RESPONDING EFFECTIVELY

EQUITY OFFICE – TE ARA TAUTIKA

www.equity.auckland.ac.nz/itsnotok
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Providing Support
A quick summary for University support people

When a University member discloses their experience of family violence, there are two key messages to convey.

1. **“Are you OK? I am concerned for you and I support you.”**

   **Show Empathy**
   - Create a climate of trust, letting them disclose when they are ready.
   - Allow time and private space to disclose.
   - Listen carefully and sensitively, avoiding any intrusive personal queries.
   - Let them know you are concerned and there to support them.
   - Do not pre-judge, trivialise or tell them what they should do.
   - Accept what they say and reinforce that abuse is NOT OK.
   - Understand it is likely to be difficult to talk about.

   **Assess Risk**
   - Is there any immediate danger? If yes, call the Police on 111.
   - Are they safe to go home? If not, encourage them to contact Shine at 0508 744 633 or another expert organisation.
   - See “Assessing risk” on page 8 of our Responding effectively guide.

   **Let Them Know It’s Confidential**
   - Assure them you will keep the information in confidence as far as possible and if you do need to discuss with a third party you will let them know.
   - Reassure them that they will not be victimised for disclosing.
   - Ensure you safeguard any written or recorded information.

2. **“There is support available.”**

   **Explore What They Would Like to Happen**
   - Some may want someone to talk to, others may need some practical assistance at the University, and others may need assistance in leaving an abusive relationship or advice on expert organisations.
   - Let them know that there is legal protection available and that they have an option to make a complaint to the Police.
   - Development of a campus personal safety plan which could include removing their contact details from directories and planning for safe travel or emergency situations.
   - Flexible work or study arrangements such as changes to timetables, attendance hours or locations or alternative provision of access to course materials.
   - Compassionate consideration such as for exams or assignments.
   - Special leave (for staff) to attend to matters relating to family violence, including attending court, getting medical assistance, moving house or organising childcare.
   - These include the University Health and Counselling Service, the Proctor and AUSA Welfare Officers and Advocates for students, or Human Resources, the Equity Office – Te Ara Tautika, and EAP for staff.
   - See our contact list for students and staff.

   **Advise on University Support (And Assist if You Are a Designated Contact Person)**
   - There are many expert organisations that can assist with counselling, personal safety planning, places of refuge, or exploring legal options such as protection orders.
   - Some of these organisations specialise in assisting particular communities, including Māori, Pacific, migrants, refugees or people who are LGBTI.

   **Advise on Other Internal Support Services**
   - Take any appropriate actions in a timely manner.
   - Refer appropriately.
   - Monitor and review.

It is important that the student or staff member affected by family violence remains in as much control of the process as possible, and makes the decisions and appropriate contacts themselves.
University support provisions

The most common responses to family violence by those who experience it are embarrassment, shame, fear, and desire to protect their family or partner. The University can provide support for people to move from secrecy and shame toward a plan of action.

The University of Auckland is committed to the health, safety and wellbeing of staff and students and where practicable taking action to reduce the potential of recurrence of violence within the University.

REASONABLE CONSIDERATION

Staff or students who experience family violence may leave their course, job or home to escape from the perpetrator. They may request support through reasonable consideration of flexible study or work arrangements; leave or other appropriate considerations to attend medical or legal appointments; counselling; seek safe housing, or reorganise child-care or other appointments or matters as a result of family violence. See the Family Violence Policy and Family Violence Prevention and Management Guidelines for details.

The needs of the individual staff member or student will be taken into account when undertaking these considerations and it would be expected that an application for flexible arrangements under family violence circumstances will be verified and considered positively and not reasonably refused.

University provisions for staff members or students experiencing family violence are aimed at protecting confidentiality, providing appropriate support and preventing staff members or students from being treated less favourably if they disclose to the University. For detailed information on support available through reasonable considerations, confidentiality and protection for disclosure read the Family Violence Policy and Guidelines.

CAMPUS PERSONAL SAFETY PLANNING

A campus personal safety plan may need to be developed with the staff member or student’s consent which will include actions to make the University environment safe. This could involve an assessment of physical workplace security, communications, and plans to respond to emergencies. It may need to be developed in consultation with University Security and/or IT Services. See the Campus personal safety planning guide.

ADVICE

The Equity Office – Te Ara Tautika, Human Resources, the University Health and Counselling Services and the Proctor are able to provide support and advice on the local implementation of appropriate parts of the policy and guidelines if required.

As much as possible, contacting agencies or services which are external to the University should remain the responsibility of the staff member or student concerned. This is important for many reasons, including that the person remains in control of decisions that affect them.

Staff or students who wish to access the support outlined in the policy and related guidelines are advised to contact one of the designated contact persons outlined in the Policy.
Receiving disclosures

Disclosure of concerns related to family violence may be made by:

a. A student or staff member who is currently experiencing family violence or who has previously experienced family violence and who continues to be adversely affected by it; or
b. A student or staff member who is concerned about a colleague or friend or about safety on campus because they are aware of a family violence situation.

It is important that disclosure is dealt with sensitivity and in confidence.

BARRIERS TO DISCLOSURE

Staff members or students experiencing violence by someone close to them may be reluctant to disclose due to fear, shame, low confidence or self-esteem, and depression or anxiety. Commitment to being sensitive and responsive may make it easier for those seeking help and may therefore reduce the impact and costs, both real and intangible, of family violence on the individual and the University.

Supervisors, managers and support staff and advisers may feel ill-prepared or unable to assist due to a mix of factors if:

- They may have a limited awareness of the breadth and impacts of family violence;
- Family violence may be a low priority for them professionally or personally;
- A lack of training or preparation in supporting staff members disclosing family violence (or any other serious health or emotional concerns);
- Their own anxiety about dealing with staff members disclosing serious concerns;
- Their own exposure to issues of this nature;
- A lack of confidence in their own ability to manage such disclosures effectively with the required sensitivity and confidentiality;
- Their own direct experience with family violence.

The University aims to support those seeking to assist people who experience abuse with greater information and confidence through implementing the policy and guidelines and through provision of training for contact people.

Anyone who is approached with a disclosure of family violence should be aware of the vulnerability and safety of the person disclosing and the need for a sensitive and appropriate response.

Those who are contacted and feel unable to manage a disclosure should immediately and supportively refer the person on to someone who is in a better position to assist.

People who experience family violence should be advised of available legal protection and their option to make a complaint to the Police.
Strategies for responding

The response you give to people experiencing family violence can have a profound effect on their willingness to open up or to seek help. Some responses which can assist successful communication include:

ACTIVE LISTENING
- Being listened to can be an empowering experience for a person who has been abused.
- Give them time to tell their story.

COMMUNICATING EMPATHY
- “That must have been very frightening and difficult for you.”

VALIDATING THE DECISION TO DISCLOSE
- “I am glad you were able to ask for help.”
- “I am concerned about your safety and well-being.”

EMPHASISING THE UNACCEPTABILITY OF VIOLENCE
- “You deserve to be safe.”
- “That sort of behaviour is Not OK.”
- “You do not deserve to be hit or hurt, no matter what happened.”

WHAT DO THEY NEED?
- Ask open-ended questions about how they are and what support they need.
- “What sort of support do you need right now?”

• “How can I help?”

WHAT NOT TO SAY
- “Why do you stay with a person like that?”
- “What could you have done to avoid the situation?”
- “Why did he hit you?”

ONLINE OR CYBER ABUSE
Ways of responding to various forms of online or cyber abuse are detailed in Online harassment and cyber abuse

CULTURAL SENSITIVITY
It is important that those who receive disclosures of family violence are aware of and respond sensitively to cultural differences.

Further advice can be obtained from the University Equity Office – Te Ara Tautika, PVC Māori, PVC Pacific and Shakti - a not-for profit organisation which provides specialist support services for Asian, Middle Eastern and African women and children.
Confidentiality and record keeping

Any disclosures of family violence will be kept confidential as far as possible with only people who need to know being involved or where safety, security or legal obligations need to be met. Refer to the Family Violence Policy and the Family Violence Prevention and Management Guidelines for more information.

As a general rule, keeping records of sensitive and personal information regarding family violence matters would not be advised. However, evidence of signs of abuse, including evidence of distress and of abusive phone calls or emails, can assist the person who is affected by family violence in obtaining a family violence protection order and in proving that a breach of the protection order has occurred.

Where records of safety plans, details of unwanted calls, or security procedures have been made, care should be taken that they are stored on a confidential basis within the local area and with the consent of the person involved.

Documentation should not be put on the HR or student file unless requested by the affected person.
ASSURE

A model which can assist in responding to disclosures.

| **Ask** | You don’t have to wait for someone to talk to you if you think there is something not OK, approach them. Listen carefully and sensitively | “Are you OK?”
| | | “I’ve notice that you … lately, and I’m concerned for you. Is there anything happening for you that you would like to talk about?” |
| **Say something** | Acknowledge them  Show empathy  Let them know you are available to listen and help  Do not judge or trivialise | “I am glad you were able to ask for help.”
| | | “That must have been very frightening and difficult for you.”
| | | “I am concerned about your safety and wellbeing.” |
| **Support** | You don’t have to ‘fix’ it, but you can provide support, information and options. Reinforce that abuse is not OK. Explore what they want to happen | “Thank you for sharing this with me, it’s really great we can start to talk about it, and look at how we can get you the support you need”.
| | | “You deserve to be safe.” |
| **University support** | Outline University supports available (info & support, leave, safety planning etc) & key people who can assist with these  Offer to look at some of the options available with them and/or go to with them to get necessary support | “Is there anything you can think of in the short term to make this better?”
<p>| | | “We have (some really useful information on the website) / (a really good counselling service) I would really recommend” |
| <strong>Refer</strong> | Suggest key people who can provide support and practical assistance both at the university and externally | “I’m not an expert on this and probably not the best person to help you long term, how would you feel about me referring you to ….” |</p>
<table>
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<tr>
<th>Referrals for disclosure</th>
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<tr>
<td><strong>Ensure</strong></td>
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<tr>
<td>Follow up and ensure they are OK and are aware of options</td>
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<tr>
<td>“How are things since we last talked?”</td>
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Assessing risk

Family violence is an abuse of power. Without intervention it can increase over time, becoming more serious and frequent. There are also a number of indicators of increased risk for victims. This is a time when expert help and emergency personal safety planning is most needed.

Indicators of increased risk for victims include:

- Threats to kill or suicide
- Increasing frequency or intensity of violence
- Choking, strangling, stalking
- Availability of weapons
- Alcohol or substance abuse
- Sexual abuse
- Times of change in the relationship such as a new pregnancy or new baby
- When the abusive person is losing their power in the relationship, including when the violence has been disclosed, when the victim leaves, when a protection order is taken out, when the victim starts a new relationship

When these indicators are present, the person experiencing violence should be advised to seek immediate expert help.

WHEN TO CALL THE POLICE

If you or others are in immediate danger, call 111. For example, if:

a. A weapon is present
b. Threats of violence or intimidation are being made
c. Property is being damaged
d. Harassment, stalking or acts of actual violence are taking place.

For any non-urgent or historic matter, phone or visit your nearest Police station. You are welcome to bring a support person. For more information visit http://www.police.govt.nz/advice/family-violence

SEXUAL VIOLENCE

Any disclosures of sexual violence should be immediately referred to an expert organisation such as HELP (24 hour HELPline: +64 9 623 1700). This is due to the seriousness, sensitivity and particular legal issues around sexual violence.

Support or Contact People can assist the person experiencing sexual violence to contact HELP.

REFERRAL

Offer information about local specialist services who may be able to help them work through their situation and present other options.

Ask if they have friends or family who can offer support.

Remind them about safety – is it safe for them to have family violence brochures? Ask them where they will be kept.
Further help

The University offers training to Contact People on a regular basis. Contact the Staff Equity Manager for more information: cathie.walsh@auckland.ac.nz

A number of organisations offer face-to-face training, online training, and provide print or online resources about how to manage disclosure of family violence.

- **Shine** (a national organisation for violence-free homes) delivers training on awareness of and how to manage disclosures of family violence to a wide range of audiences. [Shine training](#)
- The Women’s Refuge Te Kōwhai’s one-day education programme *Family Violence Awareness* is available to individuals and organisations. [Women’s Refuge training](#)
- Written resources and video training at [Supervisors can make a difference: Workplace impact of domestic and sexual violence and stalking](#) (Susan Quintanar, Workplaces Respond to Domestic & Sexual Violence: A National Resource Center, USA, 2 October 2013, 21min)
- [Students in Distress](#) are Guidelines written for University staff by the Health and Counselling Service
- [I Want to Help](#) is a resource from the Ministry of Social Development’s family violence It’s Not OK campaign.
- [How to talk to an employee who might be experiencing domestic violence](#) is a short animation that provides an example of how to start a conversation with an employee who you think might be experiencing domestic violence. Produced by WorkSafeBC, Canada.
- [Sexual Politics Now](#) is a website by University of Auckland researchers that raises questions about the sexism, misogyny and racism that shape portrayals of women and men in popular pornography as well as in wider media and culture.

**ACKNOWLEDGEMENTS FOR MANAGING DISCLOSURES**

- [Domestic Violence in the workplace: guidelines on support for staff at the University of Melbourne](#)
- [Domestic Violence: What can nurses do?](#) By Charmaine Power. 2011
- [Domestic and Sexual Violence, Stalking and Dating Violence in the Workplace: A Guide for Supervisors](#). Workplaces Respond to Domestic and Sexual Violence. [Workplaces Respond](#)
Expert organisations

Where there is a real or imminent threat, call the Police on 111.

If you see any suspicious behaviour, report it to University Security (0800 373 7550) immediately, no matter how minor it appears.

The following agencies can provide advice, support, emergency housing, personal safety planning or advocacy for those experiencing family violence. Many also have extensive resources and information available.

**Shine**
Helpline: 0508 744 633 (9am-11pm everyday)
Email: enquiries@2shine.org.nz
Web: www.2shine.org.nz
Shine provides confidential support and information for anyone, female or male, living with domestic or family violence. The service also supports people who are worried about a friend, family member, colleague, or a child. SHINE can also offer short term accommodation at a Women’s Refuge, and it has a service for children affected by family/domestic violence. SHINE also advocates for victims of family/domestic violence, and it offers a programme on how to stop using violence.

**HELP**
Helpline: +64 9 623 1700 (24 hours)
Email: info@helpauckland.org.nz
Web: www.helpauckland.org.nz
HELP provides professional and specialised support services to sexual abuse and assault survivors. HELP is the first point of contact for sexual assault.

**Family Violence Information Line**
Helpline: 0800 456 450 (9am-11pm everyday)
Family Violence Information Line provides self-help information and, where appropriate, connects people to services. It operates an after-hours message redirecting callers to the appropriate service in an emergency.

**Lifeline**
Helpline: 0800 543 354 (24 hours)
Suicide Crisis Helpline: 0508 828 865 (0508 TAUTOKO)
Web: www.lifeline.org.nz
Lifeline New Zealand’s telephone counselling service provides counselling and support 24 hours a day, 7 days a week. Face-to-face counselling is also available.

**Safe to talk**
Helpline: 0800 800334 (24/7)
Email: support@safetotalk.nz
Web: https://safetotalk.nz/
Sexual harm do you want to talk? Get help for yourself or someone else. Free, confidential contact with trained specialists. They can also connect you to support services.
Agencies offering specific services

**WOMEN AND CHILDREN**

*Women's Refuge*
Crisis line: 0800 733 843 (24 hours)  
Web: [www.womensrefuge.org.nz](http://www.womensrefuge.org.nz)  
Women's Refuge provides emergency housing, advocacy and support. Women's Refuge also provides a Māori Women’s Refuge, as well as and offering Māori support workers and services aimed specifically at children, young people, Pasifika women and migrant and refugee women. They also assist lesbian women, older women and women with disabilities.

*1 in 3 Be Free*
A mobile application that helps women screen their relationships for abuse and connect them with support networks nearby by [Inner City Women's Group](http://www.innercitywomen.org.nz).

**MĀORI**

*Tū Wahine Trust*
Phone: +64 9 838 8700  
Email: admin@tuwahine.org.nz  
Tū Wahine Trust provide counselling, therapy and support to Māori women, children, and families affected by violence and abuse.

**PACIFIC**

*Fale Lalaga Pacific Women’s Health & Social Services*
Crisis line: +64 9 828 4317 (phone counselling)  
Office phone: +64 9 828 4307  
Web: [Fale Lalaga](http://www.falelalaga.org.nz)  
Fale Lalaga provides counselling and support for Pacific women in the North Shore, Rodney and Waitakere regions.ices

**ASIAN, AFRICAN AND MIDDLE EASTERN WOMEN AND CHILDREN**

*Shakti*
Crisis line: 0800 742 584 (24 hours)  
Web: [www.shakti-international.org/shakti-nz](http://www.shakti-international.org/shakti-nz)  
Shakti provides culturally specialist, confidential support services to women and their children of Asian, African and Middle Eastern origin facing any form of family violence.

**YOUTH**

*Youthline*
Helpline: 0800 37 66 33 (24 hours)  
Free TXT: 234 between 8am and midnight  
Email: [talk@youthline.co.nz](mailto:talk@youthline.co.nz)  
Face to face counselling also available.

**RAINBOW/LGBTQIiTakatāpui+**

*Rainbow Youth*
Phone: +64 9 376 4155  
Web: [www.ry.org.nz](http://www.ry.org.nz)  
RainbowYOUTH is a national organisation providing support, information, advocacy for young queer and trans* people up to the age of 28.

**OUTline**
Phone: 0800 OUTLINE (688 5463)  
Web: [www.outline.org.nz](http://www.outline.org.nz)  
OUTline provides confidential and gay-affirming GLBT telephone support and face to face counselling.

**PEOPLE WITH A DISABILITY**

*HELP (contact details above)* is the first point of contact for sexual assault.

**PEOPLE WHO HAVE EXPERIENCED SEXUAL VIOLENCE**

Contact Shine or the Family Violence Information Line (contact details above).

**Rape Prevention Education**
Phone: +64 9 360 4001  
Web: [www.rpe.co.nz](http://www.rpe.co.nz)  
Rape Prevention Education works to prevent sexual violence through education and provides information for those affected by sexual violence.

**PEOPLE EXPERIENCING ONLINE OR CYBER ABUSE**

*Netsafe*
Phone: 0508 NETSAFE (0508 638 723)  
Email: [queries@netsafe.org.nz](mailto:queries@netsafe.org.nz)  
Web: [www.netsafe.org.nz](http://www.netsafe.org.nz)

**PEOPLE WHO WANT TO STOP USING VIOLENCE**

*No Excuses (Shine)*  
Phone: 0508 744 633  
*No Excuses* is as positive change programme run by Shine for men who have used family violence.

*Pave (Inner City Women's Group)*  
Phone: 09 360 4933 or 09 279 8727  
Pave is a prevention and violence education programme run by Inner City Women's Group for women who have used family violence.

**National Network of Stopping Violence - Te Kupenga Whakaoti Mahi Patunga**
Web: [www.nnsvs.org.nz](http://www.nnsvs.org.nz)  
A national network of services and programmes for living without violence

Individual counselling, group non-violence programmes and couples’ counselling with [Man Alive Tane Ora](http://www.manalive.co.nz).

For more resources, see [I want to stop using violence](http://www.iwanttostopusingviolence.org.nz).