

Policy Document
CSE Consulting Queensland
Domestic and Family Violence Workplace Procedures Policy
FY2024-25

Based on the Domestic and Family Violence Workplace Guide, 2020 (Department of Child Safety, Youth and Women)

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Contents

1. The Purpose of this policy	3
2. The Definition of Domestic and Family Violence in Queensland	4
3. Domestic and family violence is a workplace issue	4
4. Responding to disclosures of Domestic and Family Violence	5
5. Providing Support	6
6. Training and Professional Development	7
7. CSE CQ employees, contractors or clients who commit or threaten acts of DFV	7
8. Related Legislation, Policies and Procedures	9
9. Policy Review	10
10. Appendices:	11-13
🔗 Training Resources	
🔗 Domestic and Family Violence support services	



1. Purpose of this policy.

CSE Consulting Queensland takes a zero-tolerance approach to Domestic and Family Violence.

The purpose of this *Domestic and Family Violence Workplace Procedures Policy* (The Policy) is to empower CSE Consulting Queensland with an understanding of what Domestic and Family Violence (DFV) looks like, guidance on how to respond to disclosures of DFV, and the capacity to:

- 🔄 provide a safe environment for all clients, contractors, collaborators, partners and future employees
- 🔄 ensure all disclosures of domestic and family violence are treated confidentially and seriously
- 🔄 ensure that people experiencing domestic and family violence are not disadvantaged during a recruitment or collaborator selection process, or through any conditions associated with their work with/for CSE Consulting Queensland
- 🔄 respond to any risks associated with domestic and family violence incidents that occur within the workplace
- 🔄 ensure that anyone associated with CSE Consulting Queensland understands their roles and responsibilities in relation to domestic and family violence policies and procedures¹

The purpose of a family violence policy is to determine a commitment to providing a workplace in which family violence is not tolerated or excused, as well as a commitment to managing the impact it has on employees and their participation in the workplace.

The purpose of a workplace domestic and family violence policy is to:

- 🔄 Make a clear statement of your organisation's intentions to provide a supportive environment and raise awareness among employees about family violence and the impacts it has on people in the workplace, and how to support co-workers
- 🔄 Create a safe working environment that promotes gender equity and models non-violent and respectful relationships
- 🔄 Guide responses to employees who are affected by domestic and family violence
- 🔄 Create a supportive environment that will encourage people experiencing domestic and family violence to seek support.²

¹ Northwest Metropolitan Region Primary Care Partnerships – Workplace Family Violence Policy Template

² North West Metropolitan Region Primary Care Partnerships – Workplace Family Violence Policy Template



Having an effective response to domestic and family violence in the workplace that provides support for victims can mean the difference between staying in an abusive situation and taking action to address it.³

2. The definition of Domestic and Family Violence in Queensland.

The Domestic and Family Violence Protection Act 2012 defines domestic and family violence as often an overt or subtle expression of a power imbalance, resulting in one person living in fear of another, and usually involves an ongoing pattern of abuse over a period of time.

Domestic and family violence can have serious impacts on people who experience it, including physical, emotional and psychological harm, and can result in death.⁴

Domestic and family violence can take many forms ranging from physical, emotional and sexual assault through to financial control, isolation from family and friends, threats of self-harm or harm to pets or loved ones, constant monitoring of whereabouts or stalking.⁵

2.1 The gendered nature of domestic and family violence

The majority of people who experience domestic and family violence in Queensland are women.

This is not to say that women cannot be the perpetrators of fear and violence upon male victims. Any domestic and family violence, regardless of who the victim and perpetrator are, is unacceptable.

The statistics detailed in the Not Now, Not Ever: Putting an end to domestic and family violence in Queensland report, reveals, however, that the most common pattern of domestic and family violence is committed by men against women.

Domestic and family violence can affect anyone, regardless of age, gender or socioeconomic status; however, evidence has proven domestic and family violence is gendered.

This policy template acknowledges the experiences of all domestic and family violence victims, however, in order to ensure adequate and appropriate responses to domestic and family violence, it is necessary to recognise the nature and patterns of domestic and family violence and the extent and severity of its impact primarily on women.⁶

3. Domestic and Family Violence is a workplace issue

³ Domestic and Family Violence Protection Act 2012

⁴ Domestic and Family Violence Protection Act 2012

⁵ Domestic and Family Violence Prevention Strategy 2016-2026

⁶ Northwest Metropolitan Region Primary Care Partnerships – Workplace Family Violence Policy Template



The impact of domestic and family violence can affect the wellbeing, productivity and performance of people in the workplace, and can result in higher levels of workplace stress, the use of personal/sick leave and staff turnover.

In some cases, employees experience the direct impact of domestic and family violence in their workplace in the form of threatening phone calls, emails and confrontation by the perpetrator at a workplace address. Workplaces therefore have an important role to play in raising awareness about domestic and family violence, and creating a workplace culture and environment that promotes non-violent, equitable and respectful gender relations.

A workplace domestic and family violence policy is an important component of an overall workplace strategy for responding to domestic and family violence and ensuring a safe environment and respectful workplace culture. The Fair Work Act also provides an entitlement allowing employees to seek support to manage domestic and family violence.

4. Responding to disclosures of Domestic and Family Violence

It is recommended that employees experiencing domestic and family violence be encouraged to raise the matter with their immediate supervisor, a manager, a member of the Human Resources (HR) team, or a designated domestic and family violence officer.

However, they may feel more comfortable disclosing their experience to a peer or close colleague, therefore, it is important that all employees are provided with information and training on how to respond to a disclosure and are aware of their responsibilities in these situations.

Employees affected by domestic and family violence can access free and confidential services through their employee assistance programs.

Managers can also access the program to seek advice on supporting staff affected by domestic and family violence. Employees are not expected to counsel their colleagues but refer them to the appropriate networks for support and counselling.⁷

4.1 Maintaining confidentiality

Domestic and family violence issues should always be discussed in a safe confidential place. It is important that the privacy of those experiencing domestic and family violence is strictly maintained, and that disclosures of domestic and family violence are only provided to others as required, and only with the consent of the employee experiencing the violence.

⁷ <https://www.forgov.qld.gov.au/support-employees-affected-domestic-and-family-violence>



In addition, it is important that information pertaining to a disclosure of domestic and family violence is kept strictly confidential and is not recorded on the organisational records and files without their permission.

Any information documented could be used if a domestic and family violence issue is brought before the courts.

Domestic and family violence incidents involving children may need to be reported to a relevant authority, in line with relevant legislation. This should be undertaken in consultation with the person experiencing violence as well as a specialist family violence service.

4.2 Documenting disclosures of domestic and family violence

It is recommended that only the following information be recorded and stored securely and confidentially on an appropriate data management system:

- 🔗 the date and time discussions occurred
- 🔗 the details of domestic and family violence incidents as relevant to the workplace
- 🔗 the details of support your organisation has provided to the employee, including referral options, workplace safety planning and information provided
- 🔗 whether a referral has been made to justice services, for example, the police or child protection.⁸

5. Providing support

It is important that organisations make all reasonable efforts to create a safe and supportive workplace for those experiencing domestic and family violence.

Is it also essential that employees who disclose their experience of domestic and family violence are listened to, believed and given complete control over how to manage their situation, including accessing the support options available to them.

Organisations should provide support to the individual regardless of whether or not they plan to take the matter further, for example making a formal report to police or engaging with a domestic and family violence support service.

In addition to providing a safe and supportive environment, support is to be considered for delivery as follows:

- 🔗 providing information via a professional counselling service or their organisation's Employee Assistance Program (EAP)

⁸ North West Metropolitan Region Primary Care Partnerships – Workplace Family Violence Policy Template



- 🔄 providing information on the domestic and family violence resources and support services available externally
- 🔄 discussing the availability and access to domestic and family violence leave options
- 🔄 supporting changes to duties and responsibilities when requested
- 🔄 supporting changes such as relocation, change of hours and change of contact details in order to increase their safety
- 🔄 supporting them to develop a safety plan, in consultation with a specialist family violence service.

6. Training and Professional Development

Initial and ongoing training will be undertaken by or offered to employees, contractors, clients, and collaborators of CSE Consulting Queensland in areas of:

- 🔄 the causes, impacts and indicators of domestic and family violence
- 🔄 responding appropriately to a disclosure of domestic and family violence
- 🔄 understanding how to appropriately identify and respond to a disclosure of domestic and family violence
- 🔄 understanding how to refer for domestic and family violence support within the organisation

CSE Consulting will also annually review and update training and understanding in the areas of:

- 🔄 referring an employee experiencing domestic and family violence to appropriate support services
- 🔄 providing support to employees on attendance and performance at work > supporting employees to put a Workplace Safety Plan in place
- 🔄 accessing support for their self-care (recognising the impact that domestic and family violence can have on wellbeing)⁹

Training information can be found at Appendix A

7. CSE Consulting Queensland employees contractors or clients who commit acts or threats of domestic and family violence

Responding to employees or those working with/for CSE Consulting Queensland, who use or may use violence and abuse, needs to be handled appropriately and sensitively.

⁹ North West Metropolitan Region Primary Care Partnerships – Workplace Family Violence Policy Template



Holding individuals accountable for their behaviour is fundamental in a variety of contexts, and misbehaviour in the workplace has direct consequences.

Queensland's Domestic and Family Violence Prevention Strategy 2016–2026 seeks for 'Queensland's workplaces and workforces to challenge attitudes on violence and effectively support people affected', while also ensuring 'perpetrators stop using violence and are held to account'.

7.1 Our Obligations

Both employers and employees have a range of legal rights and responsibilities which must be considered when managing domestic and family violence issues.¹⁰

The sources of obligations include:

- 🔗 Code of Conduct (where applicable)
- 🔗 relevant legislation (including workplace health and safety, workers' compensation, discrimination, privacy, industrial relations)
- 🔗 enterprise bargaining agreements and awards
- 🔗 common law rights and obligations
- 🔗 workplace-specific policies and procedures.

If an employer has evidence an associated individual may be using violence and/or abuse and it satisfies a civil standard of proof, then they can and should consider taking appropriate action.

The action needs to be considered in a number of contexts, including the spectrum of behaviour, organisational reputation and workplace impacts, and may include:

- 🔗 monitoring the situation
- 🔗 referral to support services (e.g. counselling)
- 🔗 contacting external agencies (such as the police)
- 🔗 temporary adjustments to the workplace or operations
- 🔗 disciplinary action.

7.2 When is action / intervention appropriate?

Sometimes, domestic and family violence may come directly into the workplace, and there are clear grounds for an employer to take action, including dismissal.

¹⁰ <https://australiasceochallenge.org/wp-content/uploads/2019/08/workplace-approach-to-employees-who-use-or-may-use-violence-and-abuse-8-1.pdf>



For example, an employee assaulting another person in the workplace is clearly misconduct and/or a criminal offence.

The person who uses or may use violence and abuse in personal relationships should be made aware that there may be negative workplace consequences for their behaviour.

However, there may be circumstances in which it may be appropriate for a workplace to take disciplinary action against an employee because of conduct occurring outside of the workplace, in an employee's personal relationships.

If you become aware of alleged use of domestic and family violence occurring outside the workplace, to justify disciplinary action the employer must be able to establish that a link can be made between the conduct and the individual's employment.

Taking adverse action in relation to an employee's employment may be appropriate if there is a connection between the alleged use of domestic and family violence and employment because:

- 🔗 the conduct is likely to damage the relationship between the employer and the employee
- 🔗 the conduct damages the employer's interests
- 🔗 the conduct is incompatible with the employee's duty as the employee.¹¹

8. Related Legislation Policies and Procedures

This policy is to be read in conjunction with:

- 🔗 Domestic and Family Violence Protection Act 2012
- 🔗 Not Not, Not Ever, Putting an end to domestic and family violence in Queensland report
- 🔗 Domestic and Family Violence Prevention Strategy 2016–2026
- 🔗 Third Action Plan of the Domestic and Family Violence Prevention Strategy 2019–20 to 2021-22
- 🔗 Corporate and Community Organisation Engagement Framework 2019–2022
- 🔗 Domestic and Family Violence Prevention Corporate and Community Organisation Engagement Action Plan and Toolkit

¹¹ <https://australiasceochallenge.org/wp-content/uploads/2019/08/workplace-approach-to-employees-who-use-or-may-use-violence-and-abuse-8-1.pdf>



- 🔗 Domestic and family violence — a workplace approach to employees who use or may use violence and abuse: A resource for all Queensland workplaces. > Workplace Equality and Respect Standards and Implementation Guide (Our Watch).

9. Policy Review

This policy will be reviewed and updated as required annually.



Appendix A: Training Resources

- 🔗 The Australia's CEO Challenge organisation provides domestic and family violence learning solutions and tools for workplaces to create an impact that matters. More information can be found here <https://Australiasceochallenge.org/workplacelearning-solutions>
- 🔗 Domestic and Family Violence Work Aware (DV Work Aware) is a program of the National Working Women's Centres that has been developed to raise awareness and promote best practice responses to issues of domestic and family violence in the workplace. More information can be found here <https://www.dvworkaware.org/training/>
- 🔗 The Motivating Action Through Empowerment (MATE) Program raises awareness of the level of abusive behaviour in our culture as well as the subtler issues that support a harmful and abusive environment. MATE have a number of training programs available. More information can be found here <https://matebystander.edu.au/training/>
- 🔗 [Mackay Women's Services](#) offer a number of programs and training opportunities including it's Shark Cage Program for those affected by domestic and family violence.



Appendix B: Domestic and Family Violence Support Services

1800RESPECT — 1800 737 732

24-hour national sexual assault, family and domestic and family violence counselling line for any Australian who has experienced, or is at risk of, family and domestic and family violence and/or sexual assault.

SEXUAL ASSAULT HELPLINE — 1800 010 120

(between 7:30am – 11:30pm 7 days) The Queensland Sexual Assault Helpline offers telephone support and counselling to any Queensland who has, or thinks they may have, been sexually assaulted or abused. It is also for those who are concerned someone they care about might been assaulted or abused.

LIFELINE — 13 11 14

Lifeline has a national number who can help put you in contact with a crisis service in your state. Anyone across Australia experiencing a personal crisis or thinking about suicide can call.

DVCONNECT WOMENSLINE — 1800 811 811

(24 hours, 7 days a week) Womensline helps women to obtain safe refuge accommodation, confidential counselling and referral to other services. KIDS HELPLINE — 1800 55 1800 (24 hours, 7 days per week)

DVCONNECT MENSLINE — 1800 600 636

(9am to midnight, 7 days a week) Mensline provides confidential counselling, information and referral to men affected by domestic and family violence.

VICTIM ASSIST QUEENSLAND — 1300 546 587

Find out about getting financial help. The Queensland Domestic and family violence Resource Service provides direct support, tips and brochures on how to handle domestic and family violence.

TRANSLATING & INTERPRETING SERVICE — 131 450

Gain free access to a telephone or on-site interpreter in your own language. Available 24 hours, every day of the year.



NATIONAL DISABILITY ABUSE AND NEGLECT HOTLINE — 1800 880 052

An Australia-wide telephone hotline for reporting abuse and neglect of people with disability. Call the free hotline on 1800 880 052.

RELATIONSHIPS AUSTRALIA — 1300 364 277

Support groups and counselling on relationships, and for abusive and abused partners.

QUEENSLAND INDIGENOUS FAMILY VIOLENCE LEGAL SERVICE (QIFVLS) — 1800 88 77 00

QIFVLS is a not-for-profit organisation providing free legal advice and counselling services to Aboriginal and Torres Strait Islander peoples.

DV WORK AWARE

Information for women employees in Queensland affected by domestic and family violence PENDA Download in Google Play or the iTunes App Store Penda is a free, national app with legal, financial, and personal safety information and referrals for women who have experienced domestic and family violence. It was developed by the Women's Legal Service Qld with funding from Financial Literacy Australia.

MACKAY WOMENS CENTRE – (07) 4953 1788 | 418 Shakespeare Street Mackay

The Mackay Women's Centre is an incorporated, non-government, community-based organisation, governed by a local board which is elected annually. The Mackay Women's Centre provides a range of free counselling and support services for women in the city of Mackay and surrounding region.

COMMUNITY ACCOMMODATION SUPPORT AGENCY (CASA) MACKAY – (07) 4951 4299

Open: Monday to Thursday - 8.30am to 4.00pm | Friday - 8.30am to 3pm

Working to strengthen households in the Mackay region by providing tailored housing and support services to achieve independence, stability and self-reliance. Provide Emergency relief housing, supported accommodation, outreach services, community housing, homestay, NILS, Home modifications and NDIS support.

BROKEN BALLERINA INC.

A Non-profit organisation raising funds to support survivors of domestic and family violence. Provides emergency accommodation and guidance as well as court support and other support measures in the Mackay region.