

PROVIDING SUPPORT

An outline for Contact 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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 <i>Responding effectively</i> guide.
LET THEM KNOW IT’S CONFIDENTIAL	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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. <p>Let them know that there is legal protection available and that they have an option to make a complaint to the Police.</p>
ADVISE ON UNIVERSITY SUPPORT (AND ASSIST IF YOU ARE A DESIGNATED CONTACT PERSON)	<ul style="list-style-type: none"> • 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.
ADVISE ON OTHER INTERNAL SUPPORT SERVICES	<ul style="list-style-type: none"> • These include the University Health and Counselling Service, the Proctor and AUSA 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 EXTERNAL EXPERT SUPPORT	<ul style="list-style-type: none"> • 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.
FOLLOW THROUGH	<ul style="list-style-type: none"> • 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.