

Responding to student disclosures of sexual violence protocol

This information guides CSU staff through the process they are required to follow when responding to a disclosure of sexual violence by a CSU student. Students may be disclosing sexual offence incidents that are current, recent or historic. This protocol involves 6 steps that can be summarised as follows (full details are provided later).

Step	Actions
1. Establish immediate safety	<p>If you or another person are in immediate danger call 000</p> <ul style="list-style-type: none"> then call CSU Security 02 633 86336 then follow the Critical Incident Response Group Procedure
2. Listen	<p>NB: your role is not to investigate, nor are you expected to be a counsellor. Listen to assess how to facilitate access to support needs (step 3)</p> <p>For immediate advice contact</p> <ul style="list-style-type: none"> CSU Hotline 1800 961 991 (business hours) CSU Sexual Assault Resource Group (business hours) – see below National Support Line 1800 572 224
3. Discuss options and facilitate access to service	<p>Counselling</p> <ul style="list-style-type: none"> Urgent CSU Counselling 1800 961 991 (business hours) Non-urgent CSU Counselling 1800 275 278 or Make an appointment National Support Hotline 1800 572 224 (24 hours) <p>Rape Crisis Centres - NSW Rape Crisis Centre 1800 424 017</p> <p>Police - 131 444</p> <p>Medical Assistance – local Accident and Emergency Department</p> <p>Lodge a CSU Complaint - ombudsman@csu.edu.au TEL 02 6933 4259 (see CSU Complaints Policy)</p> <p>Lodge a Misconduct allegation – Head of Campus (see Student General Misconduct Rule)</p>
4. Help them to regain control	<p>You can assist them by listening, trying to understand, providing information about options, and allowing them time and space to decide what to do.</p> <p>Provide them with printed copies of access details for the options discussed in step 3</p>
5. Report the disclosure	<p>You are <u>required to report all incidents affecting student wellbeing</u>, including sexual assault and sexual harassment in the CSU Online Incident and Hazard reporting system. If the student wishes to remain anonymous you will need to state this in your report and respect their stance in all communication.</p> <p>Please note that incident reporting is required even if you are reporting the incident in another way (such as through StarRes/complaint/misconduct etc)</p>
6. Debriefing	<p>Debriefing is important and may be addressed in a confidential way for staff through the Employee Assistance Program 1300 361 008 (24 hours)</p>

**RESPECT.
NOW.
ALWAYS.**



Charles Sturt University develops far-sighted people with a holistic world view who help their communities grow and flourish. Acknowledging the culture and insight of Indigenous Australians, CSU's ethos is clearly described by the Wiradjuri phrase: *'yindyamarra winhanga-nha'*, translated as *'the wisdom of respectfully knowing how to live well in a world worth living in'*.

CSU is committed to preventing, and effectively responding to survivors of sexual assault and sexual harassment for the benefit of our whole community and society. We are continuing work to support a culture of safety and respect, where staff and students can achieve success while feeling comfortable and secure. All CSU staff have access to an online training package on Responding to Disclosures of Sexual Violence through ELMO website and are expected to complete it by the end of 2017.

Enrol in the training at: <https://csu.elmotalent.com.au/learning/course-catalogue>

We are also providing face-to-face training for key student-facing staff, including Student Central, Outreach, Residence Life and student counsellors as well as Human Resources staff. In session 2, 2017 we will also be providing online training for students called Consent Matters.

The University strives to provide a safe, supportive and caring environment free from all forms of unwanted sexual attention. We have established professional development and face to face training to help staff and student leaders respond to disclosures of sexual assault and sexual harassment. CSU has also created a Sexual Assault Resource Group to provide advice to staff who are dealing with a student disclosing sexual assault or harassment.

CSU will actively support students disclosing sexual violence with support and information, and will facilitate access to services that the student chooses to use, such as, counselling, medical, police or legal services. Disclosures may involve incidents that are current, recent or historic, with sexual violence encompassing a range of offences, including:

- **Sexual assault** - is physical assault of a sexual nature. It includes attempted rape, sexual assault with a weapon, indecent assault, penetration by objects and forced sexual activity, not involving penetration, as well as rape
- **Sexual harassment** - is an unwelcome sexual advance, an unwelcome request for sexual favours, or engaging in other unwelcome conduct of a sexual nature which is offensive, humiliating or intimidating (Sex Discrimination Act, 1984).
- **Sexual offence** - is the term used to describe sexual acts which are criminal offences that can be reported to the police, such as sexual assault or rape. This can also be described as an unwanted sexual act. 'Sexual offence' is more widely used if the act is reported to the police
- **Voyeurism** - involves a person observing or recording, for their sexual gratification, another person engaged in a private act. And includes online sexual offences e.g. posting images without consent.
- Staff should use the 6 steps to guide their response to all disclosures.

Our primary concern is to ensure the wellbeing of the student, and in doing this respect their right to be in control of the decisions affecting them and the approach they wish to adopt. Therefore, staff should ensure that they understand their role is not to investigate, but to support the person disclosing a sexual offence and facilitate their decision making with respect to access to services.

Step 1 – Establish immediate safety

If you or another person are in immediate danger call 000 now.

Immediate risks to the student's safety might include an imminent danger from the alleged perpetrator or an immediate medical or physical emergency:

- Call 000 and report the incident to emergency services;
- then call CSU Security 02 6338 6336
- follow the [Critical Incident Response Group Procedure](#)

Step 2 – Listen

Ensure that you are in an appropriately private space to hear their disclosure.

Remain calm and be patient. Do not rush them. When asking questions don't probe them for detail, or interrogate them. The manner of questioning is important as it should not be rushed, but should be attentive, and out of genuine concern. You are there to listen and offer the appropriate support, not take control of the situation. If you are dealing with a disclosure of assault, you may wish to contact a member of the CSU Sexual Assault Resource Group (SARG) for advice if the disclosure is happening during business hours.

CAMPUS	NAME	POSITION of SARG member	EXTENSION	EMAIL
Albury-Wodonga	Geoff Simmons	Student Counsellor	19974	gsimmons@csu.edu.au
Albury-Wodonga	Kurt Neville	ResLife Coordinator	19811	KNeville@csu.edu.au
Albury-Wodonga	Rachel Ayton	Student Liaison Officer	19276	rayton@csu.edu.au
Bathurst	Shaunagh Foy	Student Counsellor	84418	sfoy@csu.edu.au
Bathurst	James Kelly	Manager ResLife	86960	JKelly@csu.edu.au
Bathurst	Justine Booth	ResLife Coordinator	86985	jubooth@csu.edu.au
Bathurst	Isabel Fox	Student Initiatives Coordinator ResLife	86377	ifox@csu.edu.au
Bathurst	Carissa Perkins	Student Equity Officer	84256	CPerkins@csu.edu.au
Dubbo	Cath Smith	Student Liaison Officer	57383	CSmith@csu.edu.au
Dubbo	Tracey Connell	Student Central	57388	TConnell@csu.edu.au
Orange	Melissa Gazzard	Student Counsellor	57123	mgazzard@csu.edu.au
Orange	Terri-Lee Duffy	ResLife Coordinator	57870	TDuffy@csu.edu.au
Orange	Jon Wilby	Manager Access and Wellbeing	57589	jwilby@csu.edu.au
Port Macquarie	Natasha Comarin	Student Counsellor	29418	ncomarin@csu.edu.au
Port Macquarie	Clara Koch	Student Liaison Officer	29358	ckoch@csu.edu.au
Port Macquarie	Ruby Simmons	Student Liaison Officer	29412	rusimmons@csu.edu.au
Wagga Wagga	Coleen Pearce	Health Promotion Officer	32263	copearce@csu.edu.au
Wagga Wagga	Travis Cohalan	Manager ResLife	34983	tcohalan@csu.edu.au
Wagga Wagga	Samantha Gross	Student Initiatives Coordinator ResLife	32423	sgross@csu.edu.au
Wagga Wagga	Siobhan Hillam	Reslife Coordinator	34987	sihillam@csu.edu.au
Wagga Wagga	Katie Murrell-Orgill	Student Counsellor	32379	kmurrell-orgill@csu.edu.au

Wagga Wagga	Adam Warren	Student Counsellor	32013	awarren@csu.edu.au
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When listening to the student and asking questions focus on their physical and emotional wellbeing. Remember your role is not to investigate, nor to be a counsellor. Your role is to provide immediate support and gather sufficient information to facilitate access to necessary services (e.g., police, medical, counselling) and decisions about what action they wish to take (nil, complaint or allege misconduct as outlined in step 3).

Signs the survivor might display include: shock, fear, confusion, feeling numb, not wanting to be touched, feelings of guilt/responsibility, withdrawal, denial or disbelief, agitation, anger, a high level of distress.

It is important that you:

- Believe them – do not display any signs of judgement or disbelief, no matter how disjointed and confused their story may seem.
- Listen intently – don't let anything distract you.
- Do not make decisions for them, rather assist them in gaining control of the situation by providing information about options, and letting them decide what to do.
- **Keep a record**, but avoid writing a lot of notes while with the person; write a more detailed account as soon as you have finished while still fresh in your mind.
- Be very clear about what you are going to do with the record of your conversation – (see step 5 reporting).

Remember that it is important to establish if you are dealing with a critical incident. That is, "a traumatic event, or the threat of such (within or outside Australia) which has the potential to harm life or well-being and causes extreme stress, fear or injury to the person experiencing or witnessing the event. A critical incident may take place either on or off a University Premise".

If you believe that you are dealing with a critical incident, follow the [Critical Incident Response Group Procedure](#)

Step 3 – Discuss options and facilitate access to services

Discuss options and facilitate access to services and actions available to the student. There are a range of options available that students may wish to engage with dependent upon their situation, including:

- Accessing Counselling
- Accessing a Rape Crisis/ Sexual Assault Service
- Informing the Police
- Seeking Medical Assistance
- Lodging a CSU Complaint
- Lodging a Misconduct allegation

These are detailed below with relevant contact details to assist staff.

Accessing counselling

Counselling is available within CSU and from the sexual assault services listed above. In cases of sexual violence these teams provide expert advice with specialists able to assist women, men and the LGBTQ+ community.

- Students can access free confidential counselling services as follows
- Urgent CSU Counselling 1800 961 991 (business hours)
- Non-urgent CSU Counselling: [Make an appointment](#)
- National Support Hotline 1800 572 224 (24 hours)

Give them the information they need to self-refer to the sexual assault referral or investigation centre, or for ongoing support. Ensure they have the information they need to make a choice, and confirm which options they are choosing.

Accessing a rape crisis / sexual assault service

Rape Crisis and Sexual Assault services have expert staff who are able to support students who have experienced sexual offences, and in particular sexual assaults. These services provide “*confidential crisis counselling, forensic medical services and ongoing counselling services to adult and child victims of sexual assault, their non-offending family members and carers*” (see <https://wnswlhd.health.nsw.gov.au/our-services/sexual-assault-services>).

The optimum time for gathering forensic evidence is within seven days of the incident. However, evidence may still exist beyond that time. Students may not be aware that such evidence may be gathered by Rape Crisis centres, Sexual Assault services, and Local Health Services even if they have not or do not wish to involve the police. It is important for students who have been sexually assaulted to be aware that they can seek advice from these services.

Useful contacts

[National Sexual Assault, Family and Domestic Violence Counselling Line](#)-1800 RESPECT (1800 737 732)

AUSTRALIAN CAPITAL TERRITORY

- Mental Health Crisis Assessment and Treatment Team-1800 629 354 or 02 6205 1065
- [Canberra Rape Crisis Centre](#) - 02 6247 8071

NEW SOUTH WALES

- 24 Hour Mental Health Line (directed to local 24 hour services)-1800 011 511
- [NSW Rape Crisis Centre](#)-1800 424 017
- **Albury Sexual Assault Service:** Ph: 6058 1800 and ask for sexual assault worker. After hours contact police or Albury Base Hospital ph: 6058 4444 & ask for sexual assault worker.
- **Bathurst** Adult sexual assault service and counselling. Ph: 6339 5677
- **Dubbo Sexual Assault Services**
- Ph: 6885 8999 or 6885 8632 (24 Hours)
- **Orange Base Hospital** Ph: 6393 3000 24hrs emergency service. Ask for sexual assault worker
- **Port Macquarie Community Health Centre** Ph: (02) 6588 2882 (bh) or (02) 5524 2000 (ah) [Port Macquarie Community Health Centre](#)
- **Wagga Wagga Sexual Assault Service** Ph: (02) 6938 6411
- or **Wagga Wagga Base Hospital** Ph: (02) 6938 6666 ask for sexual assault worker.

NORTHERN TERRITORY

- Northern Territory Crisis Assessment Treatment Team-1800 682 288
- Sexual Assault Services (SARC)-08 8922 6472
- Darwin Crisis Line (Domestic Violence Service)-1800 019 116 or 8952 6048 (Alice Springs)

QUEENSLAND

- Queensland Mental Health Services-13 432 584
- Statewide Sexual Assault Help Line-1800 010 120

SOUTH AUSTRALIA

- Mental Health Assessment and Crisis Intervention Service-13 14 65

TASMANIA

- Mental Health Services Helpline-1800 332 388,
- [Crisis Sexual Assault Support Service](#)-03 6231 1817

VICTORIA

- [Victoria's Mental Health Services Directory \(24 hour services\)](#)-Contact information is broken down by regional area, see webpage for details
- [Sexual Assault Crisis Line \(CASA\)](#)-1800 806 292

WESTERN AUSTRALIA

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- Rural Link (4.30pm-8.30am weekdays and 24 hours weekends)-1800 552 002
- Mental Health Emergency Response Line (MERL)-Metro callers 1300 555 788 or Peel Areas 1800 676 822
- [Sexual Assault Resource Centre](#)-1800 199 888 or 08 9340 1828

Informing the Police

If the student wishes to contact the police call 131 444. Survivors can report over the phone, or the operator will assist by advising where to go to make the report, or arrange for the police to come to them. Alternatively they can find out what happens when you [report to the police](#).

They can also report in person at their local police station.

Albury Police Station – 02 6023 9299
539-543 Olive Street
Albury NSW 2640

Orange Police Station – 02 6363 6399
115-117 Byng Street
Orange NSW 2800.

Bathurst Police Station – 02 6332 8610
139 Rankin Street
Bathurst NSW 2795

Parramatta Police Station – 02 9633 0799
96 Marsden Street
Parramatta NSW 2150

Canberra Police Station – 02 6256 7777
16-18 London Circuit
Canberra City ACT 2601

Port Macquarie Police Station – 02 6583 0159
2 Hay Street
Port Macquarie NSW 2444

Dubbo Police Station – 02 6883 1599
143 Brisbane Street
Dubbo NSW 2830

Wagga Wagga Police Station - 02 6922 2599
217-219 Tarcutta Street
Wagga Wagga NSW 2650

Goulburn Police Station – 02 4824 0799
274 Sloane Street
Goulburn NSW 2580

Wangaratta Police Station – 03 5723 0888
21-33 Handley Street
Wangaratta Vic 3677

Seeking Medical Assistance

The NSW Rape Crisis centre advises [“Medical help after sexual assault may be needed for injury treatment and shock, in relation to screening for sexually transmitted infections \(STIs\) and pregnancy, and for collection of forensic evidence to support a report to Police”](#).

If someone has experienced sexual assault and they are concerned about sexually transmitted infections, they can contact the FPA Health line on 1300 658 886, from 8.30am to 5pm Monday to Friday.

Ensure that the student understands the importance of medical attention in the case of an assault and if it's a recent incident, give them information about preserving forensic evidence. Ideally people who have alleged sexual assault should be seen as soon as possible after a sexual assault to address these health matters.

Lodging a formal complaint

Ensure that the student is aware that they may lodge a formal complaint as detailed in the [CSU Complaints Policy](#). A complaint can be made by the student emailing or calling the University Ombudsman:

Phone: 02 6933 4259

Email: ombudsman@csu.edu.au

The following principles underpin the University's complaint handling processes, whether they are managed through this Policy or through local processes:

1. **Access:** *this Complaints Policy and its associated procedures should be easily accessible, simple to understand and well-publicised to ensure ease of implementation. All members of the University community should understand how to receive and pass on complaints. The complaint will be handled in*

a timely manner, taking into account the complexity and seriousness of the issues raised; to ensure that all parties have access to an appropriate resolution and that opportunities for further concerns to arise are minimised. All members of the University community will be supported in trying to resolve complaints at the lowest level possible (where appropriate) to ensure timely and efficient handling and reduce the potential for unnecessary escalation of concerns. Each local complaints handling process shall abide by the Principles espoused in this overarching Policy.

2. **Natural Justice and Procedural Fairness:** all parties will be afforded natural justice and procedural fairness in the handling of complaints by the University including:
 - ensuring that all parties to a complaint know what to expect during the complaint handling process;
 - carrying out the complaint handling process in a transparent manner, ensuring records are maintained;
 - providing all parties with equal opportunity to participate in the process;
 - treating all parties in a respectful manner; and
 - providing reasons for decisions made.
3. **Equity:** actions and decisions in relation to complaints will be made having regard to the age, culture, disability, language, religion, gender and sexuality of the parties. The University will always endeavour to investigate concerns raised with it, regardless of the manner in which they are expressed, having regard for clause 18 of this Policy. A complainant will not be disadvantaged through lodging a complaint in good faith, regardless of the outcome. Complainants and respondents will be entitled to be assisted by a support person.
4. **Confidentiality and Recording:** the privacy and confidentiality of parties will be respected to the extent practicable and appropriate; with acknowledgment that matters may be subject to production under the [Government Information \(Public Access\) Act](#) or may be subject to subpoena. Accurate records will be kept by each staff member dealing with the complaint, including recording of reasons for all significant decisions; (refer Part F).
5. **Resolution:** where it is within the University's responsibility, and under the appropriate delegated authority, fair and reasonable remedies will be offered where appropriate. There will be regular monitoring, review and reporting of complaints received, and actions taken. The operation of the complaints handling process and findings will be reported to management to improve the University's service delivery and workplace environment. Preventative and corrective action will be taken to eliminate the causes of complaints and to improve the quality of the University's policies and operating environment.
6. **Authority:** individuals involved in handling complaints will have the necessary authority and management support to carry out the process effectively, and will have (where specific skills are required, such as mediation) access to appropriate training and resources to fulfil their role.
7. **Conflict of Interest:** individuals involved in the handling of a complaint, or investigating or adjudicating on a complaint, must not act in any complaint in which they have a conflict of interest.

NB: The Division of Student Services is able to assist students in this process through the Advice team of Student Liaison Officers: advice.slo@csu.edu.au

Lodging an allegation of Student General Misconduct

If the incident involves other students, the person disclosing may also lodge an allegation of Student General Misconduct under the [Student General Misconduct Rule](#).

Submissions should be made in writing to their Head of Campus:

- Albury-Wodonga: hocalburywodonga@csu.edu.au
- Bathurst: hocbathurst@csu.edu.au
- Dubbo: hocdubbo@csu.edu.au
- Orange: hocorange@csu.edu.au
- Port Macquarie: hocportmacquarie@csu.edu.au
- Wagga Wagga: hocwaggawagga@csu.edu.au

NB: The Division of Student Services is able to assist students in this process through the Advice team of Student Liaison Officers advice.slo@csu.edu.au

Step 4 - Help them to regain control

In sexual assault and other forms of violence, survivors have control over their circumstances taken away. Their needs, wellbeing and emotions will have been ignored as the perpetrator took advantage of them. Responding is about supporting them to regain a sense of control.

You can assist them by listening, trying to understand, providing information about options, and allowing them time and space to decide what to do not make decisions for them. Even if the student does not want assistance at this time, provide them with printed copies of the information you have discussed and referral numbers to services.

Step 5 - Report the disclosure

Inform the student that you are required to report **all incidents affecting student wellbeing**, including sexual assault and sexual harassment in the CSU Online [Incident and Hazard reporting system](#).

Seek their permission to provide their name and student identification in this report as this will help the Division of Student Services to contact them regarding ongoing support. It is important to note that some students will not wish to be identified in the report to the University. You must respect their right to privacy. Should this be the case:

- note that the student did not consent to being identified in the Incident Detail box of the online form; and
- state <<Name Withheld>> where the form asks for the name of the injured person.

There are many reasons why a person may wish to remain anonymous. No judgment should be made where a student does not give permission to release their details.

The team monitoring the incident and hazard reporting system will review the report and determine the next steps required.

Your record of the discussion will be an important element in determining next steps. In reporting the disclosure, you will also need to provide advice of the action the students choose to take, including:

- accessing external services;
- accessing internal services;
- the follow up requested, **or not if they wish to remain anonymous**; and
- **their decision to lodge a formal complaint of an allegation of misconduct (see step 3).**

Step 6 – Debriefing

Reflect on how you are feeling and take time out to practise self-care. Debriefing is important and may be addressed in a confidential way

- for students through the CSU Counselling services detailed above
 - Urgent CSU Counselling 1800 961 991 (business hours)
 - Non-urgent CSU Counselling [Make an appointment](#)

for staff through the [Employee Assistance Program](#) **1300 361 008 24 hours a day, 7 days a week**