

# Family Violence during COVID 19: Guidelines for Front Line Workers



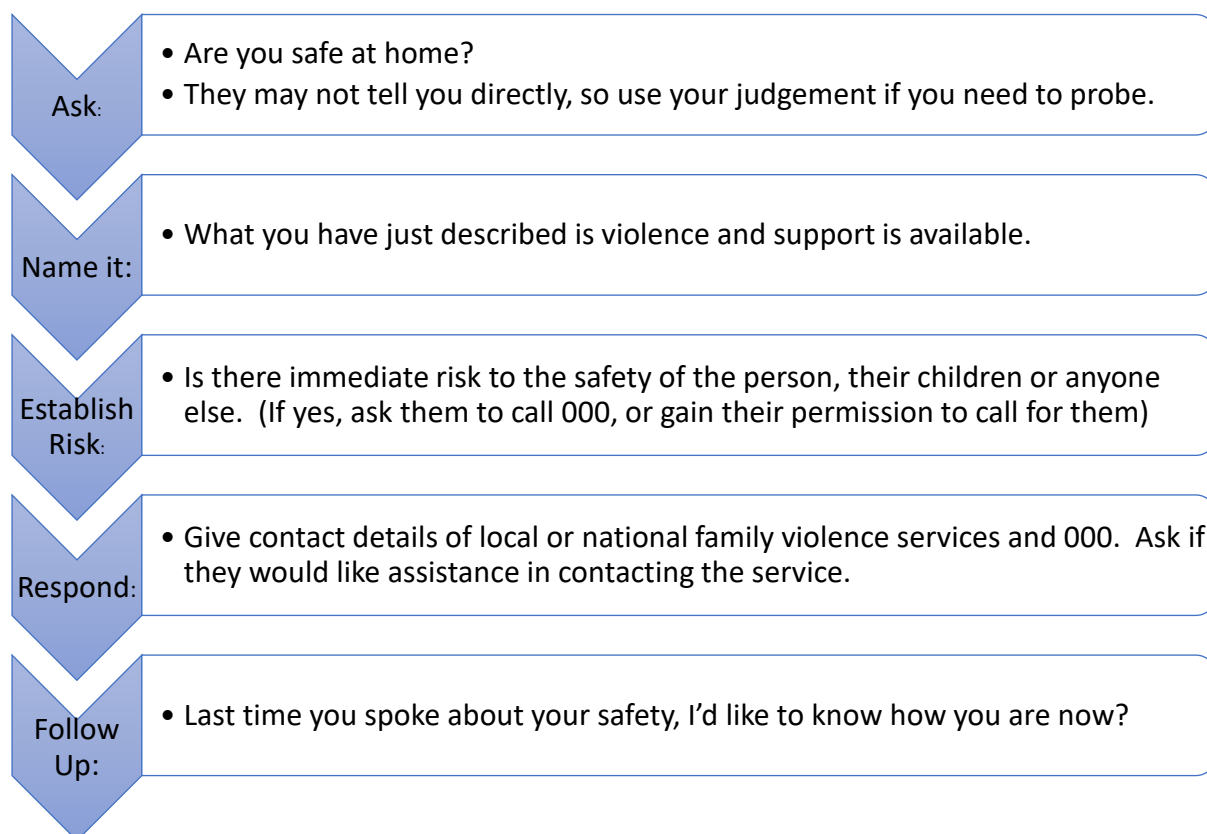
During public health emergencies, such as COVID 19 (Coronavirus), there is likely to be an increase in family violence. Social isolation, economic insecurity, loss of work and independence, increased alcoholism and other contributors exacerbate gender inequality and family violence is likely to be amplified during the pandemic. These factors do not excuse family violence and it is important that The City of Casey has mechanisms in place to support their clients.

These guidelines can equip our frontline workers with a practical resource to make appropriate referrals for their clients who may be at risk or who disclose they are experiencing family violence in the home. These guidelines should be implemented alongside infection control protocol and can be applied via phone or in person.

## Key Messages:

- Social distancing and self-isolation measures can increase the risk of those who are already experiencing family violence, and new incidents are also likely to emerge.
- Disaster is no excuse for Family Violence and support is available.
- Family Violence services are open and available for support and advice for anyone experiencing violence, or who are concerned about their safety and wellbeing.
- Remember family violence is not only physical and sexual. It can be in the form of controlling or threatening behaviour, financial, emotional and spiritual abuse.
- Frontline workers may be the only social contact and trusted source that people can disclose to through the pandemic period.

## You Can Help in Just 6 steps:



For more comprehensive guidance on Responding to Disclosures see Our Watch Resource:  
<https://workplace.ourwatch.org.au/resource/practice-guidance-responding-to-disclosures/>

<b>Family Violence Support Services</b>
Police: Call 000 (if in immediate danger)
1800 RESPECT (24 hours) Australia wide confidential support services, counselling, information and referral for sexual assault, and family violence for everyone. <a href="http://www.1800respect.org.au">www.1800respect.org.au</a> 1800RESPECT (1800 737 732)
Safe Steps: Family Violence Response Centre (24 hours) Safe Steps provides emergency accommodation, counselling and other support services. <a href="http://www.safesteps.org.au/">http://www.safesteps.org.au/</a> 1800 015 188
InTouch: Centre Against Family Violence Service <a href="https://intouch.org.au/">https://intouch.org.au/</a> 1800 755 988
Djirra: Aboriginal and Torres Straight Island Service <a href="https://djirra.org.au">https://djirra.org.au</a> 1800 105 303
Lifeline (24 hours) <a href="http://www.lifeline.org.au">www.lifeline.org.au</a> 13 11 14
Kidsline (24 hours) <a href="http://www.kidshelpline.com.au">www.kidshelpline.com.au</a> 1800 55 1800
MensLine (24 hours) <a href="http://www.mensline.org.au">www.mensline.org.au</a> 1300 789 978
With Respect: LGBTQI Service <a href="https://www.withrespect.org.au">https://www.withrespect.org.au</a> 1800 542 847

**For more information or support please contact:**

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Teresa Thomson, Gender Equality Officer: [Tthomson@casey.vic.gov.au](mailto:Tthomson@casey.vic.gov.au)

\*\* If this work triggers anything for you, please feel free to contact us, discuss with a trusted colleague or manager, contact our Employee Assistance Program or contact the above supports. Extra support is available for staff members experiencing violence, or where you are impacted from working with people who have disclosed.