

## Manager fact sheet: Supporting an Employee Experiencing Domestic and Family Violence



Domestic and family violence can have a significant impact on an employee's safety, wellbeing, attendance, performance and ability to participate fully at work.

Managers are not expected to investigate, counsel or solve the situation. Your role is to recognise potential signs, respond supportively, maintain confidentiality where appropriate, consider workplace safety and connect employees with appropriate support.

A respectful and practical response can help an employee feel supported and empowered, and reduce the risk of further harm.

### What you may notice

Employees experiencing domestic and family violence may not disclose what is happening. However, you may notice changes in behaviour, wellbeing or work patterns.

| You may notice changes in | What this may look like                                                                                  |
|---------------------------|----------------------------------------------------------------------------------------------------------|
| <b>Attendance</b>         | Increased lateness, absences, leaving work unexpectedly or difficulty attending work consistently..      |
| <b>Communication</b>      | Frequent personal calls or messages, appearing distressed after contact with a partner or family member. |
| <b>Concentration</b>      | Difficulty focusing, forgetfulness, reduced confidence or increased mistakes.                            |
| <b>Wellbeing</b>          | Anxiety, fatigue, emotional distress, appearing withdrawn or unusually tense.                            |
| <b>Work Performance</b>   | Reduced productivity, missed deadlines or difficulty managing usual responsibilities.                    |
| <b>Safety Concerns</b>    | Concerns about being monitored, followed, contacted at work or feeling unsafe.                           |

These signs do not automatically mean domestic and family violence is occurring, but they may indicate that a supportive conversation is needed.

## How to Support an Employee

### 1. Check in privately and respectfully

If you are concerned, arrange a private conversation and focus on what you have observed rather than making assumptions.

### 2. Listen without judgement

If an employee chooses to disclose, listen calmly and acknowledge what they have shared.

### 3. Focus on safety

Consider whether there are any immediate workplace safety concerns and follow organisational procedures where required.

### 4. Respect confidentiality

Only share information with those who have a legitimate need to know and in accordance with workplace policies.

### 5. Avoid trying to solve the situation

Employees may not be ready to take action immediately. Focus on providing support and information rather than directing their decisions.

### 6. Encourage professional support

Provide information about EAP, specialist domestic and family violence services, HR and other workplace support pathways.

## How Manager Assistance Can Help

Manager Assist provides confidential guidance from a qualified psychologist to help managers and leaders respond appropriately when domestic and family violence concerns arise.

- prepare for supportive conversations
- respond appropriately to a disclosure
- maintain professional boundaries
- consider workplace safety and support options
- understand confidentiality obligations
- navigate situations involving wellbeing, performance and risk
- determine when additional support or escalation may be required

Manager Assist can also provide guidance on workplace adjustments, safety planning and supporting employees while maintaining privacy and dignity.



Reaching out early makes a real difference.  
Contact **PeopleSense** to book a confidential  
appointment with a qualified psychologist.

In an emergency call 000

1800RESPECT: 1800 737 732 (24/7) – National Domestic Family and Sexual Violence Counselling Service

peoplesense.altius.au  
reception@peoplesense.com.au

AU: 1300 307 912  
NZ: 0800 425 526