

# FAMILY VIOLENCE SUPPORT PROCEDURE

## SCOPE

This procedure applies to all Monash College (the College) staff, students and associates. This procedure applies in jurisdictions outside Australia subject to applicable local laws and government requirements. Support provisions may vary depending on jurisdiction.

## PROCEDURE STATEMENT

The College recognises that staff and students may experience violence, abuse or harm in their lives constituting family violence, which includes domestic violence and intimate partner violence. Family violence is a form of gender-based violence, and can cause significant trauma and may impact staff and student attendance and performance at work and in study, in addition to their safety and wellbeing. This procedure outlines the support mechanisms available to staff and students affected by family violence, emphasising the safety and wellbeing of victim survivors, and addresses individual needs through various tailored support options.

The College's support and response to incidents of family violence is underpinned by a range of policies and procedures including, but not limited to, the [Gender-Based Violence Prevention and Response Policy](#), [Sexual Harm Response Procedure](#), the [Staff Code of Conduct](#) and [Student Code of Conduct](#).

### 1. Supporting staff and students who are experiencing or impacted by family violence

- 1.1 Staff and students who are experiencing, have experienced, or who are affected by family violence can choose to seek advice, support, and/or express safety concerns to the College via the contacts in Table 1 below.
- 1.2 The College is committed to providing victim-survivors of family violence with support that is trauma-informed and person-centred to best address their needs. Available support options from the College include, but are not limited to:
  - leave and flexible work and/or study arrangements;
  - referrals to other College and/or external support services; and/or
  - assisting staff and students with safety measures in their place of work or study and providing information about available safety services.

#### Support at Monash College

- 1.3 The primary contact for students is the Safer Community Unit (SCU) which liaises with teams across the College and Monash University to provide expert advice and support regarding family violence. Staff may also access the SCU where needed.
- 1.4 The SCU consists of dedicated Family Violence Contact Officers who have expertise in family violence. This is complemented by locally based roles at the College, including Monash College Family Violence Officers for staff, who are the preferred point of contact for staff matters and work closely with SCU to ensure a coordinated and accessible response, as outlined in Table 1. All family violence disclosures and requests for support are considered a matter of priority and will be treated confidentially, with exceptions relating to required reporting as outlined in clause 1.12.

**Table 1 – Monash contacts for support**

Student Contacts	Staff Contacts
<p><b>Student Welfare Team</b></p> <ul style="list-style-type: none"> <li>• <a href="mailto:engagement@monashcollege.edu.au">engagement@monashcollege.edu.au</a></li> </ul> <p><b>Student Counselling Services</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Counselling Portal</a> (Booking appointments)</li> <li>• <a href="mailto:counselling@monashcollege.edu.au">counselling@monashcollege.edu.au</a></li> </ul> <p><b>Safer Community Unit</b></p> <ul style="list-style-type: none"> <li>• <a href="http://monash.edu/safer-community">monash.edu/safer-community</a></li> <li>• + 61 3 9905 1599 (available Mon - Fri, 9am - 5pm)</li> <li>• <a href="mailto:safercommunity@monash.edu">safercommunity@monash.edu</a></li> <li>• <a href="#">report online</a></li> </ul>	<p><b>Monash College Family Violence Contact Officers</b></p> <ul style="list-style-type: none"> <li>• <a href="mailto:ohs@monashcollege.edu.au">ohs@monashcollege.edu.au</a></li> <li>• <a href="mailto:pandcteam@monashcollege.edu.au">pandcteam@monashcollege.edu.au</a></li> <li>• Family Violence Support – The Source</li> </ul> <p><b>People and Culture Business Partner</b></p> <ul style="list-style-type: none"> <li>• <a href="mailto:pandcteam@monashcollege.edu.au">pandcteam@monashcollege.edu.au</a></li> <li>• <a href="#">People and Culture Team – The Source</a></li> </ul> <p><b>Manager/supervisor</b></p> <p><b>Safer Community Unit</b></p> <ul style="list-style-type: none"> <li>• <a href="http://monash.edu/safer-community">monash.edu/safer-community</a></li> <li>• + 61 3 9905 1599 (available Mon - Fri, 9am - 5pm)</li> <li>• <a href="mailto:safercommunity@monash.edu">safercommunity@monash.edu</a></li> <li>• <a href="#">report online</a></li> </ul>

1.5 The College recognises that disclosures of family violence may also be made to other members of the College community. If a staff member or student receives a disclosure of family violence, they are encouraged to support the individual to seek assistance from the SCU or other relevant contacts listed in Table 1. They may also seek confidential advice and information themselves to share with the individual impacted by family violence.

1.5.1 For guidance on how to respond to disclosures of gender-based violence in a trauma-informed way, staff and students are encouraged to complete Monash's Responding to Disclosures module.

1.6 Emergency assistance and support are also available to staff and students who are experiencing or impacted by family violence. The key contacts for emergency assistance are outlined below in Table 2.

**Table 2 - Emergency assistance contacts**

Location	Emergency Response
<b>Monash College and all Monash University Australia campuses</b>	<p><a href="#">Security on campus</a> (for all Australian locations): +61 3 9905 3333 (333 from a Monash phone)</p> <p>Emergencies off-campus (police, ambulance, fire): 000</p>

### Safety Measures

1.7 The College may implement precautionary safety measures to support the safety and wellbeing of a staff member or student following a disclosure of family violence. These decisions will be made in consultation with the person experiencing family violence. Safety measures may include, but are not limited to:

- relocation of the staff member or student to a more secure work or study area on a temporary or permanent basis;
- restricting the alleged perpetrator from access to buildings and/or Monash property;

- changing the student's timetable;
  - changes to the staff member or student's contact details and/or removing them from public listings; and/or
  - arranging campus security escorts.
- 1.8 The College can provide support to staff members and students who wish to make a police report. However, the College cannot make a police report on their behalf, except where required or permitted by law.
- 1.9 For incidents involving alleged criminal conduct, the decision to make a report to the police remains with the person experiencing family violence. The College will respect and support an individual's reporting choice.
- 1.10 There are certain circumstances where the College may have a duty to contact the police regarding an incident of family violence. Such circumstances include:
- where there is a serious or imminent risk to the safety of students and/or staff; and/or
  - where this is a risk to the safety of children, including any students under 18 years of age.
- 1.10.1 The College will inform the person making a disclosure about its obligations to contact the police and will discuss and provide advice and support where required.
- 1.11 To protect the rights and privacy of persons affected by family violence, information relating to disclosures of family violence will be handled sensitively and in accordance with the [Data Protection and Privacy Procedure](#).
- 1.12 For disclosures relating to family violence, limitations to privacy may apply where risks to health and safety are present, and/or where information is otherwise permitted or required to be shared by law.

## 2. Support to staff

- 2.1 The College provides a broad range of support and safety measures to staff who are experiencing, impacted by, or supporting someone experiencing family violence via the contacts in Table 1. Such support may include:
- paid and unpaid leave options for staff employed by the College;
  - flexible working arrangements and adjustments (e.g. changes to start/finish times, work location, and hours worked);
  - financial assistance by providing the staff member with an immediate advance on their next classification increment and/or salary increase as provided for the relevant [Enterprise Agreement](#), which is then paid lump sum;
  - reimbursement for emergency accommodation and associated expenses up to the value of \$1,500;
  - temporary loan of a work-provided mobile phone;
  - assistance in reporting to police;
  - additional safety/security arrangements while on campus;
  - referral to appropriate internal support services; and/or
  - referral to appropriate external support services and agencies where possible.
- 2.2 The College provides access to confidential, professional counselling and support for staff and their immediate family through the [Employee Assistance Program](#) (EAP).

### Leave and flexible working arrangements

- 2.3 Staff employed at the College have access to paid family violence leave for purposes including, but not limited to:

- attending medical or counselling appointments,
- legal proceedings;
- police appointments;
- accessing legal advice;
- undertaking relocation activities;
- undertaking activities to support recovery and healing; and/or
- making care or education arrangements.

2.4 Paid family violence leave entitlements for College staff members are as follows:

2.4.1 All fixed-term and ongoing staff are eligible for unlimited paid family violence leave.

2.4.2 Casual and sessional staff are eligible for up to 20 days' paid family violence leave, which is available in full upon commencement at the College and resets annually from the commencement of employment date.

2.5 Table 3 sets out the application process for paid family violence leave and flexible working arrangements for College staff. All requests are reviewed by a Family Violence Contact Officer within People, Culture and Communications, and forwarded for endorsement by the Executive Director, People, Culture and Communications. Where urgent support is required, interim approvals may be granted to ensure timely access to support, with subsequent endorsement by the Executive Director, People, Culture and Communications.

**Table 3 - Paid family violence leave and flexible working arrangement application process**

Support Type	Requests	Notification of outcome
<b>Paid family violence leave</b>	<b>Monash College Family Violence Contact Officers:</b> <ul style="list-style-type: none"> <li>• <a href="mailto:ohs@monashcollege.edu.au">ohs@monashcollege.edu.au</a></li> <li>• <a href="mailto:pandcteam@monashcollege.edu.au">pandcteam@monashcollege.edu.au</a></li> </ul>	All efforts will be taken to consider this request and notify the requesting staff member as quickly as possible.
<b>Flexible working arrangements</b>	<b>Monash College Family Violence Contact Officer:</b> <ul style="list-style-type: none"> <li>• <a href="mailto:ohs@monashcollege.edu.au">ohs@monashcollege.edu.au</a></li> <li>• <a href="mailto:pandcteam@monashcollege.edu.au">pandcteam@monashcollege.edu.au</a></li> </ul>	All efforts will be taken to consider this request and notify the requesting staff member as quickly as possible.

2.6 Staff employed by the College may apply for paid family violence leave without first exhausting other leave, including any accrued personal leave, annual leave or long service leave. However, staff may choose to utilise those other forms of leave, where applicable under their conditions of employment.

2.6.1 College employees who have previously taken annual leave, personal leave, or long service leave for absences due to experiencing family violence or navigating its impacts may apply to have paid family violence leave substituted for such leave by contacting the Monash College Family Violence Contact Officer.

2.7 The College does not generally require evidence or documentation to support a staff member's request for family violence leave or other forms of support. The College acknowledges that staff affected by family violence may not be in a position to provide this material. An absence of evidence or supporting documentation is not a basis to deny a staff member's request for family violence leave or other forms of support.

- 2.8 The Executive Director, People, Culture and Communications is responsible for liaising with Payroll and the staff member's manager, where necessary. The Executive Director, People, Culture and Communications will not share any information about a staff member's experience of family violence with the staff member's manager unless this is necessary and the staff member gives their explicit consent.
- 2.8.1 To protect the staff member's privacy and safety, paid family violence leave will be communicated and recorded in a generic form (e.g. special paid leave) in any Payroll communications and in the staff member's leave records.
- 2.8.2 Paid family violence leave will not be identified on pay slips. Any payments for this leave will be recorded as ordinary hours of work, an allowance, bonus, or other type of payment related to work.

### 3. Support for students

- 3.1 The College is committed to providing a broad range of support to students experiencing family violence through the contacts listed in Table 1. Such support may include:
- leave of absence (i.e., intermission);
  - flexible study arrangements, including reduced study load and timetable adjustments;
  - special consideration, including extensions, deferred scheduled assessments, alternative assessment arrangements where appropriate;
  - reimbursement of fees after census date where study has been directly affected by family violence;
  - additional safety/security arrangements while on campus;
  - assistance with changing living arrangements for students who live in purpose-built student accommodation (PBSA);
  - assistance in reporting to police;
  - referral to appropriate internal support services; and/or
  - referral to appropriate external services and agencies where possible.
- 3.2 The College provides access to confidential, professional counselling and support for all students through the on campus [College counselling service](#), and the [24/7 Phone Counselling Service](#).

#### Intermission and special consideration

- 3.3 The College does not generally require evidence or documentation to support a student's request for intermission, special consideration, or other forms of support due to family violence. The College acknowledges that students affected by family violence may not be in a position to provide this material. An absence of evidence or supporting documentation is not a basis to deny a student's request for family violence support.
- 3.4 Students who are experiencing or are affected by family violence can request intermission, as outlined in the [Deferment and Intermission Procedure](#).
- 3.5 Students who are experiencing or affected by family violence may apply for special consideration. Students wishing to apply for special consideration should refer to the contacts listed in Table 1 who will be able to assist with the process as outlined in the [Assessment Procedure](#).

### 4. Staff and students who perpetrate family violence

- 4.1 The College deems any form of violence unacceptable. Staff and students who perpetrate family violence are encouraged to seek guidance and support from the [SCU](#). Support is available for accessing leave entitlements, flexible working or study arrangements, and

referrals to services such as legal assistance, behaviour change programs, men’s services, and other support networks.

- 4.2 If an incident of family violence occurs at the College campus, or any other Monash University Campus or Monash-owned or operated accommodation, during an extracurricular activity or at a Monash-affiliated event, the College will address any safety risks and may treat the behaviour as a breach of the [Staff Code of Conduct](#) or the [Student Code of Conduct](#). In accordance with clause 1.10, the College may also have a duty to contact the police.
- 4.3 Students and staff must not use Monash resources, including IT environments (i.e. email, Google Chat, Mspace), phones, or social media accounts, to perpetrate family violence and other behaviours that threaten, harass, victimise, intimidate or abuse another person. Refer to the [IT Acceptable Use Procedure](#), [Media and Social Media Policy](#), [Staff Code of Conduct](#) and [Student Code of Conduct](#) for further information.
- 4.4 Where a victim-survivor and the person perpetrating family violence are both members of the College community, the College will prioritise safety and seek to ensure the privacy of all parties involved in accordance with clause 1.12.

## 5. Protection from victimisation

- 5.1 The College will not tolerate conduct that victimises a person who:
  - makes an allegation or disclosure of family violence to the College or any external agency;
  - files a complaint with the police;
  - is involved in or is a witness in an investigation or hearing in relation to an allegation of family violence; or
  - is otherwise associated with a student or staff member who has pursued rights under the [Student General Misconduct Procedure](#), Management of Misconduct Procedure, or under any applicable legislation.
- 5.2 Any conduct that victimises a person in relation to family violence may constitute a breach of the [Student Code of Conduct](#) and/or [Staff Code of Conduct](#) and may result in action taken by the College in accordance with those policies.

## DEFINITIONS

<a href="#">Associate</a>	For the purposes of this procedure, ‘associates’ are defined as contractors, conjoint appointments, affiliates, or approved visitors who are formally engaged with the College but are not employees.
<a href="#">Child</a>	A child is a person who is under 18 years of age.
<a href="#">Disclosure</a>	A disclosure refers to the sharing of information with another person about an experience of family violence. Disclosures can be made to anyone. A person who discloses an experience of family violence may be a victim-survivor or a third party, and they may be seeking advice, information about resources, and/or support, and may or may not want to make a formal report.
<a href="#">Domestic violence</a>	Domestic violence is violence that takes place within an intimate or family relationship and can be between any two people within a household. Domestic violence can occur between family members, including a parent and child, siblings, or even roommates.
<a href="#">Family member</a>	A family member includes, but is not limited to: <ul style="list-style-type: none"> <li>• a person who is or has been your spouse or domestic partner;</li> <li>• a person with whom you have or have had an intimate personal</li> </ul>

	<p>relationship;</p> <ul style="list-style-type: none"> <li>• a person who is or has been your relative;</li> <li>• your child; or</li> <li>• any person you regard as being like a family member, where it is reasonable to regard the other person as being like a family member having regard to the circumstances of the relationship.</li> </ul>
Family violence	<p>For the purpose of this procedure, family violence is defined as behaviour by a person towards a family member of that person that:</p> <ul style="list-style-type: none"> <li>• is physically or sexually abusive;</li> <li>• is emotionally or psychologically abusive;</li> <li>• is economically abusive;</li> <li>• is threatening;</li> <li>• is coercive; and/or</li> <li>• in any other way controls or dominates the family member and causes that family member to feel fear for the safety or wellbeing of that family member or another person.</li> </ul> <p>Family violence also includes behaviour by a person that causes a child to hear or witness, or otherwise be exposed to the effects of, behaviour referred to in the points above, and also includes domestic violence and intimate partner violence.</p> <p>Family violence can include a one-off incident or a pattern of abusive behaviours.</p>
Family Violence Contact Officer	<p>A family violence contact officer is an individual who has been nominated by the College and has expertise in family violence and privacy issues.</p>
Gender-based violence	<p>Gender-based Violence means any form of physical or non-physical violence, harassment, abuse or threats, based on gender, that results in, or is likely to result in, harm, coercion, control, fear or deprivation of liberty or autonomy.</p>
Intimate partner violence	<p>Intimate partner violence refers to any behaviour within a current or previous intimate relationship that causes physical, sexual or psychological harm, including acts of physical aggression, sexual coercion, psychological abuse and controlling behaviours. Intimate relationships involve varying levels of commitment, and include marriages, couples who live together, and dating relationships.</p>
Casual/Sessional Staff	<p>Casual or Sessional staff means staff engaged on a casual or sessional basis in accordance with the relevant Enterprise Agreement.</p>
Monash College community	<p>Staff members, associates, and students of the College.</p>
Perpetrator	<p>A perpetrator is someone who uses violence.</p>
Person-centred approach	<p>A person-centred approach focuses on supporting an individual through understanding their lived experience and not taking a one-size-fits-all approach.</p>
Staff	<p>For the purpose of this procedure, staff means a person that is engaged by the College under a contract of service.</p>
Student	<p>For the purpose of this procedure, student is a person who:</p> <ul style="list-style-type: none"> <li>• is admitted to a course of study at the College;</li> <li>• is a Monash University student undertaking a pathway program at Monash College;</li> <li>• has completed a course of study but has not yet been issued their qualification or award; or</li> <li>• has deferred, or has intermitted, or has been suspended from, a course of study at the College.</li> </ul>

Manager	For staff, a manager is the person who is responsible for the supervision of staff and in most cases, this will be the immediate line manager.
Trauma-informed	A trauma-informed approach validates a person's experience and promotes a person's sense of agency. It includes responding with compassion and empathy to any disclosure of family violence and during any related processes.
Victimisation	For the purpose of this procedure, victimisation involves subjecting a person to negative or unfair treatment, threatening or disadvantaging them because they have made a complaint, disclosure or report, raised a concern, or assisted in an investigation in relation to family violence or other unlawful behaviour, such as unlawful discrimination, harassment, bullying or misconduct.
Victim-survivor	For the purpose of this procedure, a victim-survivor is a person who has experienced family violence. This term acknowledges that the person is both a victim of a crime and a human rights violation, and a survivor with respect to their autonomy, strength and resilience. The term also acknowledges that different people may identify with both these terms or either at different points.

## RELATED DOCUMENTS

Parent Policy	<a href="#">Gender-Based Violence Prevention and Response Policy</a>
Legislation and Standards	<a href="#">Australia Fair Work Act 2009 (Cth)</a> <a href="#">Child Safe Standards (Vic)</a> <a href="#">Education Services for Overseas Students Act 2000 (Cth)</a> <a href="#">Family Violence Protection Act 2008 (Vic)</a> <a href="#">National Higher Education Code to Prevent and Respond to Gender-based Violence (National Code) 2025</a> <a href="#">Occupational Health and Safety Act 2004 (Vic)</a> <a href="#">Privacy and Data Protection Act 2014 (Vic)</a>
Reference Policies, Procedures and Supporting Documentation	<a href="#">Assessment Procedure</a> <a href="#">Child Safe Standards Framework</a> <a href="#">Child Protection and Safety Policy</a> <a href="#">Deferment and Intermission Procedure</a> <a href="#">Enrolment Policy</a> <a href="#">Monash College Timetabling Procedure</a> <a href="#">Sexual Harm Response Procedure</a> <a href="#">Staff Code of Conduct</a> Staff Management of Misconduct Procedure <a href="#">Student Code of Conduct</a> <a href="#">Student General Misconduct Procedure</a> <a href="#">Student Guidelines for Special Consideration</a>

## VERSION CONTROL AND ACCOUNTABILITY TABLE

It is the responsibility of the Accountable Area and Responsible Officer to ensure compliance with this policy.

<b>Accountable Area</b>	People, Culture and Communications				
<b>Responsible Officer</b>	Executive Director, People, Culture and Communications				
<b>Review Date</b>	2029				
<b>Approved by</b>					
Executive Director, People, Culture and Communications 27 May 2026					
<b>Endorsed by</b>					
Senior Leadership Team (SLT) 27 May 2026					
<b>Version</b>	<b>Authored by</b>	<b>Brief Description of the changes</b>	<b>Approved by</b>	<b>Date Approved</b>	<b>Effective Date</b>
1.0	<i>Manager Health, Safety and Wellbeing</i>	<i>New Procedure</i>	<i>Executive Director People, Culture and Communications</i>	<i>27/05/2026</i>	<i>27/05/2026</i>