

# Guidelines for responding to disclosures of domestic and family violence



UniSQ

A resource for employees and students in responding to a person who discloses they have and/or are currently experiencing domestic and family violence.

Responding to and supporting someone who is experiencing domestic and family violence can be complex.

It is important to remain compassionate, respectful, and supportive, and ensure they are able to access relevant resources.

## Step 1:

Listen  
and be  
supportive

- Ask the person if they are safe right now (if not with you). If they are not safe, ask them to call **000**.
- Ask the person if they want a friend/family member/trusted employee to be with them right now.
- Ask the person if they are comfortable with you (consider gender, cultural safety, etc).
- Ask before you touch, even if you are trying to offer comfort.
- Avoid "why" questions, which can leave people feeling blamed or judged.
- Use supportive statements such as "It took a lot of courage to tell me about this" or "I'm sorry this happened, I am here to listen or help you in anyway I can".

## Step 2:

Encourage  
connection to  
services and  
safety

- Do not assume that the person wishes to make a formal report to UniSQ or the Police.
- Encourage them to seek support from a trusted service and allow them to make their own decisions.
- Say things like "I'm worried about what might happen to you, how can I help you be safer?"
- If the person wishes to access support services, encourage them to do so.  
You could offer to be there with them while they call.  
1800 Respect. **Ph: 1800 737 732** | DV Connect: **1800 811 811**.  
UniSQ Student Wellbeing: **07 4631 2372** and via **Share a Concern**.  
People Portfolio on **07 4631 2663** or **UniSQ Employee Assistance Program**.

## Step 3:

Reporting

- You can report domestic and family violence to the police. For more information about how to report and the support available contact <https://www.police.qld.gov.au/domestic-violence>.
- Should the person wish to report domestic and family violence they can do so via the UniSQ **Share a Concern**; an anonymous, confidential reporting option, where anyone can access support, information and advice about their own or someone else's experience.
- Employees may also make a report to People Portfolio by emailing **RehabilitationandSupport@usq.edu.au**.

## Step 4:

Safety  
Planning

- If an incident is occurring right now, or someone needs first aid treatment: Call **000** – Ask for Police.
- Talk with UniSQ Student Wellbeing or Staff Rehabilitation and Support around making a safety plan.
- For on-campus incidents: Call **07 4631 2222**.
- Install Safezone – a free app that connects employees and students with Campus Security and emergency services during a first aid or emergency situation. *Log in with your UniSQ email and password.*

## Step 5:

Be an active  
bystander

- Be someone who does something by skilling yourself in how to intervene when you witness violence or violence supportive behaviours and beliefs.
- Complete the Mate Bystander Intervention Framework emodule.  
**Student** - <https://usqstudydesk.usq.edu.au/m2/course/view.php?id=24076>  
**Staff** - <https://mystaffdesk.usq.edu.au/moodle2/course/view.php?id=3072>

*Domestic and family violence happens when one person in a relationship repeatedly hurts another or makes them feel unsafe. It doesn't have to involve harm to your body to be domestic and family violence.*

Share a Concern



## Contact details for referral

### 1800 RESPECT

1800 737 732

*Or chat online 24/7*

*Interpreting and National Relay Service available*

### DV Connect

1800 811 811

<https://www.dvconnect.org/>

*Provides free and confidential pathways to safety, away from domestic and family violence including emergency transport and accommodation for your entire family including pets.*

### Domestic Violence Action Centre

Toowoomba

(07) 4642 1354

Ipswich

(07) 3816 3000

*Free and confidential services for people experiencing domestic, family, and sexual violence.*

## Support available at UniSQ

### UniSQ Student Wellbeing

07 4631 2372

[student.success@usq.edu.au](mailto:student.success@usq.edu.au)

*Support and free and confidential counselling support.*

### Safer Communities

[safercommunities@usq.edu.au](mailto:safercommunities@usq.edu.au)

*An initiative of the Student Wellbeing team to support students who have experienced unwanted or inappropriate behaviours or experiences, with a focus on sexual assault/harassment.*

### UniSQ Campus Security

Toowoomba | 07 4631 2871

[security@usq.edu.au](mailto:security@usq.edu.au)

Springfield | 07 3470 4444

[usqsecspringfield@usq.edu.au](mailto:usqsecspringfield@usq.edu.au)

Ipswich | 07 3812 6060

[ipswichsecurityoffice@usq.edu.au](mailto:ipswichsecurityoffice@usq.edu.au)

*The emergency security number for all campuses is 07 4631 2222.*

### People Portfolio

07 4631 2663

[people.partnerships@usq.edu.au](mailto:people.partnerships@usq.edu.au)

### Employee Assistance Program

1800 808 374

24/7 SMS counselling by texting

0439 449 876

For Manager Support

1800 505 015

<https://assureprograms.com.au/>

*A free, confidential and voluntary counselling service for all UniSQ staff.*

*Interpreters  
available*

**FOR ALL EMERGENCIES, CALL 000 (TRIPLE ZERO)**