauma, compassion fatigue and burnout of co-workers and managers\***

Vicarious trauma defines the range of cumulative and harmful effects on an individual who has been exposed to and has empathically engaged with other people's trauma and can manifest to the point that the individual's worldview is profoundly and permanently altered. Compassion fatigue has a cumulative effect generally occurring through regular hearing or witnessing traumatic stories, leading to a reduction in interest and wearing down of capacity to empathise with the suffering of others. Burnout is generally more prevalent in professions engaging in therapeutic settings with difficult clients, though also needs to be a consideration in workplaces where managers or staff are dealing regularly with employees experiencing or using violence. Burnout can result in detachment, depersonalisation and reduced sense of accomplishment and/or commitment to a job.

**A domestic violence intervention order**

A domestic violence intervention order (known by different names in each state and territory) is an order to protect people experiencing domestic violence when they are fearful of future violence or threats to their safety. The orders are granted by a court upon application from a person experiencing violence or the police. The terms of the order will depend on the circumstances but will usually include a workplace condition, for example, prohibiting the perpetrator from approaching within a certain distance of the place of work of the victim/survivor.

\* WIRE Women's Information and Referral Exchange, <https://www.wire.org.au/>

## About Champions of Change Coalition

The Champions of Change Coalition includes CEOs, secretaries of government departments, non-executive directors and community leaders who believe gender equality is a major business, economic, societal and human rights issue. Established in 2010 by Elizabeth Broderick AO, our mission is to step up beside women to help achieve gender equality and a significant and sustainable increase in the representation of women in leadership.

[championsofchangecoalition.org](http://championsofchangecoalition.org)