

How to respond to disclosures of gender-based violence

This is a guide to help staff and students respond to disclosures of gender-based violence, including sexual assault, sexual harassment and family and domestic violence.

Find an appropriate space

Find a space to start or continue a conversation where the person feels comfortable and you can talk privately without feeling rushed or interrupted.

Establish immediate safety

If the person is in immediate danger or needs urgent medical attention contact emergency services on 000.

ECU Security can be contacted 24 hours a day on (08) 6304 3333.

Listen and reassure

If an individual discloses gender-based violence to you, it usually means that they trust you. It's important that you:

- **Treat them seriously.**
- **Listen** and allow them to talk about the event in their own time.
- **Reassure them** that the incident was not their fault.

Note: your role is not to investigate, nor are you expected to be a counsellor. Your role is to listen and then assist them to access the services they require.

Provide support and disclosure options

As a student or staff member receiving a disclosure, you can offer support to the individual to consider their options for accessing support services and reporting the incident. Support services are available to staff and students regardless of when or where the incident took place. The individual does not need to formally report the incident to access these services.

Support options

Support options for students or staff impacted by gender-based violence may include:

- Flexible work and study arrangements where appropriate
- Housing and transport advice and assistance
- Support to report incidents, both internally and externally
- Physical safety measures, such as security escorts where required.

ECU Support Services

Download the Nowforce app: a direct line to ECU Security and is designed to minimise response time to emergencies. The app can be used anywhere, not just on campus.

Students

- Student Incident and Support Team: studentincidentandsupport@ecu.edu.au
- Out of Hours Crisis Line: Phone 1300 583 032 or text 0488 884 232
- Psychological Counselling Support: (08) 9370 6706

Staff

- **PeopleSense** (our EAP) including Manager Assist Hotline Service: 1300 307 912 or (08) 9388 9000

For further information please refer to ecu.edu.au/harassment

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APPROPRIATE
SPACE**



**ESTABLISH
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**LISTEN AND
REASSURE**



**PROVIDE
SUPPORT
OPTIONS**



**PRACTICE
SELF-CARE**

Community Supports

- Police – 131 444
- **Sexual Assault Resource Centre (SARC)** provides emergency counselling and medical services in metropolitan Perth – (08) 9340 1828 or 1800 199 888 (24/7).
- **1800Respect** provides counselling and support services for people impacted by gender-based violence – 1800 737 732 (24/7).
- **Yorgum** provides counselling for Aboriginal children and adults of all ages who have experienced family violence or sexual abuse – (08) 9218 9477.
- **Waratah** (Bunbury) provides free, specialised and therapeutic intervention, counselling and support services for people who have experienced sexual assault and/or sexual abuse and/or family domestic violence – (08) 9791 2884.

Reporting options

ECU staff and students have a number of reporting options:

- Making an informal report to the WA Police for information without the incident being formally investigated.
- Making a formal report to the WA police so that the incident can be subject to a formal investigation.
- Completing ECU's [Disclose an incident of sexual harassment or sexual assault form](#). This can be completed anonymously or as a formal complaint to ensure all parties receive appropriate support.
- eSafety Commissioner: Australia's independent regulator for online safety. Their services include handling reports of cyberbullying, image-based abuse, and harmful content – visit esafety.gov.au or use their online reporting form at esafety.gov.au/report
- Directly to ECU Security on (08) 6304 2282 (24/7).
- Not to make any report.

Note: The individual who has experienced gender-based violence has the right to not report to the police and should feel supported to make this decision themselves. The individual should not be made to feel responsible for the perpetrator's future actions.

Report the disclosure

If you are an ECU staff member, you are required to document all disclosures of gender-based violence you receive via ECU's [Disclose an incident of sexual harassment or sexual assault form](#). If the student or staff member wishes to remain anonymous, you will need to state this in your report, de-identify their information and respect their stance on all further communication.

Practice self-care

Supporting someone who has experienced gender-based violence can be challenging. It is important to take care of yourself after receiving distressing information. If you are a student you may want to access the [Psychological Counselling Service](#).

If you require support as a staff member, please contact **PeopleSense** (ECU's Employee Assistance Program service) via phone on 1300 307 912 or (08) 9388 9000 or email reception@peoplesense.com.au.

Services & Support – Contact information

If there is an immediate danger or you require emergency assistance, call emergency services on triple zero (000)

Service / Support	Information and contact details
Police	Report sexual assault matters to your local police station or call police on 131 444. The Sexual Assault Squad can be contacted on (08) 9428 1600. To find your nearest police station, visit www.police.wa.gov.au/Contact-Us/Police
Community Services	1800 RESPECT 📞 1800 737 732 ➡ www.1800respect.org.au Sexual Assault Resource Centre (SARC) 📞 (08) 9340 1828 or freecall 1800 199 888 (24/7) ➡ www.kemh.health.wa.gov.au/Our-services/Statewide-Services/SARC Yorgum 📞 (08) 9218 9477 ➡ www.yorgum.org.au Waratah (Bunbury) 📞 (08) 9791 2884 or freecall 1800 017 303. Out of hours help, advice and counselling 1800 737 732 ➡ www.waratah.asn.au Mensline Australia 📞 1300 789 978 ➡ www.mensline.org.au
Reporting sexual assault or sexual harassment	ECU's Disclose an incident of sexual harassment or sexual assault form . This form can be completed anonymously or as a formal complaint to ensure all parties receive appropriate support.
ECU Security	📞 (08) 6304 3333 (24/7) or phone (08) 6304 2282 to disclose incidents of gender-based violence. ✉ securityoperations@ecu.edu.au (general queries)
ECU Out of Hours Crisis Line	The phone support service will operate from 5pm to 9am on weekdays, and 24 hours on weekends, providing students with mental health and well-being support. 📞 1300 583 932 SMS 0488 884 232
Psychological Counselling Support	ECU provides a free, confidential counselling service to all currently enrolled ECU students residing in Australia to address any personal issues that impact on your studies. 📞 (08) 9370 6706 View web page
On-campus medical support	Joondalup Campus 📞 (08) 6304 5618 Mount Lawley Campus 📞 (08) 9370 6814 South West Campus There is no medical centre on the South West campus, but there are medical centres in Bunbury and surrounds. https://intranet.ecu.edu.au/student/support/student-health
PeopleSense – ECU's Employee Assistance Program (EAP)	PeopleSense provides employees and their immediate family members access to free and confidential short-term psychological assistance for either personal or work related issues. A manager advisory service is also available. PeopleSense can provide phone, face-to-face or online support. 📞 1300 307 912 or (08) 9388 9000 ✉ reception@peoplesense.com.au
ECU Policies	Sexual Assault and Sexual Harassment Prevention of Harassment, Bullying, Discrimination and Violence Student Code of Conduct Staff Code of Conduct

For further information please refer to ecu.edu.au/harassment