

If someone comes to you with an issue of violence perpetrated inside or outside of the workplace...

### 1. LISTEN

Firstly, it is important you stop what you are doing and maintain eye contact to show the person you are listening.

All conversations should be kept confidential.



### 2. EMPATHISE

Remain focused on what they are sharing with you to show them you are concerned. This may be the first time the person has talked about their situation or they may have no-one else to talk to.

Words to say:  
"That's sounds like a very difficult/serious situation."

### 3. REFER

Provide the person with a copy of this fact sheet and direct them to the numbers listed on the back.

Words to say:  
"I am not trained in how to deal with domestic violence. What I can do is provide you with the contact number for someone who can help you (or your friend) within the organisation. The organisation has taken steps to support this important issue. Alternatively, the number for the national Domestic Violence Helpline is 1800RESPECT."

**IMPORTANT:**  
Remain non-judgmental and never get personally involved in the situation.

If someone starts talking to you, some simple advice includes:

- i. Believe and validate the person's experience
- ii. Affirm that the victim/survivor is blameless
- iii. Enable the victim/survivor to regain control
- iv. Accept difference of opinion, be non-judgmental
- v. Be supportive, encouraging, open and honest

#### Things to remember:

- If someone discloses violence to you they are showing enormous trust and it is important to maintain this trust where possible.
- It is important that someone making a disclosure is not forced into acting.
- If you are concerned for someone's current safety then it is important to consider helping them to act; however in some instances it may be enough to simply acknowledge that they have shared their experience with you.
- You can talk about their options but they must feel in control of the situation and what happens next. However, if you believe the person is in imminent danger, you must contact the organisation's referral points as described below, or alternatively call 000.
- If you are concerned about the safety of children, call the appropriate child protection services number given overleaf immediately.
- You are not expected to be a counsellor. The most important things you can do are:
  - o listen to the person;
  - o show you believe them; and
  - o take the disclosure seriously.
- Make sure you care for yourself as well after hearing their story.

See over for Services that Provide Guidance and Advice



## Services that Provide Guidance and Advice

### National Services:

Relationships Australia 1300 364 277 <a href="http://www.relationships.org.au">www.relationships.org.au</a>	1800RESPECT 1800 737 732 <a href="http://www.1800respect.org.au">www.1800respect.org.au</a>	Mensline 1300 789 978 <a href="http://www.mensline.org.au">www.mensline.org.au</a>
Family Relationships Advice Line 1800 050 321 <a href="http://www.familyrelationships.gov.au">www.familyrelationships.gov.au</a>	Police Emergency Line 000	

### State and Territory Services:

<p><b>ACT</b></p> <p>Domestic Violence Crisis Service 02 62 800 900 Rape Crisis Centre (24 Hours) 02 6247 2525 Canberra Men's Centre 02 6230 6999 Office for Children Youth &amp; Family Support 1300 556 729</p>	<p><b>QLD</b></p> <p>Domestic Violence Telephone Service 1800 811 811 Statewide Sexual Assault Help Line 1800 010 120 Men's Info Line 1800 600 636 Department of Communities – Child Safety Services 1800 811 810 (bus. hrs) 1800 177 135 (after hrs)</p>
<p><b>WA</b></p> <p>Crisis Care 08 9233 1111 or 1800 199 008 Women's D.V. Helpline 08 9223 1188 or 1800 007 339 Sexual Assault Respite Centre 08 9340 1828 or 1800 199 888 Men's Helpline 08 9223 1199 or 1800 000 599</p>	<p><b>TAS</b></p> <p>Family Violence Response &amp; Referral 1800 633 937 SASS – Sexual Assault Support Service 03 6231 1817 Mens Line Australia 1300 364 277 Child Protection Advice &amp; Referral Service 1300 737 639</p>
<p><b>VIC</b></p> <p>Women's DV Crisis Service 1800 015 188 Victorian Sexual Assault Crisis Line 1800 806 292 Men's Referral Service 1800 065 973 Child Protection Crisis Line 13 12 78</p>	<p><b>NSW</b></p> <p>Domestic Violence Line 1800 65 64 63 Rape Crisis Service 1800 424 017 NSW Department of Family &amp; Community Services 13 21 11</p>
<p><b>NT</b></p> <p>Domestic Violence Crisis Line 1800 019 116 Sexual Assault Referral Centre 08 8922 7156 Child Abuse/Child Protection Hotline 1800 700 250</p>	<p><b>SA</b></p> <p>Domestic Violence Helpline 1800 800 098 Yarrow Place Sexual Assault Service 1800 817 421 Child Abuse Report Line 13 14 78</p>