

CAMPUS PERSONAL SAFETY PLANNING

A guide for family violence Contact People at the University
of Auckland

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THE UNIVERSITY OF
AUCKLAND
Te Whare Wānanga o Tāmaki Makaurau
NEW ZEALAND

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Campus personal safety planning guidelines

The University's [Family Violence Policy](#) and [Family Violence Prevention and Management Guidelines](#) emphasise safety, flexibility and options for those who are abused.

When a student or staff member discloses family violence and requests help, a tailored campus personal safety plan may be developed with their consent. The intent of the plan is to minimise the risk of harm to the individual concerned, as well as to co-workers, students and other members of the University community.

These guidelines contain a number of options for supporting an effective response to family violence as it affects the university. **Not all suggestions will be feasible or necessary; they may require some modification.**

FOR STAFF

A campus personal safety plan should ideally be developed with the line manager as they will need to be involved in approving any necessary workplace adjustments, such as changes to hours. [Human Resources](#) staff and [University Security](#) personnel may also assist in this process. [IT Services](#), an [Early Childhood Education \(ECE\) centre](#) or other individuals or departments may also need to be involved if the circumstances require.

FOR STUDENTS

The [Proctor](#), [University Health and Counselling Services](#) staff, the relevant Residential Manager or the [Director - Student Equity](#) would ideally be responsible for developing a campus personal safety plan with students. [University Security](#), Campus Life or other individuals or departments may also need to be involved if the circumstances require.

SAFETY PLANNING SHOULD:

1. Consider the University environment of the vulnerable University member
2. Assess physical security and develop actions to make the environment safe
3. Assess the need for communications screening, eg, via phone, email and visitors
4. Collect evidence which supports the University member
5. Respond appropriately to emergencies
6. Provide a safe area

People in violent relationships can, for a time, be at higher risk of violence when they separate, or are thinking about separating, from the violent partner. Appropriate support, including from the person's employer, can help those experiencing violence to become safer. Without intervention, family violence can become more severe over time.

1. Consider the environment

- What measures have the student or staff member already tried, and have they worked?
- Is the student or staff member at greater vulnerability to harassment or attack at certain times?
- Are they at their location alone, or do they study or work off campus?
- Are they at the University at night or on the weekends?
- Are they within mobile phone range?
- How do they get to and from the University?
- What buildings or campuses do they travel between?

2. Assess physical security

OPTIONS TO CONSIDER

- Provide the student or staff member concerned with relevant emergency contact phone numbers ([University Security](#): 373 7500 or internal extension 966), location of [emergency phones](#) and location of safe places around campus.
- Ensure they have a mobile phone pre-programmed with emergency numbers. Consider providing them with one if they don't have one.
- Provide flexible study or work arrangements and/or attendance hours, eg, vary or shorten start, finish and break times, change timetabling, offer alternative access to student learning or resource materials if required.
- Plan safe, well-lit routes between campuses, with emergency phones and/or safe places along the way.
- Consider an escort if the student or staff member is required to travel between campuses, eg, being escorted to the shuttle bus, taxi or their car at either end of the trip.
- Consider an escort between University accommodation and campus for a student living in University accommodation.
- For a student or staff member without a car, consider if someone can escort them to their bus or train station or consider taxi pick-up and drop-off to and from home.
- For a student or staff member with a car, consider if someone can escort them to their parking spot when they leave the premises.
- Consider changing the student's required location, or relocating the employee to a more secure area of the workplace.
- Determine whether a GPS tracking or other locating device would be useful.
- Alert reception and [University Security](#) staff if the reported perpetrator is at risk of, or is known to enter or to attempt to enter University grounds.
- Alert the University-operated [Early Childhood Education \(ECE\) centre](#) if there is a fear of child abduction or if there is a risk of harassment or violence outside the relevant ECE centre.
- Provide them with the [University Security's](#) safety brochure.
- Alert the individual concerned to personal safety measures. Examples may include walking around their vehicle and checking the back seat for intruders before unlocking the door to get in, or maintaining a full tank of petrol and filling up at well-lit, busy petrol stations.
- Refer them to personal safety planning information developed by expert organisations outside the University, eg, [SHINE Safety Planning](#) and [Women's Refuge Safety Planning](#)

ESCORTS

[University Security](#) can provide an escort if there is a known threat and in emergency situations. However, an escort would not be available on a long-term basis.

PROTECTION ORDERS

- If a person experiencing abuse has a Protection Order they should be advised to carry it with them at all times.
- Access to the University which breaches a Protection Order must be notified to [University Security](#) and the Police.

FOR STAFF

- If the staff member is absent or contact is lost, arrange an agreed method of communication in order for managers to confirm they are safe.

- Identify a work contact for support and an emergency contact in the event that the organisation becomes unable to contact the staff member.
- Review security of personnel information held such as temporary or new addresses, bank or healthcare details. If necessary, create an alias for the employee to further protect them and their identifying information.

General University instructions on what to do in an emergencies and personal safety advice can be found at [Personal safety](#)

3. Assess communication screening measures

The most commonly reported form of family violence at work is abusive phone calls or emails.

Where a student or staff member discloses to a manager or other staff member that they are receiving unwelcome or abusive emails or phone calls, this information should be treated as confidential and discussed only with those who have a need to know.

Requests for internal communications screenings are to be made by the HR Manager **directly** to the Director of IT Services.

If the abuse or harassment is from a student or staff member or on University phones or computers, discuss with an appropriate person such as the Proctor, Academic Head, IT and/or HR. See the University's webpage on [Online Bullying and Harassment](#)

OPTIONS TO CONSIDER

- Change work phone numbers or remove the student's or staff member's name or phone number from any information which is publicly accessible.
- Ensure the telephone handset has "caller display".
- Set different ring tones for calls from particular numbers on mobiles.
- Provide an answering or voicemail service set up on the staff member's phone.
- Use the "call forward" service which allows selected numbers to be forwarded to another person.
- Provide the affected person with a different email address, or alternatively, divert abusive and unwanted emails to a separate folder.
- Filter for key words or phrases and email addresses.
- With consent, advise colleagues of the situation on a need-to-know basis agreeing what the response should be in the event the perpetrator tries to contact the workplace.
- Co-workers should be aware of privacy and confidentiality obligations and that disclosing sensitive information may endanger another person.
- Use an internal code word or words known to all appropriate staff to indicate when help is needed.
- Block abusive users on Skype for Business.
- Telecommunications companies can assist with blocking numbers, sending warning messages to the harasser or suspending them from the network. See [NetSafe: How to make a complaint to the telecommunication providers](#)
- Advise on safe use of social media sites such as Facebook and LinkedIn and safe computing. Refer to the University's webpages on [Safe Computing](#) and [Security Awareness](#)
- If a social media platform (eg, Facebook) or a website has a published terms and conditions, report the abuse straight away. Popular platforms usually provide a 'Report Abuse' button or a 'Safety' link you can use to contact the company.
- To remove an intimate or nude picture from social media or a website, ask the service provider to remove the material. See [NetSafe: Removing sensitive information](#)

- If a person is being harassed electronically they may be able to take out a Protection or Restraining Order which covers various forms of communication. For more information contact [Shine](#) or see [Legal help](#)
- If calls and emails that breach a Protection Order are received, notify the Police and [University Security](#).
- If a message threatens to harm a person or property, take it to the police. If someone is in immediate danger call 111.

For more advice on preventing and stopping cyber abuse, hiding your search history and protections under the Digital Communications Act, see [NetSafe](#), phone 0508 NETSAFE or email queries@netsafe.org.nz

More information is available at [Online harassment and cyber abuse](#)

EXCLUSION FROM PUBLICATION OF CONTACT DETAILS

University staff, contractors, academic visitors and doctoral candidates can request an exclusion from the internal and/or public directories for “Health, safety and wellbeing” reasons through their line manager, Academic Head, Service Division Manager or HR Adviser.

Learn how to [Remove name from University directory](#)

4. Assess evidence collection

Evidence of abusive calls or emails can assist the victim both in obtaining a Protection Order and in proving a breach has occurred.

OPTIONS TO CONSIDER

- Screening and tracking telephone calls, and recording voicemail can provide evidence of abusive communications to the police allowing them to follow up concerns.
- Such screening can also provide evidence to the reported perpetrator's employer if emanating from their workplace.
- Police (with a warrant) may request telephone records to trace calls.
- Police have the power to work with the phone provider in identifying offensive, menacing, harassing or life threatening calls.

5. Assess capacity to respond to emergencies

If violence or a conflict situation occurs:

- The first priority is to keep yourself safe.
- Move immediately to a safe place or room with access to an exit, or ensure there is some barrier between you and the perpetrator such as a table
- Call 111 or Security ext. 966 immediately (24/7 immediate assistance on campus).
- Try to stay calm, eg, lower your voice, don't make sudden movements.

Consider and plan for possible emergency situations in advance.

- Strongly encourage family violence protection orders to include the University as a prohibited location for the reported perpetrator.
- Where there is a protection order, provide Security staff with a photo of the reported perpetrator if possible and a copy of the order.
- The Police, with a warrant, may request telephone records to trace calls and Internet traffic.

- Ensure all staff, particularly those who work closely with an employee or student who is under threat, are aware of clear reporting procedures for incidents of violence or threats.
- Ensure all staff are aware of the emergency plan and procedures for contacting security and the police when staff observe threatening behaviour.

Location of emergency telephones around the campuses can be found on the following maps.

[Location of emergency telephones on Grafton and City Campuses](#)
(1.7 MB, PDF)

[Location of emergency telephones on Tamaki and Epsom Campuses](#)
(1.2 MB, PDF)

6. Assess the need for a safe area

In an emergency, a place where someone under threat can retreat to escape the violence may be life-saving.

OPTIONS TO CONSIDER

- Provide a safe room or space, an enclosed outdoor area or an adjoining building, that has an easily accessible entry, near the person's usual place of work or study.
- Ideally the space has a lock that can be used from the inside but which can also be accessed by security from the outside in an emergency.
- Ideally include a means of summoning immediate assistance from inside that space, such as a phone, call button that goes directly to Security, the police or a pre-programmed number.
- Consider whether co-workers or others need to be advised for use in their own protection from the reported perpetrator.
- Identify a safe place on regular between-campus routes.

SAFE PLACES FOR STUDENTS

Womenspace is a safe place on the City campus in the Student Union Building. Womenspace is located directly above the travel ticket agency, just down the walkway from the student Health Services. Entry is restricted only to those who identify as a woman.

Queerspace is safe place on the City campus for LGBTI students located on Level 3 of the Student Union Building.

Parentspace is a space for student parents to use with or without children accompanying them. There are two in Old Choral Hall, city campus. One is restricted for those with a swipe card which a student parent can register for through the Student Advice Hub.

Read more about the University's Parent Spaces and Breastfeeding Spaces for [students](#) and [staff](#)

Reviewing the campus personal safety plan

As needs and circumstances may change over time, and always in consultation with the affected student or staff member, the campus personal safety plan should regularly be reviewed and amended by the people who developed the plan.

In developing a campus personal safety plan, the following should be considered:

- The plan must have the affected person's consent.
- Emergency details must be kept up-to-date.
- All reasonable attempts should be made to ensure the student or staff member maintains their normal studying or working hours and working conditions to minimise the impact on the individuals.
- Cooperation with legal orders may be required.
- The plan may require consultation with other areas within the University such as [University Security](#) and [IT Services](#) on a confidential basis.

Campus personal safety plan checklist

Below is a table¹ of possible actions that may be taken with consent of the University member affected by family violence, to assist them to continue to work and study safely and effectively. All reasonable attempts should be made to ensure that the employee or student maintains their normal attendance hours and conditions to minimise impact on all individuals concerned.

| Review of environment | Action | Coordination and contact details |
|---|--------|----------------------------------|
| Flexible work/study arrangements <ul style="list-style-type: none"> • Change to start, finish times & breaks • Change to timetable &/or attendance | | |
| Change of workplace location and access | | |
| Travel <ul style="list-style-type: none"> • Between buildings, campuses and/or University accommodation • To and from carpark or transport | | |
| Advise University Security of Protection Orders and if the University is included in the Order | | |
| IT – Discuss with IT Systems <ul style="list-style-type: none"> • Telephone and email security • Screening measures • Changes to contact details • Reporting unwelcome calls and emails | | |
| Update all possible emergency contacts | | |
| [for Staff] Personnel Info – Discuss with HR <ul style="list-style-type: none"> • Security of personnel information • Possible aliases • Protection of identifying information. | | |
| Provide map of help points and contacts <ul style="list-style-type: none"> • Discuss with University Security | | |
| Other contingencies | | |
| Review date | | |

¹ Adapted with permission from University of NSW Domestic Violence Support Procedure: Safety Plan Checklist 2012