



Domestic Family Violence Response

Are you WITH THE PERSON

Are they ON THE PHONE

Reception: contact a Pastor/Pastoral Care/ After Hours Pastor. If they are not available, follow next steps.

City Care: Contact your oversight / Ground coordinator, and follow next steps.

Write down the number they are calling from.

Reception/Call Centre: Transfer call to Pastor/Pastoral Care/City Care Oversight/After Hours Pastor (if relevant). Ensure they answer before you hang up. If one of the above doesn't answer follow next steps.

Ask: **WHO IS INVOLVED?** (name, number, current address, children involved?)
WHAT HAPPENED?
WHEN DID IT HAPPEN?

Ask: **ARE YOU IN IMMEDIATE DANGER?**

IMMEDIATE DANGER

NOT IN IMMEDIATE DANGER

IMMEDIATELY CONTACT POLICE 000 & FOLLOW POLICE DIRECTION. If person is unwilling to make call, you call on their behalf.

Discuss an immediate safety plan.

Discuss support services:
1800 RESPECT (1800 737 732)
1800respect.org.au
Daisy & Aurora Apps

Encourage to contact local police / crimestoppers (1800 333 000) & follow police direction.

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Person who attends church: give them church number, offer to pray, and assure them you will call with an hour.

Person from community (e.g. City Care Street Teams/ Shine/Call Centre)

Person who attends church: if after hours, ask them to meet pastor the next day at their campus - organise time.

If child / young person witnesses or is victim of domestic family violence, contact the Safe Church Office and follow procedures and directions provided. safechurch@hillsong.com

IMMEDIATELY contact your Pastor / Oversight / Program Coordinator

Document all details and send to your Pastor / Pastoral Care Oversight / Program Coordinator