



Domestic and Family Violence Workplace Safety Planning Tools



Using this guide

DFV Work Aware is a registered trademark of the National Working Women's Centres (Northern Territory and South Australia Working Women's Centres) and licensed for the purposes of promoting the objectives of Working Women's Centres (WWC) to Basic Rights Queensland Inc.

This guide has been developed with funding provided by The Services Union (Queensland) with a grant from the Office of Industrial Relations. It should be used in conjunction with the When Domestic and Family Violence comes to work publication and specialist training.

You are welcome with reference to DFV Work Aware to:

- Share — copy and redistribute the material in any medium or format.
- Adapt — remix, transform, and build upon the material for any purpose, even commercially.

Version: v.1.0 – 27 July 2020

Authors

Written and developed by DFV Work Aware Queensland as a program of Basic Rights Qld Inc. with support from the Services Union with funding from the Queensland Government Office of Industrial Relations.

Disclaimer

This information booklet has been developed as a guide to support workplaces and their employees better understand and respond to domestic and family violence when it impacts on people at work. It is not a substitute for specialist advice about safety assessment and harm prevention. This should be sought from a specialist domestic and family violence service (see resources at end).

Acknowledgment of traditional owners

The Services Union, and our partner organisations acknowledge the First Nation people who are the traditional custodians of the land on which we gather for work and to live our lives. We pay our respects to Elders past present and future. We acknowledge the disproportionate impact of domestic and family violence (DFV) on our First Nation people and that much remains to be done to redress the impacts of colonisation, intergenerational trauma and the suffering that happens when violence is so prevalent in people's lives. At the same time we recognise the values of kinship and connection to country as important strengths of traditional culture with much to teach us.



Contents

About this guide	4
Section One	5
Domestic And Family Violence safety at work	5
Responding to DFV victims around safety	6
Warning signs of DFV.....	6
Talking to an employee about DFV at work	6
General DFV work safety audit and planning.....	8
Individual safety assessment and planning.....	9
Preparation	9
Section Two	10
Part 1: Workplace and Emergency Contact Details	10
Part 2: Workplace Safety Assessment Questionnaire.....	11
1. Specialist DV Support	11
2. Confidentiality	12
4. Establish the risks and discuss strategies to minimise them	13
3. Domestic Violence Protections Order (DVO)	14
4. Name and details of perpetrator if a DVO is in place for the workplace.....	14
5. Employee And Workplace Communications	15
6. Contact Officers	16
7. Employee access to entitlements or other support at work	17
8. Safety At Work.....	18
9. Travelling To And From Work.....	19
10. General observations and assessment of increased vulnerability factors	19
11. Other Issues For Consideration	20
12. What if the victim and perpetrator are both employees?.....	21
Part 3: Documenting agreed actions.....	22
Final steps	24
Some of the things you may consider when developing a safety plan.....	24
Recording DFV related information in the workplace	25
Signature Page:	26
Talking to people at work about domestic and family violence	27

About this Guide

This guide has been developed in response to many requests from employers and managers about how to assess and plan for the safety of people in workplaces who are at risk of or experiencing domestic and family violence (DFV).

Outlined in the guide is a process that can be used in conjunction with your workplace's domestic and family violence strategy or policy. Otherwise, a useful starting point for workplaces wishing to increase their DFV response capacity is to use the information contained in our "When Domestic Violence Comes to Work" publication, also available through Working Women Queensland or The Services Union. This can help to build an understanding of what DFV is, why it is a workplace issue, and how workplaces can act to support and keep employees safer.

This guide is designed for organisations wishing to take the necessary steps to identify risks in their workplaces related to DFV and to work in an employee-centred way to discuss the risks that DFV could pose to the employee at work.

The authors of this guide recognise that there is still much to learn about developing best practices and research in the area of work and DFV is limited. The information in the guide has been based on published data and research. It has also and has drawn on the extensive experience of Working Women's Centres in Queensland, Northern Territory and South Australia. These centres have provided support and advocacy for women impacted negatively in their employment by DFV. Many employers have reflected on the value of having the support of these centres to guide them in supporting their employee through such difficult times.

The first section of the Guide provides a brief overview of the characteristics of DFV and why it may create safety risks at work and provides an overview of conducting a general safety audit to prevent perpetrators of DFV having access to or contacting employees in your workplace.

The main body of the Guide has three steps that will assist you to collect information and undertake an assessment of possible safety risks that can commonly exist for workplaces where employees are experiencing DFV. This information can then be developed into a plan that can be shared with appropriate people in the workplace to be able to respond to any incidents related to DFV for the person involved.

Every Workplace is Different

Ideally, the steps contained in this guide will be performed by a trained senior staff member as part of the process of responding to the disclosure of DFV by an employee.

Other circumstances may include where a manager or co-workers have recognised that the employee may be experiencing DFV and the employee has agreed to participate in safety planning.

Your workplace will likely have its own structures around safety risk assessment. This can be enhanced by drawing on expertise from people trained to recognize and respond to DFV and identify suitable arrangements for safety that are appropriate to the workplace and the individual.

Everyone in the workplace has a role to play in helping to prevent DFV and keep the workplace safe.

Domestic and Family Violence safety at work

Domestic and Family Violence (DFV) is a pattern of abusive behaviour in an intimate or family relationship where the person who using violence is motivated by a desire to dominate, control or oppress the other person in a way that causes fear.

DFV can take many different forms including intimidation, coercion or isolation, emotional, physical, sexual, financial and spiritual abuse. DFV can happen to anyone and occurs in all socio-economic and cultural settings.

DFV usually increases over time, becoming more serious and more frequent. It harms not only those who are targets of the abuse but others - including children - who witness the abuse. If someone is fearful or feels scared of a partner, ex-partner or a family member they may be experiencing DFV.

Sometimes the violence can continue at work creating safety risks not only to the employee but also to co-workers. DFV is not just a private problem; it can have impacts across the whole organisation. Workplaces can help employees who are impacted by DFV by providing appropriate (and tailored if necessary) measures, and well as fostering a culture where employees feel confident to seek assistance to support their situation.

Creating opportunities for employees to be more comfortable discussing how DFV is impacting their job can help prevent it from entering a workplace, and in dealing with it if it does.

There are important things workplaces can do to support employees and to help prevent DFV. Employers, supervisors, managers, unions and co-workers as well as human resources (HR), and workplace health and safety (WHS) representatives can all play a role.

The primary concern for employers should be to maintain a safe workplace and to minimise the risk of harm to employees or others. Fairness and Confidentiality are the other guiding principles, along with the upholding of workplace entitlements, and managing DFV related matters in ways that are sensitive and maximise privacy.

For more background information about understanding and recognising the signs of DFV at work, please see the Services Union “When Domestic Violence Comes to Work” publication or visit DV Work Aware website: www.dvworkaware.org

DFV is a complex issue with the potential for serious harm and sometimes death. It is important that responses to DFV in the workplace are based on best practice for both prevention and harm minimisation.

Workplaces should develop and implement a Domestic and Family Violence Policy and provide regular training about their policy and related procedures to all employees.

Responding to DFV Victims around safety

DFV is often largely about what happens at home or in the private life of a person. However, the impacts of DFV can come to work and may present with some obvious or not so obvious signs.

These signs should be taken seriously, and while it may be difficult to initiate a conversation or share your concerns, such interventions can help victims feel more supported at work about their situation and can help keep people safer.

Warning signs of DFV

People experiencing DFV may be prevented or delayed in getting to work or experience frequent contact while at work.

This may lead to:

- Noticeable changes in attendance, lateness or leaving to leave work suddenly or early
- Absenteeism without explanation
- Needing time off at short notice
- Reduced quality of work, missing deadlines or poor performance
- Increasing hours at work (to avoid going home)
- Frequent interruptions or harassment at work by DFV perpetrator

They may also:

- Have signs of physical abuse (bruises, injuries or dressing in clothing to disguise these)
- Show recent changes in personality or confidence or be experiencing mental health issues
- Try to hide what is happening by making excuses, or
- Seem afraid or anxious or keen to keep their partner/or other person happy

Talking to an employee about DFV at work

If DFV has not been disclosed but is suspected, it can be important to reach out to the employee to express your concern and let them know help is available.

An employee who experiences DFV is less likely to disclose their situation or approach management directly if they do not feel confident that the workplace will respond with support and understanding. People experiencing DFV can often be socially isolated and shame and fear can make them reluctant to ask for help.

Talking about DFV can be difficult and emotionally charged for both the person being abused and their co-workers or supervisors, and it needs to be handled with sensitivity.

It is important to remember that DFV involves the person using the violence controlling the victim and taking away their power. It can therefore be hard for the person experiencing the violence to leave the relationship, and breaking free or addressing the abuse may take several attempts.

As with other welfare concerns, early identification that an employee is experiencing difficulties will more likely lead to appropriate help being offered. This in turn could mean that the employee is able to deal with the situation more effectively, minimising the impact on the workplace.

It may be easier for a person experiencing violence if the workplace is already aware of the impacts and signs of DFV, and has sent clear and consistent messages to all employees that they will respond in non-judgmental and supportive ways. This can assist to build trust with employees who are affected and to reassure them that the workplace will assist them.

Some important things to remember when initiating a conversation can include:

- Ensuring a private and safe space to talk to the employee, with no interruptions and enough time to be able to talk through any concerns;
- If the person hasn't disclosed, start out by sharing with them some of the things you have noticed or are worried about. (*You don't seem like yourself, or you seem worried or distracted at work and I am wondering if there is something going on that we may be able to assist you with?*);
- Let them know you are here to help and are not here to judge or give advice;
- Let them know they are not to blame and DFV is not ok, and is not their fault;
- Tell them you will keep the conversation confidential and can help support them with accessing entitlements to leave or other supports at work;
- Be prepared for questions about confidentiality and the circumstances under which information relating to workplace safety may need to be shared with others at work;
- Talk to them about safety and ask is there anything you can do to increase their safety;
- Ask if they are willing to have a safety assessment conversation to help the workplace identify risks at work and to develop a plan to implement for keeping them safe.
- If they do not agree, let them know the offer is still open and that you (or other identified personnel) are available to assist if requested.

A workplace DFV Policy will usually outline provisions for access to safety, and flexible options for employees experiencing abuse.

This policy can include asking the employee to participate in making a *Workplace Safety Plan* or being able to seek support from identified people in the workplace (such as Contact Officers).

It is up to the person experiencing the violence to tell others about the violence. If it is identified that there is a continued risk, workplaces can take steps to help keep the person safer at work. It can be supportive to ask the person to work with you to develop effective and relevant responses to their concerns.

The effectiveness and acceptability of safety planning is greatly enhanced through the participation of the employee and it should ideally be developed with their full informed consent.

If the employee does not wish to participate in making a safety plan, then it may be possible to conduct a risk assessment with the information that is already known about the situation if a risk to the workplace has been identified. This is where a general safety plan or audit can be useful.

General DFV Work safety audit and planning

All workplace settings will be different, but if the general risk of DFV at work is on your workplace's risk assessment radar, there may be some risks to assess to inform prevention measures to help keep people at work safer.

These include:

- Determine how easy it is for non-employee to enter your workplace without an access code or pass or without interacting with security;
- How can non-employees make contact with people at work (email, phone etc.)?
- If your workplace has public access does it have CCTV or security presence?
- Determine who and how information about your employees can be accessed that might reveal work schedules, contact information or personal details;
- Think about secure parking and how public transport is accessed from your workplace;
- Examine if there are areas where your employees work alone or are isolated for periods of time;
- Do you have alarms or warning systems in place, that employees can easily access?
- Do you have lock down procedures in place?
- Are there safety issues that could impact any specific groups of workers (for example reception or showroom staff)?

Individual safety assessment and planning

When your workplace is requested by an employee or makes a determination that the organisation requires information to help manage safety risks related to a specific DFV related situation, the following process may be useful to help your workplace to:

- Identify and plan responses to any threat or risk at work;
- Identify ways the employee or others in the workplace can be safer at work
- Maintain agreed contacts, responses or actions for where concerns about safety are raised.

The assessment information gathering tools contained in this guide are in three parts:

Part 1: Collect contact information and identify appropriate people at work to be involved.

Part 2: Share information, assess safety risks at work and identify strategies to increase safety.

Part 3: Collate the information to identify specific safety measures to implement in a Safety Plan.

Not all of the questions will be necessary or appropriate in your workplace, and some may already be part of your workplace safety protocols. The information gathered can be used to inform the development of an individual safety plan.

Preparation

Be familiar with the questions in this guide before you commence.

Ensure that you are comfortable with the level of training you have received and seek support if you do not feel confident to make the assessment.

Prepare a list of up to date referrals to specialist DFV services

Have information about Domestic Violence Protection Orders and a copy of any relevant workplace policies and procedures or other information published by your workplace about DFV at hand.

Arrange a suitable time and seek permission from the employee to discuss their DFV situation as it relates to work, including providing up to date contact details for emergency or other contacts.

If the employee requires information in languages other than English, these can be found at:

www.qld.gov.au/community/getting-support-health-social-issue/support-victims-abuse/domestic-family-violence/my-situation-is/how-do-i-help-my-community-understand-domestic-violence/domestic-and-family-violence-resources

Part 1: Workplace and Emergency Contact Details

Explain your role to the employee and let them know you are not an expert in DFV but will be working with them to support them and optimise their safety at work. Ask for permission to work with them to conduct this safety assessment.

Permission by employee granted (yes / no)			
Employee Details		Manager's Details	
Title	<input type="checkbox"/> Mr. <input type="checkbox"/> Mrs <input type="checkbox"/> Ms <input type="checkbox"/> Other	Full Name	
First Name		Position	
Last Name		Email	
Email		Phone (w)	(m)
Phone	(h) (m)	HR or Contact Officer Details	
	(w)	Full Name	
Employee #		Position	
Position		Email	
Work Team		Phone (w)	(m)
Employment Status	F/T P/T Casual Job Share volunteer/student	Notes:	

People to contact in an emergency or if the person does not come to work when expected

First Name	Last Name
Email	Phone: (M) (H)
Relationship to Employee	
First Name	Last Name
Email	Phone: (M) (H)
Relationship to Employee	
First Name	Last Name
Email	Phone: (M) (H)
Relationship to Employee	

Part 2: Workplace Safety Assessment Questionnaire

Instructions

- Check boxes as you go.
- Highlight any areas where risk is apparent to revisit and seek further advice.
- Make notes about any action to be taken.
- TBD = to be done.

1. Specialist DV Support

Ask about current support and access to specialist services

Ask if the employee has sought or received support from a specialist DFV service. <i>If not, provide appropriate referral information.</i>	Yes <input type="checkbox"/> No <input type="checkbox"/> TBD <input type="checkbox"/>
If “yes”, ask if they have completed a personal safety plan. If “no” explain that a personal safety plan performed by a DFV specialist service can assist in increasing personal safety, and also in identifying potential safety strategies for the workplace or while travelling to work.	Yes <input type="checkbox"/> No <input type="checkbox"/> TBD <input type="checkbox"/>
Ask if any details of any existing personal safety plan relate to the workplace or travelling to work. Ask if these can be provided to inform this safety assessment.	Yes <input type="checkbox"/> No <input type="checkbox"/> TBD <input type="checkbox"/> Name: _____ Phone: _____ Date requested / / Date received / /
Ask if the Employee agrees to an exchange of contact details between the appropriate workplace person and the employee’s contact at the specialist DFV Service. <i>(Note contact details for contact at specialist DFV Service)</i>	Yes <input type="checkbox"/> No <input type="checkbox"/> Name: _____ Phone: _____ Date requested / / Date received / /
Ask if the employee has access to support outside of work (family, friend, EAP, psychologist, social worker, counsellor or legal representative). Ask if any of these people may be added to emergency contacts.	Yes <input type="checkbox"/> No <input type="checkbox"/> TBD <input type="checkbox"/>
Name	Phone
Name	Relationship
Name	Phone
Name	Relationship
Confirm if the employee agrees that information relating to the safety of the employee or the workplace with nominated contacts can be exchanged under relevant circumstances. Note any specific circumstances.	Yes <input type="checkbox"/> No <input type="checkbox"/>

Notes:

2. Confidentiality

Clarify and reach an understanding of how information will be managed

<p>Check that the employee has been advised and understands that the provision of information in relation to DFV will remain confidential. Confirm what information has already been given to other employees or managers at work and check the employee is aware of this and agrees.</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/> TBD <input type="checkbox"/></p> <p>_____</p>
<p>Confirm that the employee has been advised that information will only be shared on a “need to know” basis. However, if a risk to the safety of the employee or others at work is identified, action may need to be taken that provides context to the situation at hand.</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/> TBD <input type="checkbox"/></p> <p>_____</p>
<p>Ask if the perpetrator of the violence performs any role where they may have access to personal information or contact details of the employee? (for example, if they are in the same organisation or through intranet access) <i>If so, identify steps that may be required to support the employee and prevent the disclosure of unwanted contact or information.</i></p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/> TBD <input type="checkbox"/></p> <p>_____</p>
<p>Steps required:</p>	

3.Domestic Violence Protections Order (DVO)

Discuss and assess status

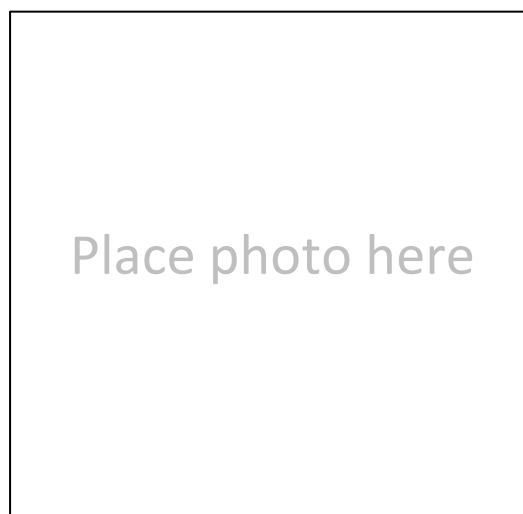
Ask the employee if there is a DVO in place. Have information available about protection orders if they do not already know about this.	Yes <input type="checkbox"/> No <input type="checkbox"/> TBD <input type="checkbox"/> Date completed: / /
If a DVO exists, does it cover the workplace or are there terms involving work? <i>If it does, then request a copy of the DVO for safe keeping at work.</i>	Copy of DVO received Date: / /
If there is a DVO in place, has the perpetrator ever been charged with breaching the DVO? <i>Record details.</i>	Yes <input type="checkbox"/> No <input type="checkbox"/>
If there is not a DVO in place, ask the employee if they are interested in applying for a DVO and provide information about DVOs. www.qld.gov.au/law/crime-and-police/abuse-family-matters-and-protection-orders	Yes <input type="checkbox"/> No <input type="checkbox"/>
If the employee wants to obtain information about a DVO, suggest that the workplace could be included in the DVO and discuss practicalities of this.	

4. Name and details of perpetrator if a DVO is in place for the workplace

(obtain a photo if possible)

Name	Address
Phone	Email
Height	Hair Colour
Car	Registration

Ensure the photo is provided to appropriate persons at work such as security, reception or other employees who may work in a public-facing role or where the perpetrator may attempt access.



Employee and workplace communications:

Establish practices for monitoring the risk

Does the employee have a specific person that the workplace should contact if there are concerns about safety (<i>check and note if this is the same person to that named in emergency support and clarify</i>).	Yes <input type="checkbox"/> No <input type="checkbox"/> Insert name below:
Review and update all contact people listed.	Amendments made? Yes <input type="checkbox"/> No <input type="checkbox"/>
Clarify method and point of contact in the event the employee does not show up at work on rostered day (see details below).	Yes <input type="checkbox"/> No <input type="checkbox"/>
If available, offer the employee use of a work mobile phone for staying in touch if they agree this is necessary.	Yes <input type="checkbox"/> No <input type="checkbox"/>
Offer to monitor or block internal work contacts such as email and phone or to change these if there is harassment occurring.	Yes <input type="checkbox"/> No <input type="checkbox"/>
Consider removing contact details from internal directories if necessary and advise relevant staff not to pass these on.	Yes <input type="checkbox"/> No <input type="checkbox"/>
Offer to screen employee's calls if necessary.	Yes <input type="checkbox"/> No <input type="checkbox"/>
Notes	

6. Contact Officers

Establish role of support people at work

Offer support and contact from appropriate identified people at work and the circumstances in which these people may be contacted. For example, their manager is the contact for absence or to request flexible work arrangements or leave, and the contact or designated other trained person is contact for DFV related support (<i>review safety plan, personal contacts or referrals</i>).	Yes <input type="checkbox"/> No <input type="checkbox"/>
--	--

Identified contacts at work

Name	Position
Phone	Email
Name	Position
Phone	Email
Name	Position
Phone	Email
Name	Position
Phone	Email

7. Employee access to entitlements or other support at work

DFV Leave and other flexible work arrangements

If your workplace has a DFV support policy, explain the options available to the employee and give examples when leave can be accessed (indicate the level of evidence which may be required to support such requests).

Explain to the employee their entitlements under the Fair Work Act in relation to access to unpaid leave and to their Right to Request a Flexible Work Arrangement.

For more information: www.fairwork.gov.au/leave/family-and-domestic-violence-leave

9. Travelling to and from work

Assess journey risk

How does the employee travel to and from work each day? Include information about where they might usually park, or any public transport used.	Yes <input type="checkbox"/> No <input type="checkbox"/> Completed / /
Identify a plan for safe travel and include items such as:	
<ul style="list-style-type: none"> • Where to park? • How to safely exit the work premises? • Does the employee need to be accompanied to car or transport? • Is an alternative mobile or duress alarm required? • Discuss alternative start and finish times. 	<ul style="list-style-type: none"> • Discuss alternative journey plans. • Discuss alternative work locations if available. • Ensure that other commitments such as school or childcare arrangements are included in the plan. • Ask the employee if there is anything they are aware of that may assist in keeping them safer.
Notes:	

10. General observations and assessment of increased vulnerability factors

Does the employee have children in their care? If so, ask if they have concerns about the safety of their children or any other family members.	Yes <input type="checkbox"/> No <input type="checkbox"/>
Does the person have a disability? (Note any special needs the employee may have in obtaining assistance to address the DFV)	Yes <input type="checkbox"/> No <input type="checkbox"/>
Are there any cultural or language barriers the person may have in seeking to address the DFV that may require specialised referral? Note translated resources are available.	Yes <input type="checkbox"/> No <input type="checkbox"/>
Does the person suffer from any psychological or mental health issues (including depression, anxiety or trauma) they may need assistance in addressing? (make a note about any of your observations about their mental wellbeing).	Yes <input type="checkbox"/> No <input type="checkbox"/>
Has the person mentioned or have you or other employees observed any issues such as substance abuse or dependency?	Yes <input type="checkbox"/> No <input type="checkbox"/>

What is your impression about how fearful the person is about their safety or the safety of others?	
Ask the person if there is anything else they think that the workplace should be aware of in relation to the DFV.	Yes <input type="checkbox"/> No <input type="checkbox"/>
Notes:	

11. Other issues for consideration

Make sure you know what options might be available at your workplace

Temporary or permanent relocation to alternative work site options.	Yes <input type="checkbox"/> No <input type="checkbox"/>
Period of absence from work (with agreement about returning to work).	Yes <input type="checkbox"/> No <input type="checkbox"/>
Financial assistance (pay in advance or loan) if financial circumstances require.	Yes <input type="checkbox"/> No <input type="checkbox"/>
Other “in kind” support such as payment for relocation, assistance with providing a mobile phone, assisting with safety-related expenses such as changing locks or installing security lighting at home.	Yes <input type="checkbox"/> No <input type="checkbox"/>
Checking the account details that the person would like to be paid to (this may change or may need to be split).	Yes <input type="checkbox"/> No <input type="checkbox"/>
Offering to securely store copies of important documents (passports, birth certificates etc.)	Yes <input type="checkbox"/> No <input type="checkbox"/>

Part 3: Documenting agreed actions

Agreed immediate actions to be taken to increase safety, including people at work to be informed on a “need to know” basis

Notes:

Recommended short-term safety measures that may need approval to implement

Notes:

Recommended longer-term strategies that may need approval to implement

Notes:

Referrals made: names and contacts of agencies

Notes:

Make sure that you are supported by your workplace to conduct this kind of safety assessment. If you are uncertain about the process then seek support from a specialist DFV service about planning your approach with the employee.

Final steps:

- Review the collected information to develop an individual workplace safety plan for the person experiencing DFV and gain any necessary approvals to take the agreed actions;
- Share the draft plan with the person involved and seek their feedback;
- Implement the plan, involving others on a need-to-know basis;
- Monitor and review, keeping both the workplace and the employee up to date.

If any of the information you have collected in this assessment raises concerns about safety of the employee or other people at work (or outside of work), then talk with the employee about immediately contacting a specialist DFV service or the police for assistance.

If you are concerned about safety risks at the workplace that you don't believe can be managed with reasonable measures, then consider seeking direct specialist advice from a DFV service about the situation. If possible, do this with the support and consent of the employee experiencing the violence.

In situations where you consider that there is a high risk of harm outside of work, or that a DFV order may be being breached, talk to the employee about contacting the police. If the breach relates to the workplace then contact the police directly.

The individual safety plan you develop should be responsive to the nature and context of any threatening behaviours or identified targets of the violence in your workplace. The information you collect can help to provide information about motivations behind the abusive behaviours, and help you to be prepared if the perpetrator does target the workplace or your employee.

Some of the things you may consider when developing an individual safety plan:

- Establishing clear communication procedures for the employee to report a threat at work;
- Providing the perpetrator's photo or physical description to reception, security, and/or staff working nearby;
- Screening the victim's calls or emails to reduce harassment;
- Changing start and finish times for work to avoid a pattern being identified by the perpetrator;
- Processes for keeping up to date emergency contact details, in case the employee is late or absent from work;
- Arranging for access to secure parking or an escort to transport;
- Relocating the employee to an alternative workplace if available;
- Providing a flexible work arrangement;
- Assisting the employee to connect with community services providing specialist DFV support;
- Supporting co-workers and managers to recognise or report warning signs such as sudden changes in behaviour, attendance or performance.

Recording DFV related information in the workplace

- Any written record, including any agreed workplace arrangements should be held in a secure place separate from employee records;
- Any decision to disclose the DFV to people in the workplace without consent of the employee (for example where there is a serious workplace safety risk) should be documented;
- All incidents of violence, threatening behaviour or breaches of security in the workplace should be recorded and retained for evidence purposes if required. The record must be clear, accurate and include dates, times, locations, and any witnesses;
- Any breaches of domestic violence orders should be recorded and reported to the police with the consent of the victim.

Keeping accurate records of issues and incidents related to DFV is important and can be provided to police or to the employee when seeking protection orders to be used as evidence of the violence.

Any actions taken by workplaces in relation to employees experiencing DFV should prioritise safety as a first consideration.

Signature Page

Name and position of person conducting assessment

Name	Position
Signature	Date

Signature and approval to use the information contained in this assessment and to proceed with developing draft safety plan (employee)

Name	Position
Signature	Date

Date of review/s of safety assessment or actions (agree with the employee about dates and process)

Date: _____

Talking to people at work about domestic and family violence

- Approach any discussion with sensitivity, without judgement, and in a private location.
- Inform employees that your organisation recognises that DFV can impact work and that it is safe to discuss safety or other concerns at work.
- Assure the employee that you will respect their wishes and keep the matter confidential as far as possible with the exception being any serious workplace health and safety concern.
- Assure them they are not to blame, and validate the disclosure (recognising this may be painful or embarrassing).
- Keep the focus on the impact the abuse is having on their work life and discuss a support strategy including things the workplace can do to assist.
- Keep them involved in making assessments about their safety and in agreement of what strategies are best to implement.
- Avoid giving advice (except about workplace entitlements or policies) and explain the limitations of your role.
- Don't become personally involved; rather be helpful with communication, information and support.
- Try to keep the focus of the conversation related to the workplace but ensure the person is getting support around non-work safety and is referred to a specialist DFV service.
- Take time to explore any concerns about work safety or perpetrator contact at work and discuss the safety measures that might assist.
- Provide useful information such as referrals to legal and DFV services, EAP providers or to state or national telephone assistance services (such as **1800 RESPECT**).
- Take care of yourself and take advantage of workplace supports such as EAP if you feel stressed or impacted by the situation at work.
- Encourage your workplace to display and promote material that takes a stance against DFV.
- Keep records of your discussions or interviews in a secure place separate from employee records.
- Seek assistance from people at work who may be more experienced than you in this area.
- Understand the impact that trauma can have on people who experience DFV and that they may not always be able to rationally discuss or recall facts about their situation with you.

For more information see “When Domestic and Family Violence Comes to Work”: recognising and responding to DFV in the workplace (available from The Services Union or DFV Work Aware).

This workplace resource is intended as a guide only and has been developed by DFV Work Aware Queensland for The Services Union with the support of funding from the Queensland Office of Industrial Relations. It is strongly recommended that workplaces undertake specialised training in the field of domestic violence safety assessment to maximise effectiveness and minimise the chances of harm.