[Agencies to customise guide]

This guide is to assist managers and colleagues supporting employees in the workplace who are experiencing domestic and family violence. It supports:

* working with an individual employee to assess their level of risk, including consideration of risk as it relates to intersectionality[[1]](#footnote-1) and their situation
* working together, and with consent of the employee, to develop a workplace safety plan.

Balancing privacy and consent with an employer’s duty of care for ensuring the workplace is safe needs to be carefully considered, maintaining confidentiality for the affected employee as much as possible.

This guide supports the completion of a domestic and family violence workplace safety plan for individual employees.[insert hyperlink to the safety plan]

Domestic and family violence in the workplace

Everyone has the right to feel safe and supported in the workplace. The Queensland Government provides a range of support options and resources to support employees affected by domestic and family violence:

* [Workplace support package](https://www.forgov.qld.gov.au/workplace-package-domestic-and-family-violence)
* [Domestic and family violence portal](https://www.qld.gov.au/community/getting-support-health-social-issue/support-victims-abuse/domestic-family-violence)
* Recognise, Respond, Refer eLearning mandated program to help employees increase their understanding of domestic and family violence and how to support affected colleagues. [Insert agency specific link]

Domestic and family violence workplace risk assessment

Organisational domestic and family violence risk assessment, policies and procedures are critical in understanding workplace responsibilities and appropriate strategies to support safety in the workplace.

Use the organisational domestic and family violence risk assessment to inform employee safety planning. [Insert agency domestic and family violence risk assessment, see example at Appendix A]

Learn more about [organisational health, safety and wellbeing for employees](https://www.forgov.qld.gov.au/health-safety-and-wellbeing-workplaces), including risk approaches.

Domestic and family violence safety planning in the workplace

A domestic and family violence workplace safety plan [insert hyperlink to safety plan] includes actions and strategies to ensure individual employees experiencing domestic and family violence are supported in the workplace. For example, how to manage technology abuse or referral to a counselling service.

Employers are not domestic and family violence specialists and are not expected to provide expert advice. For example, a workplace safety plan does not help an employee to leave a relationship, rather it can help an employee to connect with a domestic and family violence service for support to achieve their goals.

Wherever possible, collaboration with a domestic and family violence specialist service and/or the person/s supporting the employee experiencing domestic and family violence is important to ensure the workplace safety plan aligns with external safety plans and support.

Safety planning checklist

|  |  |
| --- | --- |
| Receiver with solid fill | 1. **If you become aware of imminent danger, call the police on 000**. |
| Ear with solid fill | 1. **Individuals know their own risk, situation and concerns**.   A sensitive, grounded conversation guided by the employee experiencing domestic and family violence is important before a workplace safety plan is discussed.  Listening and gathering advice from the employee and discussion about available support options and referrals is an important first step – if the employee is ready.  Resources to support risk awareness and sensitive engagement:   * [Concepts of safety report 2018](https://dvnswsm.org.au/wp-content/uploads/2023/02/Concepts-of-Safety-Report-with-appendix-20.June_.2018-eCopy.pdf) * [Introduction to responding | 1800RESPECT](https://www.1800respect.org.au/introduction-to-responding) * [Conversation guide for team leaders](https://www.forgov.qld.gov.au/file/31496/download?token=cYK7c_N4)   [Insert agency preferred links to capability information/options e.g. for diverse groups, unconscious bias training etc.] |
| Lock with solid fill | 1. **Privacy and confidentiality are critical.**   Maintaining confidentiality can impact an individual’s level of risk and safety. Reassure the employee experiencing domestic and family violence of confidentiality, while being aware of the duty of care in the workplace.  Privacy policies:  [Insert agency preferred links] |
| User with solid fill | 1. **Focus on the whole person**.   Intersectionality identifies an individual’s relevant characteristics and group memberships, and their own unique experience of discrimination, which may heighten their risk of domestic and family violence.  Domestic and family violence risk and safety needs will be different for each employee and considering the individual’s intersectionality is critical for developing the best workplace safety plan.  Resources to help build an understanding of intersectionality:   * [Vulnerable groups: National Domestic and Family Violence Bench Book (aija.org.au)](https://dfvbenchbook.aija.org.au/dynamics-of-domestic-and-family-violence/vulnerable-groups/) * [Resources: Australia's National Research Organisation for Women's Safety](https://www.anrows.org.au/resources/)   [Insert agency preferred links for capability information/options e.g. Inclusion is within everyone’s ability training] |
| Chat with solid fill | 1. **Regular communication and review of the workplace safety plan are key risk management activities.**   Any changes in circumstances should trigger a conversation and review as this can heighten risk. For example, when an employee becomes pregnant or starts working from another location, including their home. A request from the employee for a review is also a trigger.  Look after yourself and your team: check in with human resources and your employee assistance program if you, your team or an affected employee needs support:  [Insert agency preferred links to human resources and employee assistance program] |

**Appendix A: example domestic and family violence workplace risk assessment**

**Risk management plan: domestic and family violence in the workplace**

**[INSERT DATE, AGENCY DETAILS]**

**[To be customised by agencies]**

Introduction

[Insert information about drivers, commitment and workforce]

Executive summary

[Insert purpose and aim of document] for example:

The plan aims to define:

* the process and activities that will be adopted to identify, analyse and evaluate risks relating to domestic and family violence
* how risk mitigation strategies will be developed and deployed to reduce the likelihood and/or impact of risks
* how often risks will be reviewed, the process for review and who will be involved
* roles and responsibilities for risk management.

Key deliverables

[Insert deliverables] for example:

The key deliverables of the plan include:

* identified processes and activities that are in place to ensure staff can initiate action to prevent or reduce domestic and family violence risks and their impact in the workplace (in the office or working remotely)
* the workforce is educated and provided with appropriate information in relation to their responsibilities regarding domestic and family violence in the workplace.

Governance

[Insert governance arrangements] for example:

Through the department’s Workplace Health and Safety (WH&S) Committee, the risk assessment table will be regularly reviewed and updated to reflect current working environments. This plan is a living document and any further identified risks are to be forwarded to Human Resource Services (HRS) for consideration by the WH&S Committee for inclusion in the risk table.

# Risk management table

* The risks in this document have been assessed using [Insert agency risk management framework link].
* This risk management table identifies the possible risks at a departmental level as circumstances will differ depending on each situation.
* Risks and mitigation strategies pertaining to an individual matter will be identified in the domestic and family violence workplace safety plan for individual employees [Insert interactive form hyperlink].

| **Risk details** | | | | **Controls in place** | **Current risk rating** | | | | **Proposed risk activity** | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Risk description** | **Risk appetite category**  (e.g. safety and wellbeing, people and culture, XX) | **Functional category**  (e.g. operational, XX) | **Owner** | **Risk likelihood**  (e.g. rare, unlikely, possible) | **Risk consequence**  (e.g. minor, moderate, XX) | **Current risk rating**  (e.g. low, moderate, XX) | **Target risk**  (e.g. low, moderate, XX) | **Risk assessment**  (e.g. accept and monitor, XX) | **Proposed treatment activity** | **Completion date** |
| Failure of the organisation to appropriately manage DFV in the workplace. For example, due to lack of information regarding an employee’s situation, resulting in avoidable harm  OR  Failure of the organisation to appropriately manage a report of DFV due to a manager’s inability to follow correct DFV case management procedures, resulting in avoidable harm | * Safety and Wellbeing * People and Culture | Operational | * All staff * All managers * HRS | * Mandatory Recognise, Respond, Refer online training undertaken by all staff with retraining to occur every three years * Ongoing awareness of DFV resources and tools available to staff, and to encourage staff to disclose DFV   OR   * DFV manager training * Mandatory Recognise, Respond, Refer online training undertaken by all staff with retraining to occur every three years * Individual HR account managers for each agency branch who have regular contact with staff * Ongoing internal communication promotion of DFV resources and tools available to employees via agency intranet | Rare | Moderate | Low | Moderate | Accept and monitor | * Risk is assessed as lower than target risk and therefore risk can be accepted with ongoing monitoring * HRS to provide resources and tools that encourage staff to disclose DFV * HRS to provide up-to-date information to ensure manager and HRS can appropriately manage cases | Ongoing |
| Managers and employees do not have the capability, confidence or tools to deal with DFV issues in the workplace, leading to avoidable harm | * Safety and Wellbeing * People and Culture | Operational | * All staff * All managers * HRS | * DFV manager training * Mandatory Recognise, Respond, Refer online training undertaken by all staff with retraining to occur every three years * Ongoing internal communication promotion of DFV resources and tools available to employees via agency intranet | Rare | Minor | Low | Low | Accept and monitor | Agency to promote DFV awareness in the workplace via internal communication channels, including resources and support services | Ongoing |
| Breach of privacy due to unauthorised access to and disclosure of personal information | Information Management | Operational | * All staff * All managers | * Mandatory Code of Conduct training for all staff * All staff bound by the Code of Conduct for the Queensland public service * DFV resources identify privacy and confidentiality requirements * All staff bound by Information Security Policy * Ongoing internal communication around information privacy requirements, including our individual roles and responsibilities * Implementation and regular review of system and records access, and security controls * Implementing and reviewing system audit logs etc * Mandatory information privacy training for all staff | Unlikely | Minor | Low | Low | Accept and monitor | No additional treatment actions required. Risk and associated controls will continue to be monitored | Ongoing |
| Inappropriate use of technology, such as email or phone, resulting in technology abuse. | * Safety and Wellbeing * People and Culture | Operational | * All staff | * All staff bound by the Code of Conduct for the Queensland public service * Mandatory Code of Conduct training for all staff * Ongoing internal communications of employee’s responsibility * Ongoing awareness around DFV resources and tools available to staff | Rare | Minor | Low | Low | Accept and monitor | No additional treatment actions required. Risk and associated controls will continue to be monitored | Ongoing |
| DFV offence occurs at the workplace by another government employee through having access to building | Safety and Wellbeing | Operational | * Facilities * All staff * All managers | * 1 William Street, Brisbane – camera in every lift and lobby area * Protective Services undertake regular patrols of building * Ongoing internal communication to employees regarding security, access cards, wearing of lanyards and government ID, suspicious behaviours, and reporting requirements * Security and/or police are contacted   OR   * Develop individual risk assessment plan * Relocate a staff member (different floor/location) * Withdraw access card and use sign-in procedures * Access cards to be locked down to certain floors * Security and/or police are contacted | Unlikely | Moderate | Moderate | Moderate | Accept and monitor | Risk is currently assessed at the same level as the target risk. The risk will continue to be monitored | Ongoing |
| DFV offence occurs at the workplace by a person (non-government employee) due to unauthorised access to building | Safety and Wellbeing | Operational | * Facilities * All staff * All managers | * 1 William Street, Brisbane – camera in every lift and lobby area * Protective Services undertake regular patrols of building * Ongoing internal communication to employees regarding security, access cards, wearing of lanyards and government ID, suspicious behaviours, and reporting requirements * Security and/or police are contacted   OR   * Develop individual risk assessment plan * Relocate a staff member (different floor/location) * Withdraw access card and use sign-in procedures * Access cards to be locked down to certain floors * Security and/or police are contacted | Unlikely | Moderate | Moderate | Moderate | Accept and monitor | Risk is currently assessed at the same level as the target risk. The risk will continue to be monitored | Ongoing |
| New hire fails to disclose convictions and disciplinary action upon commencement of employment at the agency due to lack of understanding or deliberate deception | People and Culture | Operational | * HRS * All managers * New hire | * New employees to disclose relevant information on convictions and disciplinary action as part of criminal history check conducted by HRS * Department to advise new employees they must disclose this information before commencing employment | Rare | Minor | Low | Low | Accept and monitor | No additional treatment actions required. Risk and associated controls will continue to be monitored | Ongoing |
| Failure of employees to disclose charge or conviction for indictable offences that occur during employment with the agency (in accordance with section 181 of the *Public Service Act 2008*) due to lack of awareness, understanding or deliberate deception | Safety and Wellbeing | Operational | * All staff * All managers * HRS | * Ongoing internal communications of employee’s responsibility * Manager induction training for all managers/supervisors * Notification by Queensland Police Service to the CEO of an agency when an employee commits a DFV offence that is an indictable offence (in accordance with section 170 of the *Public Service Act 2008*) | Rare | Minor | Low | Low | Accept and monitor | Continue to promote employee obligations around giving notice of charge or conviction for indictable offence | Ongoing |
| Failure to provide a respectful workplace where each employee is treated fairly, regardless of work experience, gender, age or cultural background due to lack of managerial skills and development of leaders at all levels | * Safety and Wellbeing * People and Culture | Operational | * All staff * HRS * All managers | * Respectful workplace toolkit for leaders and teams * Ongoing promotion of respectful workplace initiative via internal communication channels | Rare | Minor | Low | Low | Accept and monitor | Continue to build and promote respectful workplace tools and resources via internal communication channels | Ongoing |
| Failure of manager or employee to discuss work performance related to DFV situation due to lack of awareness/experience resulting in team deliverables not being met | Safety and Wellbeing | Operational | * All staff * HRS * All managers | * Provision of a supportive and accepting culture for DFV disclosure through ongoing training, communications and activities to support cultural change * Individual risk assessment plan developed * Flexible work arrangements and access to DFV leave * EAP (DFV support line for managers and employees) * Other employees advised that additional assistance required at present | Rare | Minor | Low | Low | Accept and monitor | HRS, manager and employee can work together to discuss a range of flexible work arrangements | Ongoing |
| Non-disclosure of DFV: an employee may be at risk working remotely/offsite and subject to abuse due to employee not disclosing DFV situation  OR  Disclosure of DFV: an employee may be at risk working remotely/offsite and supervisor/manager has not dealt with the incident appropriately | Safety and Wellbeing | Operational | * All staff * HRS * All managers | * Ongoing awareness of DFV resources and tools available to staff, and to encourage staff to disclose DFV   OR   * Develop individual risk assessment plan * Provide alternative work arrangements * Conduct remote working workplace health and safety self-assessment * DFV manager training * Managers understand their duty of care and are trained to recognise the signs of DFV, including when an employee is working from home or at another remote location * Regular communication with employees via email, phone and on Microsoft teams | Unlikely | Minor | Low | Low | Accept and monitor | HRS, manager and employee can work together to discuss other options, which may include working in the office which may be safer | Ongoing |
| Inability for employees with disability, culturally and linguistically diverse employees, Aboriginal and Torres Strat Islander peoples, LGBTIQ+ community to access specialist DFV support due to lack of awareness. | Safety and Wellbeing | Operational | * All staff * HRS * All managers | * Resources and referrals on agency intranet * Flexible work arrangements and access to DFV leave * EAP (DFV support line for managers) | Possible | Minor | Low | Low | Accept and monitor | HRS will continue to develop and promote resources and referrals available | Ongoing |

1. 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.** [↑](#footnote-ref-1)