



Domestic Violence Support Procedure

Version	Approved by	Approval date	Effective date	Next review date
2.0	Vice-President, Human Resources	4 November 2016	4 November 2016	November 2019
Procedure Statement				
Purpose	<p>The University recognises staff may sometimes experience situations of violence or abuse in their personal life that have a significant impact on their lives and affect their attendance or performance (or both) at work. By following this Procedure, the goal is to assist staff impacted by domestic violence to maintain employment in a healthy and safe work environment.</p> <p>This Procedure outlines how staff may access support if they are experiencing domestic violence (either directly or as a support person) and the role that an individual’s Supervisor, Senior Manager and Human Resources Manager may play.</p> <p>This Procedure should be read in conjunction with the Domestic Violence Support Policy and the Domestic Violence Leave clauses in the <i>UNSW Australia (Professional Staff) Enterprise Agreement 2015</i> and the <i>UNSW Australia (Academic Staff) Enterprise Agreement 2015</i> (“the Enterprise Agreements”). This Procedure refers to a number of other existing policies, procedures and guidelines which may be read individually or in conjunction with this procedure.</p>			
Scope	<p>This Procedure applies to all staff, regardless of gender, who are either directly experiencing domestic violence or supporting a person who is experiencing domestic violence and who wish to access the provisions of the Domestic Violence clause within the relevant Enterprise Agreement.</p>			
Are Local Documents on this subject permitted?	<input type="checkbox"/> Yes, subject to any areas specifically restricted within this Document			<input type="checkbox"/> No
Procedure Processes and Actions				

Contents

1.	Support procedure	2
1.1.	Requesting support.....	2
1.2.	Types of support	2
1.2.1.	Leave	2
1.2.2.	Flexible working arrangements.....	2
1.2.3.	Other support	2
2.	To ensure the fastest response in the event of an emergency.....	3
3.	Safety plans	3
4.	Privacy	3
5.	Documentation requirements and recordkeeping.....	4
6.	Additional resources and information.....	4
6.1.	External.....	4
6.2.	Internal.....	5

1. Support procedure

1.1. Requesting support

A staff member may contact their immediate Supervisor, Senior Manager, or Human Resources Manager to request the support outlined below.

If a staff member requests support from their Supervisor / Senior Manager, they should confidentially contact their Human Resources Manager who will provide advice and assistance in the coordination of support.

It is recognised that staff experiencing domestic violence may sometimes instead disclose their experience to another trusted staff member either within, or outside, their immediate work unit. Staff in these circumstances should encourage their colleague to speak with their Supervisor / Senior Manager or Human Resources Manager, and direct them to UNSW's [Domestic Violence Support Policy](#), this Procedure and UNSW's [Employee Assistance Program](#) (EAP). If the staff member the disclosure was made to feels concerned for their own health or safety, they may discuss this with their Supervisor / Senior Manager or Human Resources Manager taking into account the Privacy statement below, as well as seek further support from UNSW's [Employee Assistance Program](#) (EAP).

1.2. Types of support

Staff experiencing domestic violence may require a range of support including (but not limited to) flexible work arrangements, additional safety arrangements and time away from the workplace to care for family members, attend doctor's appointments, attend court, make arrangements for children, seek alternative accommodation, counselling or other appointments. How to access this support is outlined below.

1.2.1. Leave

All staff have access to a range of leave as outlined in the applicable Enterprise Agreement. In circumstances where a staff member is experiencing domestic violence, they may access paid leave including Domestic Violence Leave, Compassionate Leave, Carer's Leave and Sick Leave. Staff may also utilise Annual Leave and Long Service Leave, as appropriate.

If all paid leave has been exhausted staff may also apply for Leave Without Pay, or where this is not possible, apply to the Vice-President Human Resources for additional leave.

A summary of leave entitlements, the process for applying for leave and recordkeeping requirements is contained in Attachment A.

1.2.2. Flexible working arrangements

Staff may request flexible working arrangements including (but not limited to) part-time employment and flexible start/finish times. Professional Staff may also use flex-time in accordance with Clause 23.2 of the applicable Enterprise Agreement and their work unit flex-time policy.

The appropriate flexible working arrangements will vary dependent on the circumstances of the staff member. Generally any flexible working arrangement will be in place for a defined period and regularly reviewed.

The supervisor / senior manager and Human Resources Manager should keep records of agreed flexible working arrangements as shown in Attachment A.

1.2.3. Other support

Other forms of support as listed in UNSW's [Domestic Violence Support Policy](#) should also be considered, discussed and agreed by the staff member and their Supervisor / Senior Manager or Human Resources Manager.

2. To ensure the fastest response in the event of an emergency

When there is an immediate threat to someone's life or property:

UNSW Kensington Campus	UNSW Canberra / another campus / off-campus
<p>FIRST call <u>UNSW Security Services</u> on ph. 9385 6666 (ext. 56666).</p> <p>THEN call emergency services on Triple Zero (ph. 000).</p> <p>THEN notify the Staff member and their Supervisor / Senior Manager or Human Resources Manager as soon as possible afterwards</p>	<p>FIRST call emergency services on Triple Zero (ph. 000).</p> <p>THEN notify the Staff member and their Supervisor / Senior Manager or Human Resources Manager as soon as possible afterwards.</p>

3. Safety plans

When a staff member requests support, the staff member's Supervisor / Senior Manager and Human Resources Manager should discuss with them whether a safety plan should be developed to assist the staff member to perform their duties safely and productively.

In developing a safety plan the following should be considered:

- The plan must have the staff member's agreement and consent.
- It should be reviewed with the staff member on a regular basis.
- The staff member's emergency contact details must be kept up-to-date.
- All reasonable attempts should be made to ensure staff maintain their normal working hours and working conditions (including contacts) to minimise the impact on colleagues and other individuals.
- Co-operation with legal orders (e.g. Apprehended Violence Orders) may be required.
- The plan may require consultation with other areas within the University such as UNSW Security, IT, reception (e.g. Chancellery Reception) and UNSW's Police Officer Liaison - this will be coordinated by the Human Resources Manager on confidential basis.
- What action should be taken if the staff member does not arrive at work.

A template guide to developing a safety plan can be found at Attachment B.

4. Privacy

All staff involved in providing support to a staff member experiencing domestic violence (either directly or as a support person) must endeavour to maintain the privacy of the staff member(s) involved, taking into account University policy, the health and safety of other staff members, and any legal obligation to disclose.

Whenever it is practical to do so, the Human Resources Manager and the staff member experiencing the domestic violence should always be consulted prior to a disclosure about the domestic violence to other parties.

While confidentiality cannot necessarily be guaranteed in every instance, disclosure to people other than the staff member(s) experiencing the domestic violence should be limited to the extent that is reasonably necessary to maintain the health and safety of all staff and also comply with any legal obligations and UNSW policies.

As Human Resources Managers have been trained in the appropriate adjustments that may be made to support a person who is affected by domestic violence, they can advise a person's Supervisor or Senior Manager of the sort of disclosures that may be reasonable in the circumstances.

All staff and affiliates remain bound by the standards of behaviour outlined in UNSW's [Code of Conduct](#). There may be circumstances when privacy cannot be maintained, for example when there is a risk of harm to other staff, assets or reputation.

5. Documentation requirements and recordkeeping

The Supervisor or Human Resources Manager should keep notes of all meetings, discussions and actions proposed or taken. For example details recorded may include the name(s) of the staff member(s) affected, the name of their Supervisor(s) / Senior Manager(s), the name of the team(s) affected, a brief description of how the domestic violence is impacting their work / the workplace, and a brief description about possible responses discussed and agreed.

These notes must be stored within the employee's confidential file held by Human Resources. This documentation should not be placed on the staff member's personnel file unless this is requested by them.

Care should be applied regarding reasons captured alongside transactions recorded on a staff member's personnel file, such as the reason for taking leave or moving onto a formal flexible work arrangement.

6. Additional resources and information

6.1. External

NSW

- **Domestic Violence Help Line:** Ph. 1800 656 463 (toll free) or TTY 1800 671 442 (24 hour telephone support). Note: TTY is for callers with a hearing impairment.
- **Kingsford Legal Centre:** <http://www.klc.unsw.edu.au/>
- **The Child Protection Helpline** is available 24 hours to report suspected child abuse or neglect, ph. 132 111.
- **The Gendered Violence Research Network:** <https://gvrnconference.arts.unsw.edu.au/home>
- **The NSW Domestic Violence Disclosure Scheme** helps people who may be at risk of domestic violence to find out if their current or former partner has a history of violent criminal offences. For more information: <http://www.domesticviolence.nsw.gov.au/dvds>

ACT

- **Australian Federal Police** provides information regarding abuse and family violence for Canberra residents: <https://www.police.act.gov.au/safety-and-security/family-violence/what-family-violence>
- **Beryl Women Inc** provides therapeutic support and safe housing for women and children escaping family/domestic violence: <http://www.beryl.org.au/>
- **Domestic Violence Crisis Service** (24 hour telephone counselling, referral) Ph: (02) 6280 0900 OR (02) 6228 1852 (TTY)
- **Violence Against Women:** Ph. 1800 200 526 (Specialises in Domestic Violence and Sexual Assault counselling and referrals)

All locations

- **1800 RESPECT** (Ph. 1800 737 732) The National Sexual Assault, Family & Domestic Violence Counselling Line. This is a free telephone and online confidential service for any Australian experiencing or who has experienced domestic or family violence and/or sexual assault. It is available 24 hours a day, 7 days a week. <https://www.1800respect.org.au/>

- **Another closet** is a website provide information for people in LGBTIQ relationships who are, or may be, experiencing domestic and family violence: <http://www.anothercloset.com.au/>
- **The Department of Human Services** supports people affected by family and domestic violence by providing information, resources and referrals: <https://www.humanservices.gov.au/customer/subjects/family-and-domestic-violence>
- **Lifeline** (Ph. 13 11 14) provides 24/7 crisis support and suicide prevention services. They also have guidance about domestic and family violence on their website: <https://www.lifeline.org.au/Get-Help/Facts---Information/Domestic-Abuse-and-Family-Violence>
- **The Men's Referral Service** (Ph. 1300 766 491) takes calls from men dealing with family and domestic violence matters. They offer anonymous and confidential telephone counselling, information and referrals to help men.
- **MensLine Australia** (ph. 1300 78 99 78) is a 24/7 professional telephone and online support and information service for men with family and relationship concerns. The service is available from anywhere in Australia and is staffed by professional counsellors experienced in men's issues: <https://www.mensline.org.au/>
- **The National Domestic Violence Hotline** (Ph. 1800 799 SAFE / 1800 799 7233) provides lifesaving tools and immediate and confidential support around the clock, seven days a week, and free of cost, to enable victims to find safety and live lives free of abuse. <http://www.thehotline.org/>
- **Relationships Australia** offers services around the country including counselling, family dispute resolution (mediation) and a range of family and community support and education programs: <http://www.relationships.org.au/relationship-advice/relationship-advice-sheets/relationship-difficulties-1>
- **Women's Legal Services Australia** is a national network of community legal centres specialising in women's legal issues: http://www.wlsa.org.au/contact_us

6.2. Internal

NSW

- **UNSW Security Services:** <http://www.facilities.unsw.edu.au/security-safety/about-unsw-security-services>
- **Map of help points:** http://www.facilities.unsw.edu.au/sites/all/files/page_file_attachment/Kensington_Help_Points.pdf
- **Facilities:** <http://www.facilities.unsw.edu.au>
- **Safety escorts:** <http://www.facilities.unsw.edu.au/security-safety/staying-safe-day-and-night>

ACT

- **Facilities at UNSW Canberra:** <https://www.unsw.adfa.edu.au/about-us/our-campus/facilities>
- **IT Helpdesk at UNSW Canberra:** <https://www.unsw.adfa.edu.au/about-us/our-campus/contacts>

All locations

- **EAP providing support for staff and families (fixed term and continuing):** Davidson Trahaire Corpsych: <http://www.hr.unsw.edu.au/employee/eap.html>
- **EAP Manager Assist:** Davidson Trahaire Corpsych: <http://www.hr.unsw.edu.au/employee/eap.html>
- **UNSW Human Resources website:** <http://www.hr.unsw.edu.au/>
- **Workplace Diversity website:** <https://www.hr.unsw.edu.au/workplacediversity/index.html>

Related UNSW policies and procedures

- **Code of Conduct:** <https://www.gs.unsw.edu.au/policy/codeofconduct.html>
- **UNSW Academic and Professional Staff Enterprise Agreements, 2015:**
https://www.hr.unsw.edu.au/services/indrel/indrel_index.html
- **Acceptable Use of UNSW Information and Communication Technology (ICT) Resources Policy:**
<https://www.gs.unsw.edu.au/policy/documents/ictpolicy.pdf>
- **Emergency Procedures:** <http://www.facilities.unsw.edu.au/node/171>
- **Privacy:** <http://www.hr.unsw.edu.au/employee/privacy.html>
- **Recordkeeping:** <http://www.gs.unsw.edu.au/policy/documents/recordkeeping.pdf>
- **Reporting to External Agencies Guideline:**
<https://www.gs.unsw.edu.au/policy/documents/reportingtoexternalagenciesguideline.pdf>
- **Health and Safety Policy:** <https://www.gs.unsw.edu.au/policy/documents/ohspolicy.pdf>

Accountabilities				
Responsible Officer		Vice-President, Human Resources		
Contact Officer		Human Resources Manager		
Supporting Information				
Legislative Compliance		This Policy supports the University’s compliance with the following legislation: Nil		
Parent Document (Policy)		UNSW Australia (Professional Staff) Enterprise Agreement 2015 UNSW Australia (Academic Staff) Enterprise Agreement 2015 Domestic Violence Support Policy		
Supporting Documents		Nil		
Related Documents		Code of Conduct Recordkeeping Policy Health and Safety Policy Acceptable Use of UNSW Information and Communication Technology (ICT) Resources Policy		
Superseded Documents		Domestic Violence Support Procedure, version 1.0, approved by the Vice-President, University Services on 16 April 2013		
File Number		2016/30718		
Definitions and Acronyms				
Refer to the definitions in the <i>Domestic Violence Support Policy</i>				
Revision History				
Version	Approved by	Approval date	Effective date	Sections modified
1.0	Vice-President, University Services	16 April 2013	1 January 2013	This is a new Procedure
2.0	Vice-President, Human Resources	4 November 2016	4 November 2016	Full review

ATTACHMENT A – LEAVE & FLEXIBLE WORKING ARRANGEMENTS

The table below outlines the variety of workplace entitlements at UNSW; for full details please refer to [the Enterprise Agreements](#).

The requirement for documentation for the leave will be discussed with the staff member at the time of approval. This may be in the form of an agreed document provided by a police officer, court, doctor, domestic violence support service or lawyer or a counselling professional.

Leave type	Entitlement	Process	Record keeping	Link to policies/EA Clause
Annual leave	Professional staff: 4 weeks per annum, accrues progressively (on a fortnightly basis) during each year of service. Academic staff: 4 weeks per year (runs 16 Feb - 15 Feb), accrues progressively (on a fortnightly basis) during each year of service.	Leave application for annual leave via myUNSW	Leave approver to maintain records of discussions held and any documentation within the employee's confidential file held by Human Resources.	Professional staff: Clause 37 Academic staff: Clause 31

Leave type	Entitlement	Process	Record keeping	Link to policies/EA Clause	
Carer’s leave	All staff:	Leave application via myUNSW On the “Submit Absence Request” screen, the relationship should be indicated as child or cohabiting relative.	Leave approver to maintain records of discussions held and any documentation within the employee’s confidential file held by Human Resources if annual leave is taken as other leave has been exhausted.	Professional staff: Clause 39.2 Academic staff: Clause 33.2	
	With a medical certificate				
	<i>Leave</i>				<i>Service Requirement</i>
	10 days of the current year’s “sick leave”				During Year 1
	12 days of the current year’s “sick leave”				From Year 2 onwards
	No medical certificate:				
	A maximum of 21 hours each year.				
Compassionate Leave	All staff: 3 days per occasion.	Leave application via myUNSW For the purposes of myUNSW, on the apply for leave screen, the relationship should be indicated as immediate	Leave approver to maintain records of documentation and discussions held within the employee’s confidential file held by Human Resources.	Professional staff: Clause 39.3 Academic staff: Clause 33.3	

Leave type	Entitlement	Process	Record keeping	Link to policies/EA Clause
Domestic Violence Leave	All staff Up to 10 days to attend medical appointments, legal proceedings, seek safe housing or to attend any other activities related to dealing with domestic violence and its consequences	Leave application via myUNSW.	<p>Leave approver should store notes of all meetings, discussions and actions proposed or taken on a confidential basis within the employee's confidential file held by Human Resources.</p> <p>Domestic Violence leave will show in PIMS and leave usage reports as "Domestic Violence leave". To go towards maintaining a person's privacy, these reports are available to a restricted audience including the Human Resources Manager, School Administrators, Finance Managers, Client Services, and the Leave Administration Team.</p> <p>If the approver of Domestic Violence Leave is the staff member's Supervisor they may, if the staff member requests it, email the Leave Administration Team at Leave@unsw.edu.au to request that the Human Resources Manager is not notified about the leave request. This communication must happen on the same day leave is requested via myUNSW.</p>	Professional staff: Clause 39.4 Academic staff: Clause 33.4

Leave type	Entitlement	Process	Record keeping	Link to policies/EA Clause
Flexible working arrangements	<p>All staff: Requests are subject to the requirements of the University and may be refused on reasonable business grounds. Examples:</p> <ul style="list-style-type: none"> • Flexible working hours • Part-time work • Job-sharing • Changes to the start and/or finish time of work • Flex-time (Professional staff only) 	As agreed with supervisor.	Recorded as per usual process.	<p>Professional staff: Clauses 23.2, 39.4 and 46.0, and local work unit policy</p> <p>Academic: Clauses 33.4 and 40, and local work unit policy.</p>

Leave type	Entitlement	Process	Record keeping	Link to policies/EA Clause								
Leave without pay	<p>All staff:</p> <p>Requests may be granted when all other leave is exhausted. If the request is for more than four weeks, only if the case is considered to involve the national interest, or if there can be demonstrated a clear prospect of benefit to the University, or if there are strong compassionate grounds.</p>	<p>Leave application via myUNSW, alongside a written application that is forwarded as early as possible through the Head of School or equivalent and Dean, or Divisional Head to the Human Resources Department.</p> <p>Approval for leave without pay is required as follows:</p> <table><tr><td>Leave period</td><td>Approver</td></tr><tr><td>≤ 6 months</td><td>Dean or Divisional Manager</td></tr><tr><td>6-24 months</td><td>Deputy Vice-Chancellors</td></tr><tr><td>≥ 24 months</td><td>Vice-Chancellor</td></tr></table>	Leave period	Approver	≤ 6 months	Dean or Divisional Manager	6-24 months	Deputy Vice-Chancellors	≥ 24 months	Vice-Chancellor	<p>Leave approver to maintain records of discussions held and any additional documentation required by the Leave Without Pay & Secondment Policy within the employee's confidential file held by Human Resources.</p>	<p>All staff:</p> <p>Leave Without Pay & Secondment Policy</p>
Leave period	Approver											
≤ 6 months	Dean or Divisional Manager											
6-24 months	Deputy Vice-Chancellors											
≥ 24 months	Vice-Chancellor											
Long service leave	<p>All staff:</p> <table><tr><td>Leave</td><td>Service Requirement</td></tr><tr><td>3 months</td><td>10 years</td></tr><tr><td>3 months + 9 days p.a.</td><td>10-15 years</td></tr><tr><td>4 months + 15 days for each additional year</td><td>≥ 15 years</td></tr></table>	Leave	Service Requirement	3 months	10 years	3 months + 9 days p.a.	10-15 years	4 months + 15 days for each additional year	≥ 15 years	<p>Leave application via myUNSW</p>	<p>Leave approver to maintain records of discussions held/documentation within the employee's confidential file held by Human Resources if long service leave is taken as other leave has been exhausted.</p>	<p>Professional staff:</p> <p>Clause 38</p> <p>Academic staff:</p> <p>Clause 32</p>
Leave	Service Requirement											
3 months	10 years											
3 months + 9 days p.a.	10-15 years											
4 months + 15 days for each additional year	≥ 15 years											

Leave type	Entitlement	Process	Record keeping	Link to policies/EA Clause								
Sick leave	<p>Professional staff (excl. UNSW Canberra):</p> <p>The greater of:</p> <table><tr><td>Leave</td><td>Service Requirement</td></tr><tr><td>10 days</td><td>During Year 1</td></tr><tr><td>15 days</td><td>During Year 2</td></tr><tr><td>30 days</td><td>≥ Year 3</td></tr></table> <p>or</p> <p>2 weeks per completed year of service less any sick leave previously taken</p> <p>Professional staff at UNSW Canberra:</p> <p>3 weeks per accrual year.</p> <p>All academic staff</p> <p>The greater of:</p> <ul style="list-style-type: none">• 22 working days on full pay and + 22 working days on half pay within any twelve (12) month period. <p>or</p> <ul style="list-style-type: none">• 5 days for each completed year of service prior to 27 March 2006 + 10 days for each completed year of service from 27 March 2006, less any sick leave taken.	Leave	Service Requirement	10 days	During Year 1	15 days	During Year 2	30 days	≥ Year 3	Leave application via myUNSW	Leave approver to maintain records of discussions held and any documentation within the employee's confidential file held by Human Resources.	<p>Professional staff:</p> <p>Clause 39.1</p> <p>UNSW Canberra</p> <p>Clause 39.1</p> <p>Academic staff:</p> <p>Clause 33.1</p>
Leave	Service Requirement											
10 days	During Year 1											
15 days	During Year 2											
30 days	≥ Year 3											

ATTACHMENT B – SAFETY PLAN

Below is a table of possible actions that may be taken to assist staff to continue to perform their duties safely and productively. This is not exhaustive list and plans will vary.

Any safety plan should be agreed and reviewed between the staff member and their Supervisor / Senior Manager, on a regular basis and in consultation with the Human Resources Manager.

All reasonable attempts should be made to ensure that staff maintain their normal working hours and working conditions (including contacts) to minimise the impact on individuals.

Checklist:

Review of work environment Consider if any of the following are required	Action	Coordination & Contact details
Are changes required to a staff member and/or their colleagues' workspace location and access? If yes: <ul style="list-style-type: none"> ➤ Has the Centrally Allocated Teaching Spaces (CATS) Team been contacted? ➤ Has Facilities been contacted? 		
Does the staff member intend to take any leave? If yes: <ul style="list-style-type: none"> ➤ When and what form of leave (to the extent it's known at this stage)? ➤ Are there additional steps required to facilitate the employee's return to work? 		
Is there a need to change start and finish times and/or to adopt some other flexible working arrangement? If yes, refer to Attachment A for more details.		
Has IT been consulted and advised regarding: <ul style="list-style-type: none"> ➤ telephony and email security? ➤ requests for additional equipment? ➤ changes to contact details? ➤ reporting unwelcome phone calls & emails? ➤ blocking unwanted emails and/or phone calls? 		
Has UNSW Security been consulted and/or advised regarding personal safety on campus, e.g. travel to and from car parks or public transport?		
Has UNSW Security been consulted and/or advised of any Apprehended Violence Orders (if the workplace is included in an order)?		
Is it appropriate in the circumstances for UNSW's Police Officer Liaison to be informed about the staff member's circumstances?		

Review of work environment Consider if any of the following are required	Action	Coordination & Contact details
Are the staff member's emergency contacts at the work unit and in Human Resources system and on the personnel file up to date?		
Has the staff member been consulted regarding their preferences as to the extent and content of disclosures to colleagues and other parties?		
Has the staff member requested any other form of support?		
What action should be taken if the staff member does not arrive at work?		
<i>[List action to be taken here]</i>		
Other contingencies:		
<i>[List any other contingencies and actions to be taken in response here]</i>		
Also discuss the following		
Map of help points		
UNSW Health and Safety Policy		
UNSW Domestic Violence Support Policy and this Procedure		
Other resources listed in this Procedure.		
Safety Plan review - frequency / date		
Date of this conversation:	<i>[XX Month YYYY]</i>	