

HOW TO HELP SOMEONE ON A VIDEO CALL: RECOGNISE THE SIGNS, RESPOND SAFELY AND REFER TO HELP

We know that recent periods of isolation and restrictions have led to a significant increase in danger and risk for those living and working from home. Help stop rising risk of abuse and violence in a pandemic and follow the 3Rs: recognise, respond and refer.

RECOGNISE

The 'Signal for Help'

This is a simple one-handed sign someone can use on a video call. It can help a person silently show that they need help and want someone to check in with them in a safe way.

1. Palm to camera and tuck thumb



2. Trap thumb



RESPOND

What to do if you see the signal

1. Call 000 if there is an immediate danger. UTS Security can offer 24-hour support, call 1800 249 559 or dial 6 from an internal phone.
2. Check in with the person safely. This can mean calling them and asking questions that can be answered with "yes" or "no", which may reduce the risk if someone is listening. For example:
"Would you like me to call 000?"
"Would you like me to notify your parents / siblings / anyone you trust?"
"Should I look for some services that might help and call you back?"
(find some services that you can reach out to)
"Do you want me to reach out to you regularly?"
3. Use another form of communication such as SMS, social media, WhatsApp or email and ask general questions. This may reduce the risk if someone is watching the person's device or accounts. For example:
"How are you?"
"How can I help?"
"How can I support you?"

The Signal for Help was launched by the Canadian Women's Foundation in response to COVID-19, and is now being shared all around the world.

Abusers may be trapping their victims at home and limiting their access to phones or computers, meaning they are unable to report abuse.

Source: eSafety Commissioner Julie Inman Grant

REFER

How to get help

4. Call 000 if there is an immediate danger. UTS Security can offer 24-hour support, call 1800 249 559 or dial 6 from an internal phone.
5. Remember to be ready to help without judgement, and always follow the lead of the person who needs help. Here are some options:
 - 1800RESPECT www.1800respect.org.au
 - Lifeline Counselling Service www.lifeline.org.au
 - Kids Help Line www.kidshelpline.com.au
 - UTS Counselling 9514 1177
 - Employee Assistance Program (via PeopleSense) 1300 307 912

Almost one in 10 Australian women in a relationship have experienced domestic violence during the coronavirus crisis, with two-thirds saying the attacks started or became worse during the pandemic.

Source: Australian Institute of Criminology 2020