This workplace safety planning tool is to record discussions about risks for an employee experiencing domestic and family violence and to identify strategies, actions and support to contribute to an employee’s safety and wellbeing in the workplace.

Workplace in this safety plan refers to all workplaces, including those related to flexible and blended work arrangements such as working from home, remote or isolated work situations, and distributed work centres.

The [Guide to domestic and family violence risk and safety planning for individual employees](https://www.forgov.qld.gov.au/workplace-package-domestic-and-family-violence)(the Guide) and an organisation’s risk and safety policies and procedures are critical for informing domestic and family violence risk and safety planning. Refer to Appendix A in the Guide for an example domestic and family violence workplace risk assessment.

Safety is an important aspect of wellbeing in the workplace. Planning to support an employee’s domestic and family violence safety should consider intersectionality and its impact on risk and safety.

Intersectionality identifies an individual’s relevant characteristics and group memberships. For example, **women, people with disability, Aboriginal and Torres Strait Islander peoples, culturally and linguistically diverse groups, LGBTIQ+ community, young people, older people, and rural and remote communities.**

**Intersectionality shows that employees have their own unique experiences of discrimination, which can impact on their domestic and family violence risk and their opportunities to take action and access support. It is critical to understand and work with an employee to help address their individual needs when providing support.**

Workplace agreements to support an employee experiencing domestic and family violence also need to consider an individual’s rights (including human rights), responsibilities, dignity and choices. An individual has a better understanding of their unique risk than anyone else. The attitudes and actions taken by a support person plays an important role in contributing to an employee’s risk and safety.[[1]](#footnote-1)

This tool can be kept as a confidential record according to your agency’s policy and procedures.

If someone is in imminent danger call **000.**

**Privacy statement**

The information you have provided us about your domestic circumstances will be used for ensuring your safety and the safety of your colleagues in the workplace. We will only use your information or provide it to third parties for these purposes. Your personal information will be handled in accordance with the [*Information Privacy Act 2009*](https://www.legislation.qld.gov.au/view/html/inforce/current/act-2009-014)*.*

**Guidance**

**Safety:**

The safety of an employee experiencing domestic and family violence is important, but needs to be balanced with the employer’s duty of care to maintain a safe workplace for all. If there is a risk of violence which may affect the workplace, steps need to be taken to ensure the safety of all employees.

Consider your agency’s domestic and family violence workplace risk assessment (refer to the example in Appendix A of the [Guide to domestic and family violence risk and safety planning for individual employees](https://www.forgov.qld.gov.au/workplace-package-domestic-and-family-violence).

**Completing the form:**

* This formal plan should be completed when the employee experiencing domestic and family violence is ready to discuss a plan. It may take time and several sensitive conversations before an employee is ready.
* Have conversations somewhere private, quiet and comfortable, and at a good time for the employee. Please ensure enough time is taken to talk properly.
* Please do not provide advice, rather provide details about support options available. For example, work adjustments and the agency’s employee assistance program.
* Ask questions relating to the impact of the violence in the workplace such as safety, travelling to and from work, and what the workplace specifically can do to help, including when working remotely.

| **Item reference** | **Helpful information an employees may choose to provide** | **Record information** | **Resources** |
| --- | --- | --- | --- |
| **1.** | **Employee details:**   * Full name * Employee ID * Position * Employment status * Work phone number * Work email * Personal and/or alternative secure email | **Guidance:**  Communicating clearly, often and using appropriate channels (phone, email, video etc) is critical in supporting all employees.  Ask what communication channels work best for the employee and how they would like to receive information.  Note: An agency’s approach to domestic and family violence workplace risk assessment and safety planning for their volunteer workforce should be guided by the agency’s general HR arrangements for volunteers.Agencies should provide further advice to this cohort on the support that is available. <delete guidance section to complete>  <insert content here> | 1. [Workplace support package | Queensland Government](https://www.forgov.qld.gov.au/workplace-package-domestic-and-family-violence)  1. [Supporting Women At Work | Basic Rights Queensland](https://brq.org.au/supporting-women-at-work/) |
| **2.** | **Manager or colleague details:**   * Full name * Work email * Work phone number | <insert content here> |  |
| **3.** | **HR representative:**   * Full name * Position * Work email * Work phone number | <insert content here> |  |

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| --- | --- | --- | --- |
| **4.** | **Employee contacts:**  **1. Full name (first point of contact in an emergency):**   * Phone number(s) * Email * Relationship   **2. Full name (other contact):**   * Phone number(s) * Email * Relationship   **3. Full name (other contact):**   * Phone number(s) * Email * Relationship | **Guidance:**  Be guided by the employee’s choices and reasons for nominating contacts.  The first contact should be their preferred contact in an emergency who is very familiar with the situation. Confirm their role in an emergency and if they know they have been nominated and provided consent to be contacted.  This could include personal assistant/support service. For example, for National Disability Insurance Scheme participant, carer, counsellor, faith-based or culturally appropriate contact, neighbour, friend/family, support group.  Other contacts may provide a range of supports, gather relevant information in the **Relationship** section.  Clarify in the plan the point and method of contact in the event the employee will be late or absent from work and is uncontactable, and the emergency contact and other nominated contacts are not available. <delete guidance section to complete>  <insert content here> |  |
| **5.** | **Individual needs:**  Can you describe your situation and what we need to consider to ensure we provide the best support for you at work? | **Guidance:**  Consider intersectionality: an individual’s relevant characteristics and group memberships, and unique experience of discrimination which impacts on their risk, safety and support needs.  Understanding the factors that contribute to increased risk is vital in developing a plan for an individual employee. These factors can mean some groups experience domestic and family violence in a different way and or face additional challenges when trying to get the protection and support they need. <delete guidance section to complete>  <insert content here> | 1. [DFVP Strategy | Department of Justice and Attorney-General](https://www.justice.qld.gov.au/initiatives/end-domestic-family-violence/dfvp-strategy)  1. [Family, domestic and sexual violence in Australia 2018 report | Australian Institute of Health and Welfare](https://www.aihw.gov.au/reports/domestic-violence/family-domestic-sexual-violence-in-australia-2018/summary) 2. [Resources | ANROWS ­ Australia's National Research Organisation for Women's Safety](https://www.anrows.org.au/resources/) 3. [Vulnerable groups - National Domestic and Family Violence Bench Book](https://dfvbenchbook.aija.org.au/dynamics-of-domestic-and-family-violence/vulnerable-groups/)  1. [Diversity awareness online training for workplaces | Queensland Human Rights Commission](https://www.qhrc.qld.gov.au/training/online-training" \l "diversity) |
| **5.a** | **Women** | **Guidance:**  Most people experiencing domestic and family violence are women and children although we know men also experience it.  Consider workplace risk through a gendered lens. For example, working alone at night or remotely, physical layout ­ the specific vulnerability of women at different times/places. <delete guidance section to complete>  <insert content here> | 1. [Understanding the issue | White Ribbon Australia](https://www.whiteribbon.org.au/Primary-Preventatives/Understanding-The-Cause) |
| **5.b** | **Person with disability** | **Guidance:**  Everyone is different, don't make assumptions about needs or capabilities.  Ask if any adjustments are needed for the individual to support them, ensure communication accessibility is explored.  Ask about support people in the employees’ life, this could be both formal and informal.  Check if the employee has a National Disability Insurance Scheme package or support workers who can be relied upon, and whether the alleged domestic and family violence user is self-managing the employee’s plan.  Discuss the employee’s interaction through social media and how this might impact on their safety and what safeguards need to be considered when using technology at work. <delete guidance section to complete>  <insert content here> | 1. [Violence against people with disability | 1800RESPECT](https://www.1800respect.org.au/inclusive-practice/supporting-people-with-disability) 2. [Make your workplace accessible | Queensland Government](https://www.forgov.qld.gov.au/make-your-workplace-accessible) |
| **5.c** | **Person from LGBTIQ+ community** | **Guidance:**  Be aware of your own unconscious bias and attitudes about LGBTIQ+ relationships.  Male employees may be more at risk of experiencing domestic and family violence, and more hesitant about disclosure and taking action due to discrimination (e.g. past negative experiences with police).  Ask what work adjustments need to be made in response to their personal situation.  Discuss the employee’s interaction through social media and how this might impact on their safety and what safeguards need to be considered when using technology at work. <delete guidance section to complete>  <insert content here> | 1. [Supporting people who identify as LGBTI | 1800RESPECT](https://www.1800respect.org.au/inclusive-practice/supporting-people-who-identify-as-lgbti/understanding_the_issues) |
| **5.d** | **Person from Aboriginal and Torres Strait Islander community** | **Guidance:**  Be open to consideration of kinships and community histories, which may impact on the employee’s risk and safety issues.  The employee may distrust the police, legal and mainstream services. Wherever possible, provide support that is culturally appropriate and help them connect to culturally appropriate services (e.g. an Aboriginal and Torres Strait Islander specialist domestic and family violence service).  Ask what adjustments need to be made at work in response to their personal situation.  Discuss the employee’s interaction through social media and how this might impact on their safety and what safeguards need to be considered when using technology at work. <delete guidance section to complete>  <insert content here> | 1. [Improving cultural understanding in Aboriginal and Torres Strait Islander communities | 1800RESPECT](https://www.1800respect.org.au/all-past-webinars/improving-cultural-understanding-december-2016) 2. [Find local support | Queensland Government](https://www.qld.gov.au/community/getting-support-health-social-issue/support-victims-abuse/domestic-family-violence/find-local-support) |
| **5.e** | **Person from culturally and linguistically diverse background** | **Guidance:**  Engage an interpreter if in any aspect of your conversations and safety planning requires it (e.g. if an emergency contact doesn’t speak English well).  The employee may have cultural or spiritual beliefs which impact on their situation. Be aware of your own unconscious bias and follow the employee’s advice about how to consider this in the workplace plan.  Support the employee to access specialist services as they may experience difficulty understanding service systems or accessing support (e.g. connecting with the legal system regarding threats about visas).  Ask what work adjustments need to be made in response to their personal situation.  Discuss the employee’s interaction through social media and how this might impact on their safety and what safeguards need to be considered when using technology at work. <delete guidance section to complete>  <insert content here> | 1. [Supporting people from CALD, migrant and refugee experiences of violence | 1800RESPECT](https://www.1800respect.org.au/inclusive-practice/cald) 2. [Domestic and family violence resources in different languages | Queensland Government](https://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) 3. [Find local support | Queensland Government](https://www.qld.gov.au/community/getting-support-health-social-issue/support-victims-abuse/domestic-family-violence/find-local-support) |
| **5.f** | **Young person** | **Guidance:**  Support systems might be complex and services not easy to access. Offer to help connect them to services if they don’t have anyone to support them.  Ask what work adjustments need to be made in response to their personal situation.  Discuss the employee’s interaction through social media and how this might impact on their safety and what safeguards need to be considered when using technology at work. <delete guidance section to complete>  <insert content here> | 1. [Young people experiencing domestic and family violence | Queensland Government](https://www.qld.gov.au/youth/family-social-support/young-people-domestic-family-violence)  1. [DFV advice for young people | Domestic Violence Resource Centre Victoria](https://www.dvrcv.org.au/help-advice/young-people) |
| **5.g** | **Older person** | **Guidance:**  Older peoples’ experiences can be shaped by generational expectations and traditional gender roles, and older people especially older women may not recognise their experience as abuse.  Support systems might be complex and there may have been many years of abuse, preventing the employee from acting. Offer to help connect them to services if they don’t have anyone to support them.  Ask what work adjustments need to be made in response to their personal situation.  Discuss the employee’s interaction through social media and how this might impact on their safety and what safeguards need to be considered when using technology at work. <delete guidance section to complete>  <insert content here> | 1. [Elder abuse | Queensland Government](https://www.qld.gov.au/seniors/safety-protection/discrimination-abuse/elder-abuse) 2. [Risk factors for older people | Domestic Violence Resource Centre Victoria](https://www.dvrcv.org.au/help-advice/older-people/risk-factors-older-people) |
| **5.h** | **Person from rural and remote community** | **Guidance:**  If the employee works in an isolated workspace, does outreach to remote locations, or hot desks at distributed work centres etc. discuss the strategies and agreed actions to help keep them safe (e.g. safe places to go such as a neighbour, local shops etc.).  Consider any heightened stress due to regional economic decline, natural disasters etc. and link the employee to appropriate services (e.g. employee assistance program, financial support services).  Ask what work adjustments need to be made in response to their personal situation.  Discuss the employee’s interaction through social media and how this might impact on their safety and what safeguards need to be considered when using technology at work. <delete guidance section to complete>  <insert content here> | 1. [Domestic and family violence in regional, rural and remote communities: An overview of key issues | Child Family Community Australia](https://aifs.gov.au/cfca/publications/domestic-and-family-violence-regional-rural-and-remote-communities) |
| **6** | **Safety plan start date** | <insert date here> |  |
| **7.** | **Safety plan review arrangements** | **Guidance:**  Regular review is a critical risk management tool, encourage the employee to make contact if they want a review of arrangements.  Check issues and upcoming events which may heighten risk (e.g. when an employee becomes pregnant or children’s custody arrangements change).  Organisations have a duty of care to raise any issues and or concerns with employees and to mitigate any risk to personal and organisational safety. Suggest a review with an employee if you become aware of changes in an employee’s situation or behaviour. Sometimes an employee may be in a coercive relationship and not in a position to think about their workplace safety plan. <delete guidance section to complete>  <insert content here> |  |
| **8.** | **Sign here:**  **Either:**  **1. Type name and**  **date in the boxes**  **provided**  **or:**  **2. Print out, sign and**  **write in date.** | **Guidance:**  Confirm the employee is happy with all details included in their plan before signing.  Take the opportunity to confirm the key points of the plan e.g. privacy and confidentiality and duty of care matters with the employee, including the Privacy Statement. <delete guidance section to complete>  **Manager/Colleague:**  **Date:**  **Employee:**  **Date:** |  |
| **9.** | **Are you connected to a domestic and family violence service? What information or referrals might you want to help support you and your family?** | **Guidance:**  If yes, ask if you and the employee can contact the domestic and family violence service to ensure the workplace safety plan aligns with the approach and planning for your personal plan.  If no, ask if they would like help to make contact.  Actively support them to connect with the support services they may need based on their situation.  If they are seeing a psychologist/psychiatrist or behavioural therapist or other medical professionals, are there strategies that could be used in the workplace to help manage potential mental health concerns or illness/injury?  Support men who may be experiencing domestic and family violence to connect to an appropriate service. <delete guidance section to complete>  <insert content here> | 1. [Find local support | Queensland Government](https://www.qld.gov.au/community/getting-support-health-social-issue/support-victims-abuse/domestic-family-violence/find-local-support) 2. [Employee assistance programs | Queensland Government](https://www.forgov.qld.gov.au/employee-assistance-programs) 3. [DFV advice for men | Domestic Violence Resource Centre Victoria](https://www.dvrcv.org.au/help-advice/men)   **If someone is feeling afraid or unsafe, they can seek confidential advice from DVConnect:**   * Womensline: 1800 811 811 (24 hours, 7 days a week) * Mensline: 1800 600 636 (9am­midnight, 7 days a week)   **Financial support:**   1. [Brokerage and emergency crisis payment arrangements | Queensland Government](https://www.justice.qld.gov.au/about-us/services/women-violence-prevention/violence-prevention/service-providers/brokerage-emergency-crisis-payment-arrangements) |
| **10.** | **Are you feeling safe at the moment?**  **If you feel you are in danger, do you want help to contact the police?** | **Guidance:**  If the risk is imminent (e.g. likely to happen immediately or before any support services can intervene) call the police on 000.  Clarify what actions the employer will take if an imminent risk develops in the workplace.  Talk specifically about implementing flexible work arrangements, including safety when working from home.  An employer has responsibilities, even if the employee doesn’t want to take any action, if there is a risk of violence in the workplace.  Respecting the privacy of an employee’s information is a significant consideration, but this has to be balanced with the employer’s duty to provide a safe workplace for all their employees Consider your agency domestic and family violence risk assessment procedures.  Use individual agency policy, standards of practice and HR processes to inform safety planning, including agency information security assessments.  Seek to understand whether the person who is using domestic and family violence has a history or record of this behaviour and access to weapons. If so, seek advice from the police. <delete guidance section to complete>  <insert content here> | 1. [Guide to domestic and family violence risk and safety planning for individual employees](https://www.forgov.qld.gov.au/workplace-package-domestic-and-family-violence)   **If someone is feeling afraid or unsafe, they can seek confidential advice from DVConnect:**   * Womensline: 1800 811 811 (24 hours, 7 days a week) * Mensline: 1800 600 636 (9am­midnight, 7 days a week)  1. Use the [Information Sharing Guidelines May 2017 ­ End domestic and family violence reform program | Publications | Queensland Government](https://www.publications.qld.gov.au/dataset/domestic-and-family-violence-prevention/resource/06796d15-6f8a-4556-b0ba-ea7a16cdbf1e) to help with decision making. |
| **11.** | **Who else might be in danger that we need to consider in your workplace arrangements (e.g. children or other family members?)** | **Guidance:**  Are they concerned that other members of the family, children, friends or pets have been threatened or are at risk? (If the answer is yes or maybe, talk to the employee about encouraging them to seek support from the police or an expert frontline service provider).  When supporting an employee experiencing domestic and family violence consideration should be given to the privacy and other rights of all parties involved, including work colleagues and the user of violence and abuse. <delete guidance section to complete>  <insert content here> | 1. [Employee assistance programs | Queensland Government](https://www.forgov.qld.gov.au/employee-assistance-programs) |
| **12.** | **Are you concerned the situation is getting worse, are things escalating?**  **Are there any upcoming heighted risk periods (e.g. court proceedings, child access changes, or events that may lead to escalation of domestic and family violence.)?** | **Guidance:**  It is important to recognise that attempting to leave or address an abusive relationship may increase the risks and dangers of the violence accelerating for the person experiencing the violence.  It can be supportive to have a range of supports (e.g. domestic and family violence services, counselling, legal advice) and practical arrangements (e.g. secure work devices, flexible working hours) in place to assist an employee at this time. This is why safety planning along with continued certainty about employment and access to financial resources and income are important.  Encourage them to connect to their domestic and family violence support service if they have one or assist them to seek a support service.  Support them to report to the police (e.g. reporting online or calling Policelink.). <delete guidance section to complete>  <insert content here> | 1. [Workplace support package | Queensland Government](https://www.forgov.qld.gov.au/workplace-package-domestic-and-family-violence) |
| **13.** | **What workplace support and adjustments might help you manage your safety?** | **Guidance:**  Workplaces can be a place of refuge for employees experiencing domestic and family violence and a crucial source of social and economic support.  Respect the employees understanding of their own risk and safety, their dignity and right to make choices.  Review existing HR policies (e.g. flexible work policies, health and safety policies about workplace violence and security policies).  Offer a flexible schedule or flexible work arrangements, where possible.  Consider any additional support that may assist (e.g. employee assistance program, access to DV Connect or other referral options).  Discuss whether the employee needs to access leave (e.g. attend medical, legal or court appointments; attend to childcare, school, accommodation or financial issues).  If returning to work following illness/injury associated with domestic and family violence, identify whether the employee requires a rehabilitation or return-to-work program. Such programs should be supported by medical advice.  Are there any other details the employee would like to share that haven’t been discussed and would help the workplace make adjustments. <delete guidance section to complete>  <insert content here> | **Employee entitlements:**   1. [Support for employees affected by domestic and family violence (Directive 03/20) | Queensland Government](https://www.forgov.qld.gov.au/workplace-package-domestic-and-family-violence) 2. [Apply the DFV directive | Queensland Government](https://www.forgov.qld.gov.au/apply-dfv-directive) 3. [Flexible work | Queensland Government](https://www.forgov.qld.gov.au/flexible-work) |
| **14.** | **Is there a need to transfer or relocate you to another office/work location?** | **Guidance:**  Discuss with the employee whether they may require a temporary or permanent transfer or relocation.  Be aware, if relocating, the employee could be isolated from support networks.  Are there any court orders involving children that can affect relocation?  If departmental assistance and funds are used to assist the person with moving homes, ensure removalists and work colleagues are aware the new address may be confidential for safety reasons. <delete guidance section to complete>  <insert content here> |  |
| **15.** | **Do you have a Protection Order or Domestic Violence Order (DVO) in place? If yes, does it cover the workplace?** | **Guidance:**  If an Order exists, clarify what the terms are and if the workplace is specified in the Order.  Do they need assistance with including specifics about the workplace in the DVO?  Has the person using domestic and family violence ever been charged with breaching the Order? Seek advice from security or police, HR or legal. <delete guidance section to complete>  <insert content here> | **Information about DVOs*:***   1. [Abuse, family matters and protection orders | Queensland Government](https://www.qld.gov.au/law/crime-and-police/abuse-family-matters-and-protection-orders)   **Understand users of violence in the workplace:**   1. [Workplace support package | For government | Queensland Government](https://www.forgov.qld.gov.au/workplace-package-domestic-and-family-violence) |
| **16.** | **Does the person using domestic and family violence work at the same location or in another State Government agency?** | **Guidance:**  Consider separating the employees to address any safety concerns. Unless the employee experiencing domestic and family violence request a move, the alleged domestic and family violence user should be relocated.  If the employee using domestic and family violence has used work resources or conducted the behaviour within the workplace, this must be reported to ethical standards or HR as it may constitute a breach of the code of conduct (refer to agency resources).  If the employee using domestic and family violence is the subject of an Order they are not required to advise the agency. However, if the employee using violence/abuse is charged or engages in criminal behaviour (e.g. stalking, assault, wilful damage to property) this should be reported to the police, ethical standards or HR. <delete guidance section to complete>  <insert content here> | **If an employee using domestic and family violence is in breach of an Order (or a police protection notice), this is a serious criminal offence that must be reported under the *Public Service Act 2008* (s 181).**   1. [Legislation for the public service | Queensland Government](https://www.forgov.qld.gov.au/legislation-public-service) |
| **17.** | **Does the person who uses violence/abuse have access to the workplace?** | **Guidance:**  Refer to your agency domestic and family violence workplace risk assessment plan.  Consider/review how visitors access the workplace, including public areas (e.g. toilets, lunch areas).  Ensure there are visitor logs and sign in and out procedures.  Calling someone excessively, showing up at work functions, and sending flowers to work can all be abuse indictors. <delete guidance section to complete section>  <insert content here> | 1. [Violence | WorkSafe.qld.gov.au](https://www.worksafe.qld.gov.au/safety-and-prevention/mental-health/Psychosocial-hazards-and-factors/violence) |
| **18.** | **Can you talk me through your workday?**  **Which parts of the workplace do you frequently attend?**  **Are there any times you work alone?**  **Are there any circumstances in which you would be more vulnerable (e.g. walking to a meeting or forum – internal or external workplaces)?**  **Are there any circumstances in which other employees might be put at risk?**  This is to determine reasonable adjustments, if required. | **Guidance:**  Clarify standard start and finish times.  Consider lighting (e.g. carpark, within and outside the workplace).  Consider visibility of employee within the workplace.  Examine the landscaping and building/grounds layout to ensure person can be seen by others.  Reduce or eliminate the risk of the employee working in isolation from others.  Consider the risk of the employee’s availability to the public (e.g. reception, calling the work number).  Ensure the employee does not work in areas visible and easily accessible to visitors (e.g. reception, near windows).  Ensure the employee is aware of the location of a fixed duress/panic button, if available.  Identify a safe place for the employee to go to if in danger and how they will get there.  If the alleged user is threatening violent behaviours in an office workspace, use organisational lock down procedures.  Consider any personal hazards associated with the employee’s work uniform if relevant. <delete guidance section to complete>  <insert content here> | 1. [Flexible work | Queensland Government](https://www.forgov.qld.gov.au/flexible-work) 2. [Family and domestic violence at the workplace – information sheet | Safe Work Australia](https://www.safeworkaustralia.gov.au/doc/family-and-domestic-violence-workplace-information-sheet) |
| **19.** | **Do you have an approved flexible work arrangement (e.g. working from home and if so are there heightened risks when working in this capacity)?**  **Are there times when you are working remotely and you feel most vulnerable?** | **Guidance:**  Help the employee to identify if there are any specific domestic and family violence risks associated with working from home.  Consider the work environment if work is being performed in another location other than the office and how it impacts on risk and safety. If so, strategies to address these risks will need to be investigated.  Discuss with the employee whether it might be safer for them to be in the workplace or another work location.  If uncontactable, have an agreed plan in place with the employee to identify whether they are safe. This may include contacting the employee’s after-hours support person.  Ensure working from home risk management strategies are in line with the employee’s broader domestic and family violence safety plan, developed by a domestic and family violence specialist service.  Consider adjusting hours of work if the person using violence/abuse is not in the home consistently.  If working from home, ensure there is a plan in place to regularly check in with the employee.  Identify the most appropriate way and safest way to communicate with the employee while working from home. A range of communication options may need to be considered.  Discuss a safe word or signal to indicate the employee is feeling unsafe or in imminent danger, conduct regular virtual check-ins with the employee with camera on to check on wellbeing. <delete guidance section to complete>  <insert content here> | 1. [Workplace support package | Queensland Government](https://www.forgov.qld.gov.au/workplace-package-domestic-and-family-violence) 2. [DFV in the workplace including working from home | The Services Union](https://www.theservicesunion.com.au/?request-download&file=2020%2F08%2FWorkplace-Booklet-When-DV-Comes-To-Work..pdf)  1. [Self-isolation and COVID-19 | 1800RESPECT](https://www.1800respect.org.au/help-and-support/self-isolation-and-covid-19) 2. [Arc app | Domestic Violence Resource Centre Victoria](https://www.arc-app.org.au/?utm_source=Domestic+Violence+Resource+Centre+Victoria+List&utm_campaign=08d27c50c9-DVRCV+E-) 3. [Sunny App | 1800RESPECT](https://www.1800respect.org.au/sunny) 4. [Daisy App | 1800RESPECT](https://www.1800respect.org.au/daisy) |
| **20.** | **How do you travel to and from work?**  **Could you be at increased risk during these travel periods?** | **Guidance:**  Identify a plan for safe travel to and from work including travel by private vehicle, public transport, walking and cycling.  If reasonable, arrange for the employee to be escorted to and from their vehicle or public transport (ensure other employees are not placed at risk).  If possible, provide employee with a well-lit, priority parking spot near or within the building.  Consider providing the employee with a mobile duress device or similar.  Provide the employee with a mobile phone to ensure they are contactable and can use this mobile to make personal arrangements/appointments. <delete guidance section to complete>  <insert content here> |  |
| **21.** | **What methods could the person using domestic and family violence use to contact you while at work?** | **Guidance:**  Provide the employee with a new phone number and email address, if deemed appropriate.  Ensure all records and directories that the public can access do not include the employee’s contact information.  Mark phone number on intranet as confidential.  Manager and employee to consult with IT to address options for safe communication at work, including checking devices for tracking and monitoring. <delete guidance section to complete>  <insert content here> | 1. [Know the facts about women online | eSafety Commissioner](https://www.esafety.gov.au/women/know-facts-about-women-online) 2. [Diverse groups | eSafety Commissioner](https://www.esafety.gov.au/diverse-groups) 3. [TechSafety | Queensland Archives](https://techsafety.org.au/blog/States/qld/) |
| **22.** | **Is the domestic and family violence impacting your current work performance? And if so, what can we do to support you?** | **Guidance:**  Encourage the employee to advise their manager of work impacts caused by domestic and family violence.  Consider providing additional support to assist with work commitments, if required.  Identify an agreed process and workplace support person for assisting with the development of strategies to manage performance when it is affected by domestic and family violence. <delete guidance section to complete>  <insert content here> | 1. [Positive performance management (Directive 15/20) | Queensland Government](https://www.forgov.qld.gov.au/positive-performance-management) |
| **23.** | **Are you living in departmental housing, do you feel you need to move to keep you and your family safe?** | **Guidance:**  If both employees are in departmental accommodation, does the person experiencing domestic and family violence want or need to be moved for their safety?  What are the conditions of any DVO that has been taken out, does it preclude both employees living together?  The safety of the employee experiencing violence and their family should be prioritised.  Ensure confidentiality is exercised if there is a requirement to relocate a staff member to a new location. <delete guidance section to complete>  <insert content here> |  |
| **24.** | **What information has already been shared with other employees?** | **Guidance:**  You may need to check with relevant employees to reinforce privacy and confidentiality.  Check individual agency policy, standards of practice and HR processes.  Talk confidentially to your line supervisor and/or HR. <delete guidance section to complete>  <insert content here> | 1. [Information Sharing Guidelines May 2017 ­ End domestic and family violence reform program | Publications | Queensland Government](https://www.publications.qld.gov.au/dataset/domestic-and-family-violence-prevention/resource/06796d15-6f8a-4556-b0ba-ea7a16cdbf1e) |
| **25.** | **Are other employees being impacted** | **Guidance:**  If anyone else in the team is in need of support (e.g. counselling) help them connect to the appropriate service (e.g. refer to employee assistance program).  Talk confidentially to your line supervisor and/or HR if you are not sure what to do.  Are there any work colleagues that may be targeted because they have supported you? <delete guidance section to complete>  <insert content here> | 1. [Employee assistance programs | Queensland Government](https://www.forgov.qld.gov.au/employee-assistance-programs) |
| **26.** | **Are there any other members of the family or friends who may need support?** | **Guidance:**  Discuss availability of employee assistance programs for direct family members.  Discuss strategies for leaving work at short notice to attend to other at-risk family or friends (e.g. collecting children from school etc.). <delete guidance section to complete>  <insert content here> | 1. [Employee assistance programs | Queensland Government](https://www.forgov.qld.gov.au/employee-assistance-programs) |
| **27.** | **What if two employees in a workplace are making domestic and family violence allegations or are involved in legal proceedings against each other?** | **Guidance:**  Each domestic and family violence experience and workplace situation will be different. When supporting an employee experiencing domestic and family violence the aim is to balance the best possible outcome for the affected employee, while considering the rights of others in the workplace, the rights of others involved in the domestic and family violence situation, including natural justice for alleged users of domestic and family violence and the safety of children.  Employers have obligations to both employees. <delete guidance section to complete>  <insert content here> |  |

1. Project Report: Concepts of Safety June 2018 Domestic Violence Service Management Sightlines Professional Services Division [↑](#footnote-ref-1)