



COLLINS FOODS LIMITED

DOMESTIC & FAMILY VIOLENCE LEADER GUIDE

DOMESTIC AND FAMILY VIOLENCE

Collins Foods is committed to the stand against Domestic and Family Violence (DFV). We understand the impact DFV has on our people, our workplace and our community.

At Collins, People are at the Heart, and we are deeply committed to the wellbeing, development, and safety of our people. We are here to support our team whether they are impacted through a relationship or broader family - we will walk alongside our team during this difficult time.

Your role as a manager

We understand this may be difficult for you as a manager and we want to provide useful and effective resources to help you support any of your team members who are impacted.

Collins Foods has a comprehensive policy to support our people who are impacted by DFV, and this guide gives you step by step guidance to ensure a swift and workable response to anyone who is impacted.



What is Domestic and Family Violence?

Domestic and Family Violence means acts of physical violence, control, verbal abuse and intimidation between people who are in a current or previous intimate relationship, are partners, housemates or children.

These acts of Domestic and Family Violence can include physical, sexual, emotional, financial and psychological abuse.

People often think that Domestic and Family Violence is solely physical abuse, but it is far broader. Domestic and Family Violence can occur in a number of different ways. These can include:

- Intimidation
- Emotional abuse
- Using isolation
- Minimising, denying and blaming
- Using children
- Exercising privilege
- Economic abuse
- Coercion and threats

HOW CAN YOU HELP?

Everyone can make a stand against Domestic and Family Violence and be an ally to those who might be impacted. You can make a Positive Impact to our Collins Family by:

As a manager:

- Communicate the Domestic and Family Violence policy and support from Collins Foods to your team and colleagues
- Support individuals who are impacted by Domestic Family Violence with the help of this guide
- Understand the warning signs and how to direct a conversation on Domestic and Family Violence to HR or specialist services
- Provide confidentiality and discretion to team members who are impacted by Domestic and Family Violence
- Provide feedback to the leadership team and HR to report issue with opportunities to improve our Domestic and Family Violence policy

Employees are encouraged to:

- Understand our Domestic and Family Violence guideline and ask questions if something is unclear
- Provide feedback to their line managers or HR if they have suggestions to improve our Domestic and Family Violence support services
- Speak to their manager and/or HR if they are impacted by Domestic and Family Violence and work with them to seek and receive the support they need
- Be an ally and call out jokes and comments about violence and bullying

The HR team can help through:

- Ensuring all elements of our Domestic and Family Violence policy are relevant for our team
- Regular review our Domestic and Family Violence policy to ensure it remains up to date
- Monitoring the use of our Domestic and Family Violence policy to ensure it is accessible and useable
- Providing guidance, support and resources to our managers

HOW TO PROVIDE SUPPORT

If you are a Manager and one of your team members discloses they are impacted by Domestic and Family Violence, please follow the below steps to provide safety and understanding during this challenging time:

1. Find a **private, quiet, safe and confidential location** for the conversation
 2. Ask the person **if they are safe** and assure them they will be supported by Collins Foods. Allow them to tell you their situation in a way they feel comfortable.
 3. **Provide them with the process from here, as outlined in the next steps below:**
- If a team member or colleague discloses to you they are impacted by Domestic and Family Violence, it is important to **ask the person impacted for permission to contact HR as they can provide additional support and undertake a safety assessment.**
 - **Discuss the options that are available** to them in relation to support from Collins (see our Domestic and Family Violence policy). These options include:
 - Up to 15 days paid and 10 days unpaid Domestic and Family Violence leave. This can be used to relocate, attend appointments, or seek support from specialist services.
 - Employee Assistance Program support through [AccessEAP](#)
 - Emergency financial relief
 - You also have the discretion to decide whether any additional unpaid leave is necessary, depending on the circumstances of the employee. Please classify the leave as Family Leave in Riteq (for restaurants) and Preceda (for above store/RSC). Please note: this code needs to be submitted by a Manager or HR.
 - Agree which of these options is most suitable and a timeframe to undertake these options.
 - If the agreed support includes flexible work arrangements or Domestic and Family Violence leave, please arrange to **cover this person's tasks during this time.** Again, please discuss with your HR Representative if you need support with this. Please ensure all enquiries are made confidentially.
 - Ask the person if they need any **medical assistance.** If they do, please support them to arrange a medical appointment.
 - Let the person know you will be checking in with them regularly to **monitor their wellbeing.** Agree the regularity and channel for these check-ins. Please do not refer to domestic violence in emails or texts. Instead, keep messages simple, i.e. "I missed catching up with you at work today, could you please call me when you have a moment?" - do not allude to the fact the team member was not at work.
 - When you call them, **ask "Is now a good time to speak?"** before starting the conversation. Reiterate that the lines of communication are always open each time you speak with them, and ensure they are comfortable with the ongoing check-ins and the method to do so.
 - Ensure all communications about this matter are **confidential between you, the person and HR Representative.**
 - Domestic and Family Violence is a confronting topic. If you are struggling to support someone who is impacted, please contact HR Enquiries for support on 07 3352 0810 or reach out to AccessEAP on phone number: 1800 81 87 28.

DOCUMENTATION

Collins Foods acknowledges that employees affected by Domestic and Family Violence may not be in a position to provide supporting documentation. An employee's access to leave and other support options should not be denied in the absence of supporting documentation.

Any related communications must be conducted in a sensitive and non-judgmental manner. All documentation sighted must be returned to the employee unless the employee requests otherwise.

IF SOMEONE IS USING VIOLENCE

Domestic and Family Violence is a serious issue, and one that Collins is committed to addressing. This includes the need to address employees who may be using violence as well as supporting those who are impacted.

The health and safety of employees is paramount, and therefore it is essential that employees do not put themselves at risk when discussing this matter with someone who may be using violence.

If you suspect that someone is using violence, or they disclose this to you, please contact HR for advice on 07 3352 0810.

FURTHER SUPPORT

For more information and to learn more about support from Collins Foods, please contact HR Enquiries on phone number: 07 3352 0810.

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