

Hastings Deering



Domestic and Family Violence Procedure

HDAL-SHEQ-18-PR01

Procedure

Version 2.0

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1. PURPOSE

The purpose of the Domestic and Family Violence Procedure (the procedure) is to outline the support available to all employees of Hastings Deering (Australia) Limited experiencing domestic and family violence.

2. SCOPE

The procedure applies to all individuals employed by Hastings Deering (Australia) Limited on a full time, part time, fixed term and casual basis (employees).

3. OVERVIEW

Hastings Deering (Australia) Limited (the Company) is committed to our goal of No Harm and we live by it, ensuring our employees are safe at work and at home. The procedure operates to ensure all employees are safe within our workplace and where all employees are encouraged to seek support if they feel they are at risk of or experiencing domestic and family violence.

The procedure details support mechanisms available to all employees who are victims of domestic and family violence and sets out steps for managers and colleagues on how they can support employees in these situations.

4. WHAT IS DOMESTIC AND FAMILY VIOLENCE?

Domestic and family violence means violent, threatening or other abusive behaviour or acts by an employee's family member that seeks to coerce or control the employee and that causes them harm or to be fearful.

The behaviours and/or acts may include physical, sexual, emotional, financial and psychological abuse.

5. RESPONSIBILITIES

5.1. Immediate Manager

The Immediate Manager is responsible for:

- Treating all matters seriously, confidentially and sensitively in accordance with this Procedure at section 9.2 Confidentiality and Privacy
- Seeking support and guidance from the Domestic and Family Violence Leader Support Tool HDAL-SHEQ-18-G02.
- Providing the employee with information about the support services and discussing options (refer to Domestic and Family Violence Support Services Contact List HDAL-SHEQ-18-G01).
- Referring to this Procedure at section 9.4.6 "How can a Manager or Colleague show support" for additional information.
- Discussing support options available as outlined within this Procedure at section 9.1.
- Ensuring the person is safe and has a safe space to be, in or at the workplace.
- Staying in touch with the person and checking in regularly to see how they are going.
- Seeking confidential assistance from the Human Resources Department as required and appropriate.

5.2. Human Resources Department

The Human Resources Department are responsible for:

- Treating all matters seriously, confidentially and sensitively in accordance with this Procedure at section 9.2 Confidentiality and Privacy.
- Providing support and advice in response to queries relating to this Procedure.
- Providing information about the support services and discussing options (refer to Domestic and Family Violence Support Services Contact List HDAL-SHEQ-18-G01).
- Referring Managers to the Domestic and Family Violence Leader Support Tool HDAL-SHEQ-18-G02.

5.3. Contact Officers

Contact Officers are responsible for:

- Treating all matters seriously, confidentially and sensitively in accordance with this Procedure at section 9.2 Confidentiality and Privacy.
- Providing information about the support services and discussing options (refer to Domestic and Family Violence Support Services Contact List HDAL-SHEQ-18-G01).
- Promoting support options available from within this Procedure at section 9.1.

6. DEFINITIONS

Term	Definition
Domestic and family violence	Means violent, threatening or other abusive behaviour by a family member of an employee that seeks to coerce or control the employee and that causes them harm or to be fearful.
Family member	Means: (i) a spouse, de facto partner, child, parent, grandparent, grandchild or sibling of the employee; or (ii) a former spouse or de facto partner of the employee; or (iii) a child, parent, grandparent, grandchild or sibling of a spouse or defacto partner of the employee; or (iv) a person related to the employee according to Aboriginal or Torres Strait Islander kinship rules.

7. REFERENCES

References
FairWork Australia https://www.fairwork.gov.au/leave/family-and-domestic-violence-leave
Domestic and Family Violence Protection Act 2012 (QLD)
Domestic and Family Violence Act 2007 (NT)

8. ASSOCIATED DOCUMENTS

Document ID	Document Title
HDAL-SHEQ-18-G01	Domestic and Family Violence Support Services Contact List
HDAL-SHEQ-18-G02	Domestic and Family Violence Leader Support Tool
HDAL-HD-18-PR08	Leave Procedure
HR34	Employee Assistance Program (EAP)
HR32	Contact Officer
HDAL-HR-18-F29	Leave Application Form

9. PROCEDURE

9.1. Support Options

The Company is committed to creating an environment where our employees feel safe and are confident in seeking support if they are at risk of or experiencing domestic and family violence.

The support options provided includes:

- a) Leave arrangements (see Section 9.1.1);
- b) Flexible working arrangements (see Section 9.1.2);
- c) Employee Assistance Program (see Section 9.4.3).

9.1.1. Leave Arrangements

9.1.1.1 Entitlement

All employees are entitled to take up to 10 days paid domestic and family violence leave if they:

- Experience domestic and family violence; and
- Need to do something to deal with the impact of that violence; and
- It is impractical to deal with that violence outside of their ordinary hours of work.

Domestic and Family Violence Leave entitlements are provided on commencement of employment and then each 12 month anniversary date. The leave entitlement does not accrue i.e., unused leave will not roll over to the next year.

Employees may also access other types of leave, such as annual leave. Depending on the circumstances, there may also be times when employees are entitled to paid personal leave, which includes sick and carer's leave in accordance with the HDAL-HR-18-PR08 Leave Procedure.

9.1.1.2 Access to Leave Entitlement

Employees can take leave if they need to deal with the impact of domestic and family violence and it's impractical to do so outside ordinary hours of work.

This may include:

- a) making arrangements for their personal safety, or safety of a family member (including relocation);

- b) attending court hearings; or
- c) accessing police services.

The specific entitlement to the leave does not need to be taken all at once and can be taken as single or multiple days.

In order to protect the confidentiality and privacy of the employee, applications are to be sent to the people@hastingsdeering.com.au email address. A member of the Human Resources team will then make personal contact with the employee to discuss and provide support and advice not only around leave entitlements but other support available.

9.1.1.3 Payment of Domestic and Family Violence Leave

Domestic and Family Violence Leave is paid at the employee's base rate of pay and displayed on an employees pay slip as "OPL" representing "Other Paid Leave".

9.1.2. Flexible Work Arrangements

An employee who is affected by domestic and family violence may request access to flexible work arrangements. Employees are encouraged to discuss their request for flexible work arrangements with their immediate manager.

Requesting flexible work arrangements may include:

- Change to hours of work;
- Change to patterns of work, for example change from full-time to part-time;
- Change to work location.

Guidance can be provided by the Human Resources Department on flexible workplace options.

9.2. Confidentiality and Privacy

The Company is committed to ensuring employee confidentiality and privacy. All employee records concerning domestic and family violence will be kept confidential and only disclosed in exceptional circumstances such as where disclosure may prevent risks to dependents, is required by law or to maintain the safety of the employee and/or other staff.

Information concerning an employee's experience of domestic and family violence is sensitive and, if mishandled, can have adverse consequences for the employee. The Company will consult with employees regarding the handling of this information where practical.

9.3. Safety in the Workplace

If an employee is concerned about their own safety in the workplace they should individually, or with the support of their manager or colleagues, seek support from their Human Resources Business Partner/Advisor or Safety Advisor.

Appropriate advice is able to be sought by an employee who, in consultation with an appropriate person on behalf of the company, will be provided with support and guidance on the implementation of suitable safety plans (for example, additional security measures including escort to and from car park, setting up new telephone numbers, screening/blocking calls and emails).

9.4. Guidance for Victims, Leaders and Colleagues

9.4.1. Immediate danger

If the employee is feeling unsafe right now, call 000.

Emergency Services can be contacted 24 hours per day, 7 days per week.

9.4.2. Seeking support from managers, colleagues and/or Contact Officer network

In the first instance, employees may feel more comfortable approaching their immediate manager, other colleagues and/or the Contact Officer network. Hastings Deering will offer training and support to leaders and our Contact Officer network, so they are equipped to assist if a situation of this nature should arise.

Further support for leaders can be found in the Domestic and Family Violence Leader Support Tool HDAL-SHEQ-18-G02.

9.4.3. Seeking support from the Employee Assistance Program

Employees can access free and confidential counselling services through our Employee Assistance Program (EAP) – Gryphon Psychology by calling 1800 056 076.

The EAP also includes a manager assist program providing free and confidential counselling services for managers of Hastings Deering employees. The manager assist service can be accessed for guidance in supporting an employee affected by domestic and family violence.

9.4.4. Seeking support from an external support service provider

There are several options for employees seeking support through external providers. A list of the services and their contact details can be found in Section 9.5. Additionally, they can also be found on the Domestic and Family Violence Support Services Contact List HDAL-SHEQ-18-G01.

9.4.5. Identifying an employee potentially affected by or experiencing domestic and family violence

There are a number of indicators that may be a potential sign that an employee or colleague is affected by domestic and family violence. These include:

- Seem afraid or anxious to not upset their partner or constantly try to please their partner.
- Isolate themselves from colleagues and/or is quieter than usual and keeps away from others.
- Receive/make frequent calls, texts or emails to their partner.
- Have a chronic pattern of lateness or unexplained absence.
- Stop seeing friends and family or claim they are not allowed to.
- Describe their partner or family member as controlling.
- An employee or colleague may not be delivering their usual quality of work, or have difficulty managing deadlines.
- They may be wearing clothes that are inappropriate for the season, such as long sleeves that might be hiding bruises, or wearing same clothing given their temporary arrangements.

9.4.6. How can a manager or colleague show support?

If you believe an employee or colleague may be affected by domestic and family violence, you can take a number of actions to support them, such as:

- Listen without judging.
- Be calm and keep information confidential (this is important for safety).
- Believe – take the person seriously.
- Check to see the person is safe and has a safe space to be in at work.
- Be supportive, encouraging, open and honest.
- Share information about the services that can help and discuss options (refer to Domestic and Family Violence Support Services Contact List HDAL-SHEQ-18-G01).
- Do not force the person to take action.
- Reassure the person they have done the right thing disclosing.
- Stay in touch with the person and check in regularly to see how they are going.
- With assistance from the Human Resources Department if appropriate, offer to develop workload strategies for work to be managed and assessed taking into consideration the circumstances.

Further support for managers can be found in the Domestic and Family Violence Leader Support Tool HDAL-SHEQ-18-G02.

9.5. External Support Service Providers

9.5.1. National External Support Service Providers

- Employee Assistance Program: Gryphon Psychology 1800 056 076
- 1800 RESPECT: National Sexual Assault, Family and Domestic Violence Counselling Service for support and/or referral and online counselling. (24/7) 1800 737 732, <https://www.1800respect.org.au/telephone-and-online-counselling/>
- *Daisy App* can be downloaded onto any mobile device and provides information about support services in the local area. Daisy was developed by 1800RESPECT and is free to use and download and includes safety features to help protect the privacy of people using it.
- Crisis Care Unit: Counselling and practical help for individuals and families in any type of crisis (24/7) 13 16 11
- Policelink: main police contact number and can be used to report crimes or if a person feels threatened or in danger (24/7) 131 444
- Lifeline: crisis support and suicide prevention services (24/7) 131 114
- Relationships Australia: offer counselling, family dispute resolution (mediation) and education programs for individuals, families and communities 1300 364 277
- Drug Arm: 1300 656 800 8:30am – 5pm Monday - Friday
- Interpreting and Translating Service: 131 450

9.5.2. Queensland External Support Providers

- QLD DV Connect Womensline: Information, referral and counselling for women including referral to crisis accommodation (24/7) 1800 811 811
- QLD DV Connect Mensline: Provides counselling, information and referral to men affected by domestic violence. Assists both male victims as well as men who are seeking help to stop their abusive behaviour 9am-midnight, 7 days per week 1800 600 636
- QLD DV Sexual Assault Line – offers support and counselling to anyone (women, men and young people) 24/7 1800 010 120

- QLD Working Women's Service – Information, advice and referral for women on work-related issues- www.qwws.org.au, 1800 621 458, 9am-1pm, Monday – Wednesday and Friday
- Legal Aid Queensland: 1300 651 188
- Women's Legal Service: 07 3392 0670

9.5.3. Northern Territory External Support Providers

- NT Dawn House: Domestic Family Violence Counsellor – (08) 8945 1388
- NT Working Women's Centre: Information, advice and referral for women on work-related issues – www.ntwwc.com.au, 1800 817 055, 8.30am–4.30pm, Monday - Friday

9.5.4. Services for Men

- MensLine Australia for professional telephone and online support and information services for men with family and relationship concerns 1300 789 978 or www.mensline.org.au
- Employees who are or who feel they may commit acts of domestic and family violence are encouraged to seek counselling assistance from the Employee Assistance Program, or a service such as the 'Men's Referral Service' that provides anonymous and confidential telephone counselling, information and referral to help men stop using violent and/or controlling behaviour. Men's Referral Service can be contacted on 1300 766 491 or www.ntv.org.au

9.5.5. Services for Aboriginal and Torres Strait Islanders

- Australian Indigenous HealthInfoNet is an Indigenous family web resource <https://healthinfonet.ecu.edu.au/>
- Aboriginal and Torres Strait Islander Women's Legal and Advocacy Service: 1800 442 450, 8:30am – 4:30pm, Monday-Friday

9.5.6. Services for children

- Kids Help Line: counsellors are available to talk to children confidentially about any issue that is affecting or worrying them on 1800 55 1800. Email or web counselling is also available from the Kids Help Line website at www.kidshelp.com.au

10. SUBJECT MATTER EXPERT

For further information contact the Human Resources Department and/or Occupational Health Department.

11. REVIEW

This procedure will be reviewed at least every two years from the date of revision or as appropriate changes are required due to legislative or other triggers.

12. DOCUMENT HISTORY

12.1. Document information

Current Version	2.0
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12.2. Document amendment history

Version	Date	Section(s) Amended	Summary of Amendment
1.0	24/05/2019		New document.
2.0	01/02/2023	Whole document	Transposed content to current template; updated to reflect relevant legislation changes relating to Domestic Family Violence leave.