FAMILY AND DOMESTIC VIOLENCE POLICY

1.0. PURPOSE

The purpose of this policy is to provide a framework to support employees who experience family and domestic violence. Employees who are experiencing, or who are at risk of experiencing, family and domestic violence are encouraged to seek support from the workplace and external support services.

This policy also provides support for managers and colleagues in assisting employees whose work life is affected by family and domestic violence. Support is available both within and outside the workplace for individuals, their managers, and their colleagues.

2.0. SCOPE

The Family and Domestic Violence Policy applies to all Glad Group entities as outlined below:

- Glad Group Pty Ltd | ABN 62 092 928 115
- Glad Security Pty Ltd trading as Glad Group Services | ABN 99 122 097 590
- Glad Maintenance Pty Ltd | ABN 85 127 522 481
- Auxus Pty Ltd | 12 655 147 292
- Australian Protective Services Pty Ltd | 46 610 471 424
- Stratium Global Pty Ltd trading as Unifyd Technology | 55 627 094 366

3.0. POLICY STATEMENT

Glad Group is committed to supporting employees affected by family and domestic violence, ensuring that they are treated with dignity, respect, and confidentiality. This policy aims to raise awareness, promote understanding, and offer practical assistance to employees experiencing family and domestic violence, helping them maintain their wellbeing and continue their work responsibilities. Our goal is to foster a culture of care, respect, and inclusion while ensuring the safety and security of our workforce.

3.1. What is family and domestic violence

Family and domestic violence refers to any violent, threatening, or other abusive behaviour by certain individuals known to an employee that seeks to coerce or control the employee and causes physical, sexual, psychological or emotional harm or fear.

This violence may include (but is not limited to):

- Assault
- Sexual assault or other sexually abusive behaviour
- Stalking
- Threats and coercion
- Repeated derogatory taunts
- Financial abuse such as unreasonably denying financial independence or unreasonably withholding financial support needed to meet reasonable living expenses
- Behaviour by a person that causes a child to hear, witness or otherwise be exposed to the effects of family violence

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- Preventing a person from making or keeping connections with family, friends or culture
- Unlawfully depriving someone of their liberty

The individual known to the employee could be:

- An employee's close relative
- A member of an employee's household, or
- A current or former intimate partner of an employee

A close relative is an employee's:

- Spouse or former spouse
- De facto partner or former de facto partner
- Child
- Parent
- Grandparent
- Grandchild
- Sibling
- A person related to the employee according to Aboriginal or Torres Strait Islander kinship rules

4.0. HANDLING OF SENSITIVE INFORMATION

All employees reporting or disclosing family and domestic violence will be treated with respect and any information about an employee's experience of family and domestic violence is sensitive and confidential.

- Employees and managers must maintain full confidentiality regarding personal information.
- Discussions with managers or with People & Culture will be on a strictly need-to-know basis.
- Any sharing of employee circumstances will only occur with employee consent, unless in circumstances for duty of care or where required by law.

5.0. ROLES AND RESPONSIBILITIES

5.1. Employees

Employees who need to access support are encouraged to contact:

- Their immediate manager.
- Their Human Resources Business Partner (HRBP) within the People & Culture team (E: gladacademy@gladgroup.com.au Ph: 1300 283 233).
- The Employee Assistance Program.
- External support services. A list of services with contact details, including 24-hour support, can be found at the end of this document.

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5.2. Colleagues

Employees experiencing family and domestic violence may choose to disclose their situation to a trusted colleague. Where such information is disclosed, the colleague should provide support to the employee by:

- Listening without judgement and respecting their decisions.
- Maintaining full confidentiality of the information shared.
- Encouraging the employee to seek help from a domestic and family violence support organisation.
- Referring them to this policy, the Employee Assistance Program, or any of the external support services listed.
- If a colleague is concerned about an immediate threat to an employee's safety at work call 000.
- Colleagues who have had information disclosed to them are encouraged to seek support for themselves if needed. Options include the People and Culture Team, the Employee Assistance Program or external support services.

5.3. Managers

Managers are responsible for ensuring employees are aware of this policy, and providing support consistent with this policy, to employees affected by family and domestic violence, if known to the manager. They may also be required to coordinate support with their HRBP.

Where a manager is concerned about the welfare of an employee, they should discuss their concerns with the employee, encouraging them to use the assistance available, and/or consult with the People & Culture Team. If there is an immediate danger of family and domestic violence, call 000.

If a manager needs support because of an employee disclosing family and domestic violence to them, they can also contact the People & Culture Team, the Employee Assistance Program or external support services.

5.4. People & Culture

The People & Culture Team is responsible for providing advice to employees and managers about this policy.

Employees and managers can seek assistance from The People & Culture Team to:

- Coordinating workplace support.
- Liaising with the employee's immediate manager, if consent has been provided.
- Providing information on any other relevant policies.
- Coordinating leave entitlements.

6.0. SUPPORT

Employees experiencing family and domestic violence may require a range of support. Managers, or the People & Culture Team if more appropriate, will discuss available support with employees.

Family and domestic violence may affect an employee's attendance or performance at work. Glad Group recognises the impact it can have on the lives of those who experience it, including their

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capacity to work and financial security and is committed to supporting employees providing a workplace environment that promotes flexibility in times of need.

Support may include:

- Flexible working arrangements: Under the National Employment Standards in the Fair Work Act 2009, employees who have been employed at Glad Group for at least 12 consecutive months and is experiencing family and domestic violence has the right to request flexible work arrangements. These arrangements may include:
    - A change of hours to allow the employee to meet family, medical or legal commitments.
    - Changes to patterns of work such as start and finish times.
    - Changes to work location; or
    - Relocation or reassignment to suitable alternative employment where this can be identified.
- Secure parking and other security measures where possible.
- Change of Glad work phone number and Glad work email address to limit unwanted contact, or screening/blocking calls and emails.
- Flexibility in performance management - family and domestic violence should be acknowledged as a potential mitigating factor if performance has been affected. Managers should:
    - Continue to have conversations with the employee about their job requirements and performance expectations; and/or
- With assistance from the People & Culture team, offer to develop strategies for work to be managed and performance assessed having regard to the employee's circumstances.
- Referral to external support services.
- Access to leave entitlements.

7.0. FAMILY AND DOMESTIC VIOLENCE LEAVE

A flexible and supportive approach will be taken to the management of leave for employees affected by family and domestic violence.

Permanent employees are entitled to family and domestic violence leave at their full rate of pay for the hours they would have worked if they weren't on leave. Casual employees are entitled to their full rate of pay for the hours they were rostered to work in the period they took leave.

Employees are entitled to 10 days of paid Family and Domestic Violence Leave within a 12-month period. Family and Domestic Violence Leave is available in full immediately upon commencing employment with Glad Group. This leave does not accumulate from year to year but renews each year at the yearly work anniversary.

7.1. Reasons for taking family and domestic violence leave

Employees who are affected by family or domestic violence may be granted leave for reasons including:

- Making arrangements for their safety, or the safety of a close relative (including relocation).
- Attending court hearings.
- Accessing police services.
- Attending counselling.
- Attending appointments with medical, financial, or legal professionals.

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The leave doesn't need to be taken all at once. It can be taken as:

- A few hours on a day.
- A single day.
- Separate periods of one or more days.
- A single continuous 10-day period.

Glad Group's Leave Policy includes further information on family and domestic violence leave.

8.0. SUPPORT SERVICES

External family and domestic violence support services are available to both employees and managers, offering valuable information and assistance.

Support service	Description
NSW Domestic Violence Line (NSW) Phone: 1800 65 64 63	Counselling and referrals for women experiencing domestic and family violence. Interpreters are available.
Safesteps (VIC) 24/7 Phone: 1300 015 188 Website: https://www.safesteps.org.au/	Specialist support services for anyone in Victoria who is experiencing or afraid of family violence.
DV Connect Womensline (QLD) 1800 811 811 Website: DVConnect Womensline	Free telephone support to women who are experiencing domestic or family violence. They can help women to obtain safe refuge accommodation, confidential counselling, and referral to other services. (24 hours a day, 7 days a week).
Women's Domestic Violence Helpline (WA) Phone: 1800 007 339	Support for all Western Australians including women, with or without children, who are experiencing family and domestic violence (including referrals to women's refuges). Phone: This helpline is operated by Department of Communities.
Domestic Violence Crisis Centre (ACT) 24/7 Phone: 02 6280 0900 Website: www.dvcs.org.au	Specialist domestic and family violence service providing crisis and long-term support services to help break the cycle of violence.
Employee Assistance Program 24/7 counselling services Phone: 1800 808 374	Available to all Glad Group employees and family members. Access qualified allied health professionals for support.
1800RESPECT, the National Sexual Assault, Family and Domestic Violence Counselling Service 24/7 Phone: 1800 737 732 Website: www.1800RESPECT.org.au	Confidential and interactive online and telephone counselling service, available 24 hours a day, 7 days a week. The service provides support to people who are experiencing or at risk of sexual assault and/or FDIPV, as well as those who have experienced this in the past. It also provides support to the family and friends of people subjected to violence.
Family Violence Law Help Website: www.familyviolencelaw.gov.au	An Australian Government website providing information about domestic and family violence and the law in Australia.
Lifeline 24/7 Phone: 131 114 Website: www.lifeline.org.au	Information on domestic abuse and family violence and 24-hour crisis support and suicide prevention services.
MensLine 24/7 Phone: 1300 789 978 Website: www.mensline.org.au	Support to men with family and relationship concerns, including those who experience FDIPV. The service can

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Support service	Description
	also assist men who have used violence not to reoffend.
LGBTIQ Domestic Violence Interagency (Another Closet) 24/7 Phone: 1800 65 64 63 Website: http://ssdv.acon.org.au/	LGBTIQ Domestic Violence Interagency consisting of a number of non-Government and Government agencies coming together with the aim of creating a collaborative response to the issues surrounding same sex domestic violence.
Relationships Australia Phone: 1300 364 277 Website: www.relationships.org.au	Provider of relationship support services for individuals, families, and communities to achieve positive and respectful relationships.

9.0. LOG OF CHANGE

DATE	AMENDMENTS	AUTHORISED BY	REVISION
May 2025	New Policy	Michelle Pecnik	1

10.0. RELATED POLICICES & PROCEEDURES

- Glad Group Code of Conduct
- Privacy Policy
- Confidentiality Policy
- Leave Policy
- WHS Policy

Authorised by:
Ann Shanahan



Acting Head of People & Culture
Glad Group

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