

**Domestic/Gender-based violence**

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- Details of your «Perpetrator» including their full name/s and last known addresses, contact details-and any available documentation to support these details.
- Details of your relationship with your «Perpetrator», **including how you met, when your relationship commenced, the date of your marriage and when your relationship ended.**
- Details of the threats or acts of harm by your «Perpetrator», including dates, what was said or done, how it was communicated (for example; in person, telephone, email) as well as any evidence to support your claims.
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- A copy/Copies of the birth certificate/s of your child/ren;
- Evidence of your relationship with your «Perpetrator» such as evidence of joint bank accounts, joint lease agreements, correspondence and photographs;
- Evidence of your communication with your children;
- Evidence of your perpetrator's identity and contact details;
- Evidence of the actual harm and/or threats of harm you experienced in «Receiving Country»;
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- Evidence of having sought assistance or protection from the authorities or non-government support services in «Receiving Country» and/or in Australia;
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**To:** s. 22(1)(a)(ii)  
**Cc:** s. 22(1)(a)(ii)  
**Subject:** URGENT :Removal of "contact" details from DV fragments in hot docs [SEC=OFFICIAL]  
**Date:** Wednesday, 28 May 2025 1:18:39 PM  
**Attachments:** [s56 DV fragments.docx](#)  
[image001.jpg](#)

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## OFFICIAL

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Kind Regards

s. 22(1)(a)(ii)

(she/her)

Assistant Director

Triage Capability & Cohort Analysis Team | Country Information and Decision Support  
Humanitarian Program Operations Branch | Refugee, Humanitarian and Settlement Division  
Immigration Programs

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Mobile: s. 22(1)(a)(ii)

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## Domestic/Gender-based violence

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## FOI Request - FA 25/05/01586

## Questions:

Departmental guidance, policy positions, training materials, internal correspondence within the Department of Home Affairs, working documentation and/or policy directives with respect to:

1. Requesting the contact details of domestic violence perpetrators of visa applicants, with respect to assessing and conducting assessments (including interviews and requests for further information under s 56 of the Migration Act 1958 Cth) in determining protection visa applications;

| PVPG section                                                                            | Description                                                                                                                                                                                                                                                                           | Content                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|-----------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">9.1.7 Deciding applications made by family groups - Schedule 2 criteria</a> | <p>The officer may invite the applicant to provide additional information about the genuineness of a claimed relationship.</p> <p>Generic guidance, not specific to family violence perpetrators, about requesting information under s56 in regard to family groups - Q1 related.</p> | <p>9.1.7. DECIDING APPLICATIONS MADE BY FAMILY GROUPS – SCHEDULE 2 CRITERIA</p> <p>Time of decision criteria</p> <p>If an officer is uncertain about the genuineness of a claimed relationship, they can invite an applicant to provide additional information about their claimed relationship under section <a href="#">56</a> of the Migration Act. After receiving the invitation, the applicant will have a prescribed period to provide further information regarding the relationship (see section <a href="#">58</a> of the Migration Act and regulation <a href="#">2.15</a> in relation to prescribed periods within which further information or comments are to be given in response to an invitation to provide further information).</p> |

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|----------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><u><a href="#">11.1.4 The invitation to attend an interview</a></u></p> | <p><b>The officer may request information from the applicant about their application.</b></p> <p><b>PVPG does not provide guidance on the specific information to be requested.</b></p> <p><b>Generic guidance, not specific to family violence perpetrators, about requesting information under s56 - Q1 related.</b></p> | <p>11.1.4. THE INVITATION TO ATTEND AN INTERVIEW</p> <p>An officer may invite an applicant, under s56 or s57, to attend an interview to discuss their PV application and their protection claims. The letter states that the purpose of the interview is to obtain more information from the applicant about their application. The request to attend an interview could be an invitation to give additional information under subsection 56(2) of the Migration Act, or an invitation to comment on relevant information under subsection 57(2).</p>                                                                                                                |
| <p><u><a href="#">12.4. Seeking further information, s56</a></u></p>       | <p><b>The officer may seek further information if there is doubt about an applicant's claimed membership of a family unit.</b></p> <p><b>Generic guidance, not specific to family violence perpetrators, about requesting information under s56 - Q1 related</b></p>                                                       | <p>12.4. SEEKING FURTHER INFORMATION, S56</p> <p>Under s56(1), an officer may, but is not required to, seek additional relevant information before deciding an application, and any .....</p> <p>V12.4.1. WHEN TO SEEK FURTHER INFORMATION</p> <p>Section 56(2) enables officers to invite applicants to submit further information and provides that they may issue this invitation orally or in writing.</p> <p>Officers are not obliged under s56 to undertake further investigations or invite more information from applicants and may make a decision based on the available information. However, if they are not satisfied with the information provided</p> |

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|-------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | by an applicant, it may be appropriate or necessary to use the provisions in s56 to seek further relevant information.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <a href="#">13.3. PV applications lacking particulars of claims or information about claims</a> | <p><b>Where PV applications lack particulars of claims or information about the claims, the officer must still comply with the procedural fairness requirements.</b></p> <p><b>The officer should consider inviting the applicant to give further information under s56(2).</b></p> <p><b>Generic guidance, not specific to family violence perpetrators, about requesting information under s56 where claim involves a perpetrator of harm but lack of evidence- Q1 related</b></p> | <p>13.3. PV APPLICATIONS LACKING PARTICULARS OF CLAIMS OR INFORMATION ABOUT CLAIMS</p> <p>Applications that lack particulars of claims or information about the claims will usually have one or more of the following features:</p> <ul style="list-style-type: none"> <li>• ...</li> <li>• the applicant claims fear of a particular type of harm (e.g. being killed, being beaten) but does not explain why or provide evidence of that harm or specify the person or organisation that will be the perpetrator of that harm, or</li> <li>• ...</li> </ul> <p>However, a PV application may lack particulars of claims because the applicant faced barriers in expressing their claims. For examples of applicants who may face barriers in making claims and guidance on: assessing claims lacking in details by those applicants, seeking further information relating to the claims, and factors to take into consideration in conducting the assessment, refer to Annexure 6: Gender and Sexual Orientation.</p> <p>Where an application lacks particulars of claims or information about the claims, the officer must still comply with the procedural fairness requirements in <a href="#">Subdivision AB</a> of Division 2 of Part 3 of the Migration Act when they are making a decision. Therefore,</p> |

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|  |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|--|--|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  |  | <p>before deciding whether to grant or refuse to grant a PV to an applicant with such an application, the officer should consider:</p> <ul style="list-style-type: none"> <li>• whether to invite the applicant to give further information under subsection <a href="#">56(2)</a> of the Migration Act, or</li> <li>• whether there is 'relevant information' as defined in subsection <a href="#">57(1)</a> that they are required to provide to the applicant for comment on it under subsection <a href="#">57(2)</a>.</li> </ul> <p>For guidance on <a href="#">s56</a> and <a href="#">s57</a> and the other sections in Subdivision AB of Division 2 of Part 3 of the Act, refer to <a href="#">Part 10 – Further information/comment and procedural fairness requirements</a>.</p> |
|--|--|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

**2. Requesting evidence from third parties (including known or alleged domestic/family violence perpetrators of visa applicants) in assessing and conducting assessments of protection visa applications;**

| PVPG section                                           | Description                                                                                                                                                                                                     | Content                                                                                                                                                                                                                                                                                                                                         |
|--------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">12.4. Seeking further information, s56</a> | <p>The officer may seek further information if there is doubt about an applicant's claimed membership of a family unit.</p> <p>Officers may use the provisions of s56 to seek further relevant information.</p> | <p>12.4. SEEKING FURTHER INFORMATION, S56</p> <p>Under <a href="#">s56(1)</a>, an officer may, but is not required to, seek additional relevant information before deciding an application, and any additional relevant information they obtain must be taken into account in the decision.</p> <p>12.4.1. WHEN TO SEEK FURTHER INFORMATION</p> |

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|                                                               | <p><b>Generic guidance, not specific to family violence perpetrators, about requesting information under s56(1) which is 'any information' - Q2 related.</b></p>                                                                                                                                                                       | <p>Circumstances in which an officer may wish to seek further information or comment from an applicant (orally at interview, by telephone or in writing by submission) include:...</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <p><a href="#">15.2.2. Evidence that may be available</a></p> | <p><b>Evidence may come from independent sources or third person testimony.</b></p> <p><b>Evidence may be obtained from experts by the Department.</b></p> <p><b>Generic guidance, not specific to family violence perpetrators, about requesting information from third parties - independent experts - medical - Q2 related.</b></p> | <p><b>15.2.2. EVIDENCE THAT MAY BE AVAILABLE</b></p> <p>An officer should take care to collect whatever relevant evidence is available before considering the credibility of an applicant's claims. This evidence may come from the applicant or from independent sources.</p> <p>Other forms of evidence from independent or Departmental sources may also be available to officers. These may include: country information about conditions and laws in an applicant's country of origin, or reports from experts such as document examination reports or medical reports.</p> <p><b>Independent/expert evidence</b></p> <p>Independent evidence includes country information confirming the conditions and laws in the applicant's country of origin that are current and relevant to the claims. For further guidance, refer to:</p> <ul style="list-style-type: none"> <li>• section <a href="#">10.1.1 - Country of origin information</a></li> <li>• <a href="#">Use of Country of Origin Information</a> - PI (VM-3245).</li> </ul> |

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|  |  | <p>Evidence may also be provided by experts with necessary qualifications or credentials, such as medical officers or psychologists. Such evidence is generally in the form of written reports and may be submitted by applicants or obtained from experts by the Department. Experts are expected to give objective, unbiased advice in relation to matters within their expertise and state the facts upon which their advice is based. The evidence will generally not be independent if it is just a letter of support for the applicant's claims.</p> <p>Officers:</p> <ul style="list-style-type: none"><li>• are to have due regard to expert reports when they are making findings of fact on an applicant's claims, and</li><li>• should determine relevance and weight to be accorded to the report but should not substitute their own opinions for those of a reliable expert.</li></ul> <p>If an officer does not accept the conclusion or advice of an expert, they need to provide clear reasons and details of the evidence for not accepting that information in the decision record.</p> |
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## 3. Circumstances under which:

(c) Safeguards or safety measures with respect to assessing a protection visa application where the applicant has experienced or is experiencing domestic or family violence.

| PVPG section                                                             | Description                                                                                                                                                                                                                                                                                                                                          | Content                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
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| <a href="#">11.1.3. Considering if an interview would be appropriate</a> | <p><b>Consider if an interview would be appropriate -</b><br/> <b>If there would be a risk to the safety of the applicant, during or after an interview (for example, domestic violence reprisal)</b></p> <p><b>Generic guidance that includes consideration of a person who may be at risk for domestic violence reprisal, - Q3(c) related.</b></p> | <p>11.1.3. CONSIDERING IF AN INTERVIEW WOULD BE APPROPRIATE</p> <p>The officer should also consider if an interview would be appropriate, even if an interview is likely to be the most efficient and effective method of obtaining information from the applicant, in the following circumstances:</p> <ul style="list-style-type: none"> <li>• if the applicant has been a victim of torture and/or trauma and the additional information the officer needs is about medical treatment relevant to the torture or trauma - such as details of the treatment; or</li> <li>• if the applicant is known to have a fear of dealing with authoritative figures due to claimed past negative experiences – such as interrogation possibly combined with torture or detention; or</li> <li>• if the applicant is at risk of self-harm due to or during an interview; or</li> <li>• if there would be a risk to the safety of the applicant, during or after an interview (for example, domestic violence reprisal); or</li> <li>• if there would be a risk to the safety of the interviewing officer; or</li> </ul> |

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|                                                                                     |                                                                                                                                                                                                | <ul style="list-style-type: none"> <li>if there is evidence that the applicant would be incapable of participating in an interview because, for example: <ul style="list-style-type: none"> <li>of physical incapacity due to a medical illness or condition or a disability,</li> <li>of mental incapacity due to a psychological issue, or</li> <li>they are an unaccompanied child, particularly if they are very young.</li> </ul> </li> </ul>                                                                                                                                                                                                                                                                                                                                                                                   |
| <a href="#">11.6. When there is a potential risk of self-harm or harm to others</a> | <b>Guidance to officers on potential risks during interview with a PV applicant.</b><br><br><b>Generic guidance, but safety included in where interview may need to cease - Q3(c) related.</b> | <div>11.6.4. IF THE INTERVIEW CANNOT CONTINUE</div> <p>If the interview is unproductive because the applicant is distressed, it may not be reasonable to continue. The officer should consider terminating the interview and:</p> <ul style="list-style-type: none"> <li>decide whether to schedule another interview at a later date, or</li> <li>send an invitation to the applicant to provide further information in writing, including responses to any remaining interview questions, under <a href="#">s56</a>, or</li> <li>send a letter to the applicant giving them details of any information that is 'relevant information' as defined in subsection <a href="#">57(1)</a> of the Act and inviting them to comment on that information under subsection <a href="#">57(2)</a>.</li> </ul> <div>11.6.5. COUNSELLING</div> |

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|                                                     |                                                                                                                                                                                                                                                                                                                          | <p>Officers should advise applicants who are distressed and may be victims of torture or trauma that counselling is available from support organisations such as:</p> <ul style="list-style-type: none"> <li>• the NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors,</li> <li>• the Victorian Foundation for Survivors of Torture Incorporated, or</li> <li>• equivalent organisations in other states/territories.</li> </ul> <p>However, officers must not give applicants the impression that a finding on their PV application depends on whether they are a victim of torture and trauma and / or whether they seek counselling.</p> |
| <a href="#">25.2 Recognising barriers for women</a> | <p><b>This section highlights the barriers affecting women applying for PV.</b></p> <p><b>The PVPG reminds officers to take appropriate steps in assessing and addressing women's claims and to approach such cases with sensitivity.</b></p> <p><b>Generic guidance that includes consideration of a person who</b></p> | <hr/> <p>25.2 RECOGNISING BARRIERS FOR WOMEN</p> <p>Gender-based claims are claims that are specific to the applicant's gender or gender identity. Gender-based claims can encompass a range of claims and experiences in which gender is a relevant consideration. These may relate to an applicant's assigned sex, gender, sexual orientation and/or gender identity. Gender-related claims may be raised by women or men, although they are more commonly raised by women.</p>                                                                                                                                                                                         |

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|  | <p>may be at risk for family violence, - Q3(c) related.</p> | <p>Most forms of harm or human rights abuses are the same for men and women. However, there are some forms of harm that are used more frequently, or solely, against women. Such harm includes sexual violence, sexual exploitation, family violence, domestic slavery, human trafficking, forced pregnancy, forced abortion, forced sterilisation, forced marriage, 'honour' crimes, female genital mutilation and punishment for transgression of social mores. Due to the personal nature of gender-based claims, it is important that officers approach such cases with sensitivity.</p> <p>Officers should be aware that women may face multiple obstacles when applying for a PV or Humanitarian visa, including any one or more of the following dot points below.</p> <ul style="list-style-type: none"><li>• Social and cultural shame in lodging their applications or putting forward their own claims as it might be considered inappropriate for women to be outspoken or to come forward with information (some female applicant's claims may not be clearly articulated in PV applications due to these factors, or they may not be recorded as raising their own claims for protection).</li><li>• They may not realise that their experiences give rise to claims of persecution or discrimination as their experiences may not be a crime in their country of origin or may be accepted practice within their community or family. Therefore, applicants may not know that an incident is relevant to their claims and fail to disclose it. Officers should consider all information provided in the application or at interview and consider claims that are not</li></ul> |
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|  |  | <p>explicitly raised by the applicant but clearly arise on the material before the decision maker.</p> <ul style="list-style-type: none"><li>• Low literacy; illiteracy or language barriers may prevent some women from being able to clearly and confidently express their experiences, complete forms on their own or obtain information about the application and assessment process.</li><li>• Women may not have the same level of access to information, freedom of movement or financial resources as men to seek asylum and lodge a visa application.</li><li>• In families where the male is head of the household and has responsibility for the family's official dealings, the claims of female family members may not be known, mentioned or given any weight by either the male head of the household or the female family member herself.</li><li>• Women may have difficulties providing information at interview or in response to an invitation in writing where their experiences are too traumatic to describe or difficult to explain, and they may worry about how these experiences will be perceived by an interpreter or officer.</li><li>• Women who have experienced rape or other sexual assault may fear reprisals from other family members for failing to protect their virginity or marital dignity, or for disclosing the claims to a third party. They may be unwilling to disclose information about these experiences or downplay or deny claims that have already been disclosed.</li><li>• The presence of strangers, family or friends, particularly males, combined with fear and mistrust of authority (including the</li></ul> |
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|  |  | <p>interviewing officer), can seriously inhibit an applicant's willingness to divulge their experiences at interview.</p> <p>Due to these barriers, it is important that officers take appropriate steps to ensure women's claims relating to discrimination and persecution are acknowledged as having been heard and are appropriately assessed.</p> <p>An awareness of the conditions affecting women in the applicant's country of origin (and/or countries of transit) and the circumstances which may give rise to persecution, will provide useful context and enable officers to better target their research and investigation of the applicant's claims (including at interview). Relevant areas for research may include (as suggested by the <a href="#">UNHCR Guidelines on the Protection of Refugee Women</a>):</p> <ul style="list-style-type: none"><li>• the position of women before the law, including their standing in court, the right to lay a complaint and give evidence, divorce and custody law, the right to own property, the right to have or refuse an abortion;</li><li>• the political rights of women, including the right to vote, to hold office and to belong to a political party;</li><li>• the social and economic rights of women, including the right to marry the person of her choice, the right to an education, a career, and a job or remunerated activities, the status of a widow or divorcee, freedom of dress;</li><li>• the incidence of reported violence against women, the forms it takes (such as sexual assaults, "honour" killings), protection</li></ul> |
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|                                                 |                                                                                                                                                                                                                                                                                          | <p>available to women and the sanctions or penalties on those who perpetrate the violence; and</p> <ul style="list-style-type: none"> <li>the consequences that a woman may face on return to the country in light of the circumstances described in their claims.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <a href="#">25.5 Preparing for an Interview</a> | <p><b>Guidance to officers in preparing to interview an applicant about sensitive claims including in relation to domestic or family violence.</b></p> <p><b>Generic guidance that includes consideration of a person who has claims involving family violence, - Q3(c) related.</b></p> | <hr/> <p>25.5 PREPARING FOR AN INTERVIEW</p> <p>Given the challenges of interviewing an applicant about sensitive claims, as with all cases, it is important to create a safe and non-judgmental interview environment that allows the applicant to feel secure enough to discuss the details of their claims. An open and reassuring environment will help establish trust and will assist the disclosure of sensitive personal information. An applicant will more likely discuss their claims fully, thereby facilitating a more efficient and comprehensive assessment of the claims by the officer.</p> <p>As with any application, officers should be familiar with the applicant's claims and relevant country of origin information before an interview. This will enable them to question the applicant effectively and identify any gaps in their story or claims that are inconsistent with available country information.</p> <p>If gender-related claims have been included in the application, every effort should be made to ensure the interviewing officer and the interpreter are the same sex as the applicant (or the same gender of which the applicant identifies). Officers should be mindful of cultural and social norms when considering applications by family groups, and should consider whether separate interviews may be required (for example where a female has raised sensitive,</p> |

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|                                                                                                |                                                                                                                                                                                                                                                                                                                   | gender based claims including in relation to domestic or family violence). Under the guidelines in <a href="#">Part 9 - Interviewing</a> , a request for a joint interview can be refused if an officer considers that separate interviews are necessary. The request and the reason for refusal should be documented by the officer.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <a href="#">25.16 Assessing female gender-based claims under the Protection Visa framework</a> | <p><b>Guidance on how to assess female gender-based claims, including claims of domestic or family violence, under the protection visa framework</b></p> <p><b>Guidance related to female gender-based that includes consideration of a person who has claims involving family violence, - Q3(c) related.</b></p> | <p>25.16 ASSESSING FEMALE GENDER-BASED CLAIMS UNDER THE PROTECTION VISA FRAMEWORK</p> <p>Gender is not, in and of itself, a ground for persecution under paragraph <a href="#">5J(1)(a)</a> of the Act. For example, a PV applicant who fears being killed by a violent husband must demonstrate, for the purposes of satisfying the refugee assessment, that she fears being persecuted for reasons of her race, religion, nationality, political opinion or membership of a Particular Social Group (PSG). She must also show that she fears harm of a type commensurate with the definition of 'persecution' and that the authorities in her country of origin cannot or are unwilling to protect her from this harm.</p> <p>A woman may be persecuted in a gender specific manner for reasons unrelated to gender (e.g. raped because of her membership in a political party), she may be persecuted in a non-gender specific manner, but because of her gender (e.g. flogged for refusing to wear a veil), or she may be persecuted in a gender specific manner because of her gender (e.g. subjected to female genital mutilation). This could mean there may be other or multiple paragraph <a href="#">5J(1)(a)</a> reasons, and not just fear of persecution for</p> |

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|  |  | <p>reasons of membership of a PSG. For more information about membership of a PSG based on gender, see <a href="#">Refugee Law Guidelines</a> - PI (LS-1814) – section 6.6 Membership of a PSG - Gender based PSG claims.</p> <p>When considering whether the persecution feared by an applicant involves serious harm (as required by paragraph <a href="#">5J(4)(b)</a> of the Act, officers should be mindful of the considerations concerning serious harm outside of those examples listed in subsection <a href="#">5J(5)</a> of the Act. This includes serious mental harm, and multiple harmful acts which may cumulatively amount to serious harm. For further information see <a href="#">Refugee Law Guidelines</a> - PI (LS-1814) – section <a href="#">3.11 Serious harm</a>.</p> <p>If a woman faces harm for any reason but the State refuses to protect her because of her gender, then it may amount to persecution. Officers should be mindful of this when considering persecution reasons in paragraph <a href="#">5J(1)(a)</a> of the Act.</p> <p>However, the complementary protection framework does not require persecution for one of the reasons prescribed in paragraph <a href="#">5J(1)(a)</a>. Being at real risk of significant harm is sufficient to meet the criteria for the grant of a protection visa under the complementary protection framework set out in paragraph <a href="#">36(2)(aa)</a> of the Act. Therefore, if they find a gender-based claim does not fall within one of the paragraph <a href="#">5J(1)(a)</a> categories, officers should then assess whether the claim</p> |
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|  |  | <p>constitutes 'significant harm' as defined in the complimentary protection framework.</p> <p>Domestic and family violence</p> <p>If an applicant with claims of family violence has separated from the alleged perpetrator (for example their spouse) the family violence would generally be expressed as a form of harm rather than a component of a PSG. For example, the PSG could be characterised as 'separated woman in country [X]' fearing persecution in the form of domestic violence or other harm on the basis of being a separated person in that society. In these cases, consideration of whether a person has faced family violence is not necessary to determine whether the person is a member of such a PSG or if such a PSG exists. The central aspects to these PSG claims are:</p> <ul style="list-style-type: none"><li>• the applicant is separated;</li><li>• a PSG exists, of which the applicant is a member, where the characteristic involves divorced or separated spouses or partners;</li><li>• the characteristic is innate or immutable; or it is so fundamental to their identity or conscience, they should not be forced to renounce it; and</li><li>• there is a real chance of persecution, which may or may not be in the form of family violence, in all areas of the receiving country because the applicant is a member of that PSG.</li></ul> |
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|  |  | <p>Experience of past harm may be an indicator as to whether there is a real chance of persecution in the reasonably foreseeable future. For example, if an applicant claims to fear harm in the form of family violence if returned to the receiving country because the spouse remains there and the spouse or family will seek retribution for the separation, evidence of past violence may reasonably go to establishing the veracity of that claim. Even if incidents of claimed past harm are considered not to be credible or substantiated by evidence, the officer must address the real chance of persecution occurring in the reasonably foreseeable future.</p> <p>The real chance of harm occurring must relate to all areas of the receiving country (see paragraph <a href="#">5J(1)(c)</a> of the Act, and the <a href="#">Refugee Law Guidelines</a> – Chapter <a href="#">3.13 Real chance in all areas of the receiving country - s5J(1)(c)</a>). Furthermore, under subsection <a href="#">5J(2)</a> of the Act, a person does not have a well-founded fear of persecution if effective protection measures are available to the person in the receiving country. ‘Effective protection measures’ are defined in section <a href="#">5LA</a> of the Act. For further information on ‘available effective protection measures’ see the <a href="#">Refugee Law Guidelines</a> – Chapter <a href="#">3.14 Available effective protection measures</a>.</p> <p>Therefore, the adequacy of effective state protection (subsection <a href="#">5J(2)</a>, section <a href="#">5LA</a> and paragraph <a href="#">36(2B)(b)</a> of the Act), and an assessment of whether the State is reluctant to be involved or turns a ‘blind eye’ to the harm are among the key considerations when assessing domestic/family violence related claims as well as</p> |
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|  |  | <p>whether there is a real chance of harm occurring in all areas of the receiving country.</p> <p>For more information about effective state protection in the context of domestic violence, refer to the <a href="#">Refugee Law Guidelines</a> – section <a href="#">3.14.3 Willing to offer protection – s5LA(1)(b)</a>.</p> |
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| <a href="#">Record ADD2017/2431883: Domestic and Family Violence (DFV) resource kit</a> | <b>A resource kit for PV officers available on SharePoint (PODM support – Interview Tools)</b> | <hr/> <a href="#">HUMANITARIAN PROGRAM - INTERVIEW TOOLS</a><br><a href="#">Record ADD2017/2431883: Domestic and Family Violence (DFV) resource kit</a> |
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# Resource kit for PV officers on Domestic and Family Violence (DFV)

## **Family Law Act 1975**

Under the [Family Law Act 1975](#), family violence is defined as violent, threatening or other behaviour by a person that coerces or controls a family member, or causes the family member to be fearful. For a full definition of what behaviours are considered domestic and family violence, see [Domestic and Family Violence Strategy 2016-20](#).

## **Departmental contacts who can provide support and guidance on dealing with DFV issues**

The [Domestic and Family Violence Contact Officer Network](#) has been developed to improve the safety of departmental clients, staff and the Australian community by:

- providing timely information, advice and guidance to staff to assist them in responding practically and appropriately to DFV issues
- ensuring consistency and quality in our responses to incidents of DFV
- increasing awareness of DFV across the Department.

DFV contact officers have specialist training in DFV issues and can provide subject matter expertise, guidance and information about appropriate services. The role of the DFV Contact Officer is not one of counsellor or case officer.

## **Domestic and family violence external support services**

For information on external support services, including state and territory support services, ref to

<https://intranet.bcz.gov.au/myhr/work-health-safety/getting-support-at-work/domestic-family-violence-external-support-services>

## **Family Safety Pack in community languages**

Protection visa applicants who may be at risk of DFV can be given a [Family Safety Pack](#) in their own language. The Family Safety Pack contains information on DFV, sexual assault, forced and early marriage, and family violence and partner visas and have been translated into 46 languages.

## **Self-care**

Assessing applications of victims of DFV can be challenging and emotionally draining on officers. It is important that officers take the time to debrief with a colleague or their supervisor and seek support from the [Employee Assistance Programme](#) (EAP) when needed. When contacting EAP, you should specify that you want the appointment with the dedicated RHVDM counsellor and indicate that you will be participating by telephone.

## **Further information**

For further information see the following sites:

- [Domestic and family violence – assisting our clients.](#)
- [Domestic and family violence and your visa](#)

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## Wireframe Storyboards

Key templates are required before an Articulate Rise 360 course can be built and is maintained by a series of documents referred to as the Wireframe Storyboards.

These documents are prescriptive and exact. They are the source of truth for what should be presented in your eLearning course. All assessments, content and resources will be linked within these documents, and in turn will be implemented into the final build in Rise 360.

The wireframes are to be created by Wisdom Learning and have a direct relationship with the final product via a QA and final approval process with the Department of Home Affairs (the Department) PODM ET project.

## Making updates

There comes a time when the course must be updated. When making changes:

- Update this wireframe storyboard directly.
- Highlight the edited sections in yellow
- If deleting an element, add a comment mentioning the deletion
- Use additional comments to provide context as necessary.

Any and all tracked changes will be wholesale applied to the document. Please ensure you have applied any tracked changes.

## Opening Page

| # | Instruction                                                                                                 | Content                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Wisdom/Client Clarification Questions and Comments |
|---|-------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------|
|   | Heading, Paragraph, Image, Table, Knowledge Check, Interactive, Image names, Video URLs, Useful Information | This is the content will be placed directly into Rise                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                    |
| 1 | Heading                                                                                                     | <b>Domestic, Family and Gender-Based Violence</b><br><br>Module link:<br><a href="#">Domestic, family and gender-based violence   Review 360</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                    |
| 2 | Introduction<br><br>Paragraph<br><br><br><br><br><br><br><br><br><br>Bold paragraph                         | <p>Welcome to the Domestic, Family and Gender-Based Violence eLearning module. The aim of this module is to give you as Protection Obligations Decision Makers (decision makers) the skills and knowledge to correctly and effectively process and decide protection visa (PV) applications that involve domestic, family and gender-based violence considerations.</p> <p>We understand that dealing with these issues can be challenging and recommend that you take breaks whenever required.</p> <p><b>If reviewing this module or assisting applicants in these situations brings up any concerns or feelings for you, please don't hesitate to reach out to your manager, the Employee Assistance Program (EAP) provider or the Department's Domestic and family Violence Support (DFVS) section (<a href="#">Domestic and family violence - assisting our clients</a>).</b></p> <p><b><u>Learning outcomes</u></b></p> <p>At the end of this eLearning module, you will be able to:</p> |                                                    |

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|    |             | <ul style="list-style-type: none"> <li>• practice self-care strategies to be resilient in assessing DFV and GBV applications</li> <li>• explain the definitions of DFV and GBV</li> <li>• prepare for PV interviews with applicants that claim to be affected by DFV and GBV</li> <li>• consider the sorts of evidence normally submitted with DFV and GBV related claims and make credibility assessments and findings of fact</li> <li>• assess PV applications that include DFV and GBV claims</li> <li>• describe country of origin conditions, and cultural and social factors which impact a person's mental health.</li> </ul> <p><i>The module should take you approximately 90 minutes.</i></p> <p><i>Please note this module has an audio component (podcast). Please consider your neighbours and use headphones.</i></p> <p><i>Published: 24/7/2025 - Version 1.0</i></p> |  |
| 3  | New Chapter | Navigating your learning path                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |  |
| 4  | New Chapter | Introduction to DFV and GBV                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |  |
| 5  | New Chapter | Impacts of DFV and GBV on victims                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |  |
| 6  | New Chapter | Interview preparation – research points as a decision maker                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |  |
| 7  | New Chapter | Assessing credibility and findings of fact                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |
| 8  | New Chapter | Future harm and reasonably foreseeable harm                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |  |
| 9  | New Chapter | Supporting Evidence                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |  |
| 10 | New Chapter | Self-care and protecting your mental health                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |  |
| 11 | New Chapter | Wrap up                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |  |

## New Chapter

| # | Instruction<br>Heading, Paragraph,<br>Image, Table, Knowledge<br>Check, Interactive, Image<br>names, Video URLs, Useful<br>Information | Content<br>This is the content that will be placed directly into Rise                                                                                                                                                                                                                                                                                                                                                            | Wisdom/Client Clarification<br>Questions and Comments |
|---|----------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------|
|   | <b>Heading</b>                                                                                                                         | <b>Navigating your learning path</b>                                                                                                                                                                                                                                                                                                                                                                                             |                                                       |
|   | <p>Image</p> <p>Image: Package 2 of 3 of the self-paced learning modules.</p> <p>Paragraph under image</p>                             | <p>You are now in the self-paced section of your learning journey, package 2 of 3 of the self-paced learning modules.<br/>Click on the image to zoom in.</p>                                                                                                                                                                                                                                                                     |                                                       |
|   | Paragraph                                                                                                                              | As a decision maker, you may encounter applications where an applicant is presenting claims of either having experienced, or risks suffering, domestic and family violence (DFV) or gender-based violence (GBV) in their country of origin, as a reason for requiring Australia's protection. You need to act in a considerate, appropriate and informed manner when engaging with these types of protection claims and with the |                                                       |

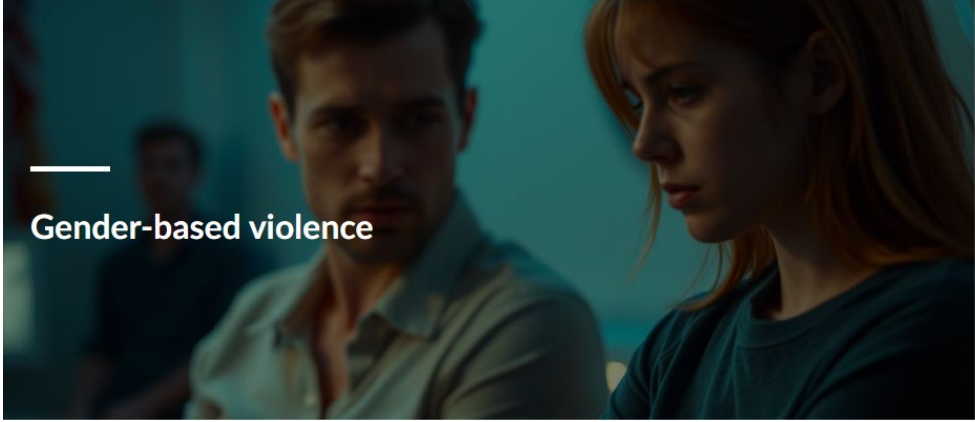
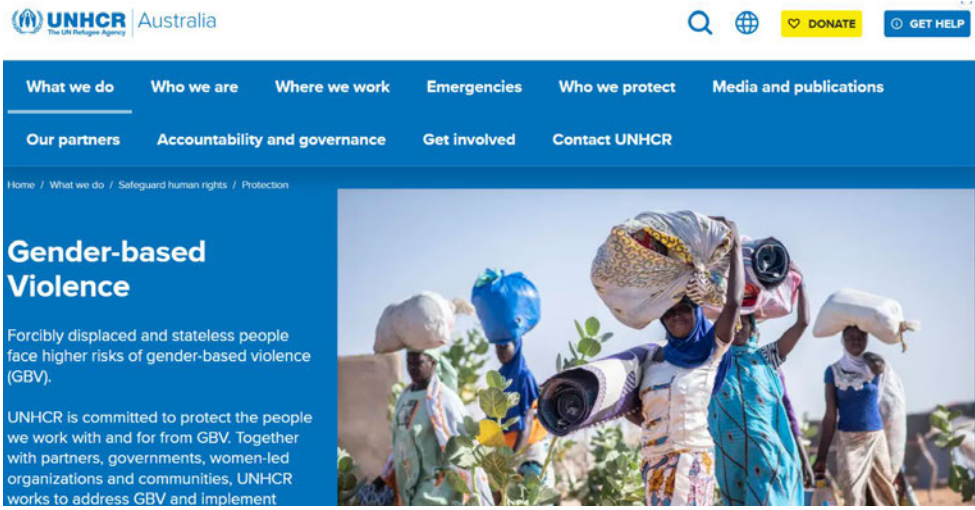
|  |                     |                                                                                                                                                                                                                                                                                                                    |  |
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|  |                     | applicants who present them to you. While doing so, you must also consider the evidence and make assessments regarding the credibility of their claims.                                                                                                                                                            |  |
|  | Image icon and text |  <p><b>Resources</b></p>                                                                                                                                                                                                          |  |
|  | Button function     | <p><b>Type in LEGEND VM-4825: click on search and then select Protection Visa Processing Guidelines and refer to - Annexure 6: Gender and sexual orientation</b></p> <p>Button: Open PVPG&lt;<a href="https://legend.border.gov.au/Pages/Welcome.aspx">https://legend.border.gov.au/Pages/Welcome.aspx</a>&gt;</p> |  |
|  | Continue button     | Continue                                                                                                                                                                                                                                                                                                           |  |

## New Chapter

| # | Instruction                       | Content                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Wisdom/Client Clarification Questions and Comments |
|---|-----------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------|
|   | Heading                           | Introduction to DFV and GBV                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                    |
|   | Text on image                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                    |
|   | Statement D function<br>Bold text | <b><i>Note that the following parts of the module may contain graphic or confronting text and descriptions relating to violence.</i></b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                    |
|   | Paragraph                         | <p>DFV is a term used for violence that occurs within domestic and family relationships. Family relationships are those between family members, including partners (or previous partners), parents, children, siblings and other family members or kinship relationships.</p> <p>Another common term for DFV that occurs within an intimate relationship (for example, marriages, couples who live together and dating relationships) is Intimate Partner Violence.</p> <p>DFV means any violent, threatening or other behaviour by a person that coerces or controls a member of the person's family (the family member) or causes the person in the domestic relationship to be fearful. DFV can take place anywhere, it does not have to take place inside a home or other domestic setting. It is a crime in Australia and is unacceptable under any circumstance.</p> |                                                    |

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|  | Timeline function | <p>DFV can include physical abuse, sexual, economic, psychological, emotional, intimidation, stalking, financial, cyberbullying and spiritual abuse. Spiritual abuse can include the perpetrator using religion or cultural traditions to justify their actions or preventing the victim from practicing their religious or spiritual beliefs.</p> <p>Another form of DFV that may be raised by a visa applicant as part of a protection claim is reproduction coercion abuse. This includes a range of behaviours such as manipulation, pressure, emotional blackmail, trickery, threats and other abuse to control a person's reproductive choices or interfere with their reproductive anatomy.</p> <p>DFV can worsen at any time, including after separation, known as separation abuse or post-separation abuse. Just because a person leaves the relationship due to DFV doesn't mean they will stop experiencing abuse from a perpetrator. Often social circumstances, such as shared parental responsibilities, community connections, and kinship or religious group membership, may lead to the applicant remaining in contact with the perpetrator.</p> <p>See below for a Family Violence definition under Australian law.</p> | <p>Timeline function has a background colour in Rise360. Search for the word paper in Rise library.</p>  |
|  | Image and text    |  <p>Caption: Legislation</p> <p>Section 4AB of the <i>Family Law Act 1975</i></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                             |
|  | Note function     | <p><b>Section 4AB Definition of family violence etc.</b></p> <p>(1) For the purposes of this Act, family violence means violent, threatening or other behaviour by a person that coerces or controls a member of the person's family (the family member) or causes the family member to be fearful.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                             |

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|  |  | <p>(2) Examples of behaviour that may constitute family violence include (but are not limited to):</p> <ul style="list-style-type: none"><li>(a) an assault; or</li><li>(b) a sexual assault or other sexually abusive behaviour; or</li><li>(c) stalking; or</li><li>(d) repeated derogatory taunts; or</li><li>(e) intentionally damaging or destroying property; or</li><li>(f) intentionally causing death or injury to an animal; or</li><li>(g) unreasonably denying the family member the financial autonomy that he or she would otherwise have had; or</li><li>(h) unreasonably withholding financial support needed to meet the reasonable living expenses of the family member, or his or her child, at a time when the family member is entirely or predominantly dependent on the person for financial support; or</li><li>(i) preventing the family member from making or keeping connections with his or her family, friends or culture; or</li><li>(j) unlawfully depriving the family member, or any member of the family member's family, of his or her liberty.</li></ul> |  |
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|  |                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                 |
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|  | Text on image  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                 |
|  | Image and text |  <p>Caption: <a href="https://www.unhcr.org/au/what-we-do/safeguard-human-rights/protection/gender-based-violence">Gender-based Violence   UNHCR Australia website</a></p> <p><a href="https://www.unhcr.org/au/what-we-do/safeguard-human-rights/protection/gender-based-violence">https://www.unhcr.org/au/what-we-do/safeguard-human-rights/protection/gender-based-violence</a></p> <p>Gender-based violence (GBV) is violence committed towards someone for reasons based on their gender, gender expression, gender identity or perceived</p> | <div>Released by Department of Home Affairs<br/>under the Freedom of Information Act 1982</div> |

|    |                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |
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|    |                                               | <p>gender. GBV is a violation of a person's human rights because under treaties such as the International Covenant on Civil and Political Rights (ICCPR) and the Convention on the Elimination of all Forms of Discrimination Against Women (CEDAW), all people have the human right to be free from harm (including all forms of cruel, inhuman or degrading treatment or punishment) and discrimination on the basis of their identified gender. GBV can take many forms, including physical, economic and/or sexual, as well as emotional or psychological abuse.</p> <p>Although women and girls are often the victims of GBV, men and boys can also be the victims of GBV. GBV also causes severe harm to families and communities.</p> |  |
| 11 | Image and text                                |  <p>Caption: Accordion activity</p> <p>GBV occurs in many different forms. Expand each section of the accordion for more information on examples of GBV.<br/>Please note, this is not an exhaustive list of all the types of GBV.</p>                                                                                                                                                                                                                                                                                                                                                                                                                       |  |
| 12 | Accordion function<br>Headings and paragraphs | <p><b>Honour killings</b></p> <p>The United Nations generally describes honour killings as extreme forms of violence overwhelmingly (but not always) against women, where the victim is murdered by family members who believe she has brought dishonour upon the family. These acts are often justified by the perpetrators as a way to restore the family's honour.</p> <p><b>Female Genital Mutilation (FGM)</b></p> <p>The United Nations defines female genital mutilation (FGM) as all procedures involving partial or total removal of the external female genitalia or other injury to the female genital organs for non-medical reasons. FGM is most often carried</p>                                                              |  |

out on young girls between infancy and age 15. It is internationally recognised as a violation of the human rights of girls and women.

**Forced and early marriage**

The United Nations defines forced and early marriage as a marriage in which one or both parties are married without their free and full consent, or before they are legally and/or physically mature. Forced marriage is a human rights violation and a form of gender-based violence. Early marriage, often referred to as child marriage, typically involves girls under the age of 18 and can have severe consequences for their health, education, and overall wellbeing. Women also experience abuse in temporary marriages known as Nikah Mut'ah or Sigheh, as practiced in Shi'a Islam.

**Forced family planning, abortion and sterilisation**

The United Nations defines forced family planning, abortion, and sterilisation as practices that violate fundamental human rights principles of autonomy and dignity. These practices involve coercing or forcing individuals to undergo family planning measures, abortions or sterilisation procedures without their free and informed consent.

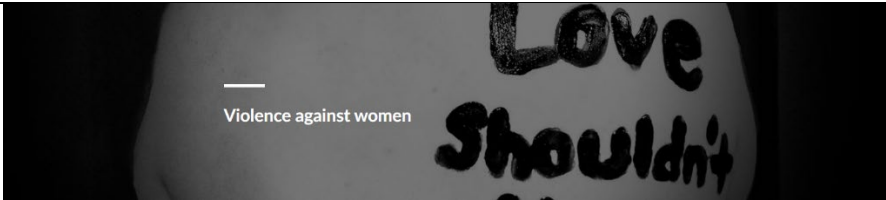
**Trafficking into sexual servitude**

The United Nations defines trafficking into sexual servitude as a form of human trafficking where individuals are recruited, transported, transferred, harboured, or received through force, fraud, or coercion for the purpose of sexual exploitation. This includes forced prostitution, sexual slavery and other forms of commercial sexual exploitation.

**Sexual violence, rape and exploitation**

The United Nations defines **sexual violence** as any sexual act, attempt to obtain a sexual act, or other act directed against a person's sexuality using coercion, by any person regardless of their relationship to the victim, in any setting.

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|  |                 | <p><b>Rape</b> is a form of sexual violence and is defined as physically forced or otherwise coerced penetration, even if slight, of the vulva or anus, using a penis, other body parts, or an object.</p> <p><b>Sexual exploitation</b> refers to any actual or attempted abuse of a position of vulnerability, differential power, or trust for sexual purposes, including profiting monetarily, socially, or politically from the sexual exploitation of another.</p> <p><b>Child prostitution</b></p> <p>The United Nations defines child prostitution as 'the act of engaging or offering the services of a child to perform sexual acts for money or other consideration with that person or any other person'.</p> |  |
|  | Image and text  |  <p>Caption: Online resource</p> <p>For further information regarding GBV and considerations relating to the assessment of protection obligations, please refer to the Gender and sexual orientation annexure in the PVPG.</p>                                                                                                                                                                                                                                                                                                                                                                                                           |  |
|  | Button function | <p><b>Type in LEGEND VM-4825; click on search and then select Protection Visa Processing Guidelines and refer to -</b></p> <p>Annexure 6: Gender and sexual orientation</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |  |
|  | Link            | Open PVPG << <a href="https://legend.border.gov.au/Pages/Welcome.aspx">https://legend.border.gov.au/Pages/Welcome.aspx</a> >>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  |
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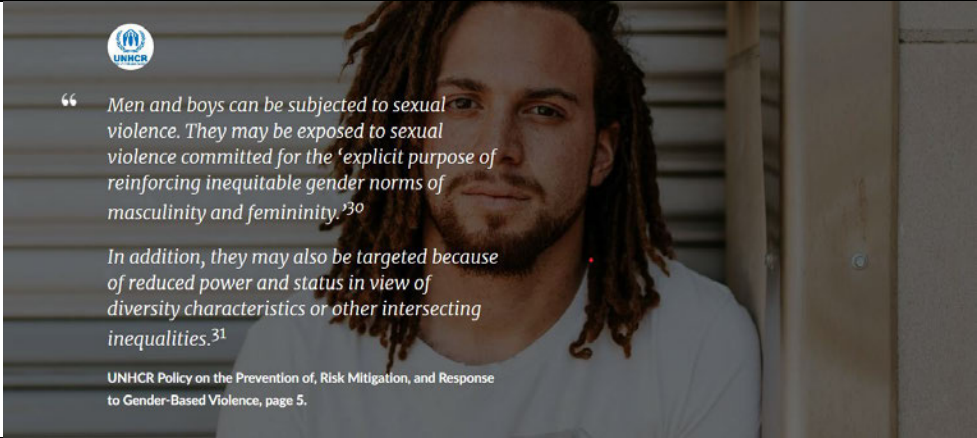
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|  | Text on image  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                |
|  | Paragraph      | DFV and GBV have been widely reported on in recent years, both in Australia and around the world.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                |
|  | Image and text |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | PODCAST to be removed at some point out of course to shorten lesson completion for participants. Maybe uploaded to SharePoint. |
|  | Podcast        | Image caption: Deep dive: Episode from 15 February 2023 (Duration: 30 min)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                |
|  | Paragraphs     | <p>ABC Podcast: Papua New Guinea women are facing an epidemic of violence. Is it time for men to fix the problem?</p> <p>This ABC Pacific report on DFV violence in Papua New Guinea includes DFV victims sharing stories of their experience. Please note that the podcast is 30 minutes long and contains content relating to DFV that some listeners may find distressing. You may find this podcast helpful in providing context.</p> <p>'In the Pacific, almost two-thirds of women and girls experience violence at the hand of a family member or intimate partner. In Papua New Guinea, the statistics are even more grim, with a woman beaten every 30 seconds.'</p> |                                                                                                                                |

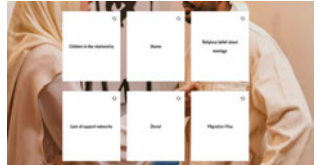
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| Image and text         |  |  <p>Caption: Listening activity</p> <p>SISTAS LET'S TALK</p> <p>PNG women are facing an epidemic of violence. Is it time for men to fix the problem?</p> <p>Click here&lt;&lt;<a href="https://www.abc.net.au/pacific/programs/sistas-lets-talk/sistas,-lets-talk/101953978">https://www.abc.net.au/pacific/programs/sistas-lets-talk/sistas,-lets-talk/101953978</a>&gt;&gt; to listen</p> <p>Aired 15 February 2023. Duration 30 minutes.</p>                                                                                                                                                                                                                                                                                                                                  |  |
| Podcast - Link         |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |  |
| Note function          |  | <p>Whilst the podcast is focused on violence against women, DFV also occurs against men and many of the considerations below are also applicable to men.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |  |
| Paragraph with heading |  | <p><b>Considerations for a decision maker</b></p> <p>When assigned a PV application that includes DFV/GBV claims, you should consider:</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |
| Bulleted list          |  | <ul style="list-style-type: none"> <li>• Does the application need to be administratively split from that of other applicants listed in the application? <ul style="list-style-type: none"> <li>○ If the visa applicant has stated that they have been the victim of DFV or GBV in Australia but their PV application is still combined with the perpetrator, it may need to be administratively split by the National Allocations and Finalisations section (NAFS) to be processed separately. This will most often be done prior to allocation of the application.</li> <li>○ Where a PV applicant has been the victim of DFV or GBV in Australia, and the perpetrator is another applicant listed in the visa application, it may contribute to the victim deciding not to leave their abusive partner. In such circumstances where the</li> </ul> </li> </ul> |  |

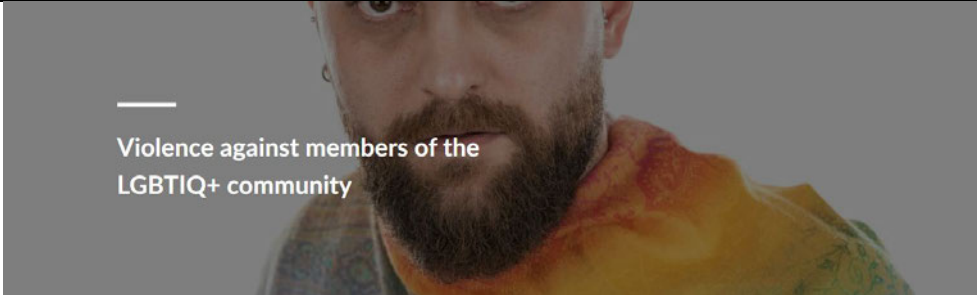
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|  |                | <p>Department is continuing to process the PV application with both visa applicants, you might need to consider getting advice from your supervisor on how to manage aspects of the application – such as the sending of separate notification letters and flagging the need for this in Client of Interest notes in ICSE – to progress the processing of the application without jeopardising the safety of the victim.</p> <ul style="list-style-type: none"> <li>• Are there other privacy and communication issues that need to consider? <ul style="list-style-type: none"> <li>○ If the applicant has used communications methods shared with the perpetrator, you will need to attempt to establish separate ways to communicate with the applicant. A person subjected to coercive control may not be able to freely access and respond to communication. This will most often be done prior to allocation of the application.</li> <li>○ Vulnerable persons, including people who have experienced DFV/GBV, may have limitations on their ability to engage in processes that concern them. Particularly in relation to applicants who have experienced DFV, it is possible that the perpetrator of the DFV previously acted on their behalf in all matters, including during interactions with government departments. Limitations in education and English language ability, as well as past experiences of trauma may see the need for us to adapt our approach to communication, including through deciding upon the most appropriate modality of communication, and the language and tone that we use.</li> </ul> </li> </ul> |  |
|  | Image and text |  <p>Caption: Online resource</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |  |

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|                         |  | There are many myths surrounding DFV and GBV. Click on this link for more information.                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                       |
| Button function         |  | Safe and Equal                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                       |
| Heading                 |  | Understanding family violence                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                       |
| Link                    |  | Open website << <a href="https://safeandequal.org.au/understanding-family-violence/myths/&gt;&gt;">https://safeandequal.org.au/understanding-family-violence/myths/&gt;&gt;</a>                                                                                                                                                                                                                                                                                                           |                                                                                       |
| Text on image           |  |                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                       |
| Image and text          |  |  <p>Caption: Activity tabs</p> <p>Click on the tabs below to learn more about cultural influences on violence.</p>                                                                                                                                                                                                                                                                                       |                                                                                       |
| Activity tab's function |  | <b>Leaving Abusive Relationships</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Tab function has a background image, search the word paper 5 Rise360 library.         |
| Headings/paragraphs     |  | <p>The feasibility for a person to leave an abusive relationship may vary between different societies and cultures.</p> <p>Factors like lack of economic opportunities and the stigma attached to divorced, separated, single, or unmarried women, as well as single mothers, plays a role.</p> <p><b>Extended Family Influences</b></p> <p>While marriage in some cultures may be seen as a union of two individuals, in other cultures it can be viewed as a union of two families.</p> |  |

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|  |                          | <p>In some cultures, the role of parents-in-law in a marriage is significant. Parents-in-law can have an authoritative role, which can contribute to DFV. Once married, a woman may be considered as belonging to her husband's family.</p> <p><b>Marriage</b></p> <p>Violence in marriage is influenced by cultural, social, and economic norms that emphasise gender roles. Attitudes towards gender roles, relationships and family dynamics can affect how DFV is perceived and tolerated.</p> <p>For example, some cultures expect women to submit to their husbands and fathers, stay in violent relationships, and avoid bringing shame to themselves and their families.</p> <p>The authorities in particular countries may turn a blind eye to DFV that occurs in the context of a marriage, viewing it as a private matter. The actions of these authorities may even include returning married women back to their husband who is the perpetrator of the DFV.</p> |  |
|  | Complete button function | <b>Complete the content above before moving on.</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |  |
|  | Image on text            |  <p>Violence against men</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |
|  | Paragraph                | <p>While women make up a high proportion of the overall victims of DFV and GBV, men and boys can also experience violence and abuse in relationships. There are no limits on the age or social status of the male person; it can include husbands, sons, fathers, grandfathers, uncles, brothers, nephews, friends, neighbours and colleagues. Commonly, the perpetrator can be a wife, girlfriend or partner, but can also include children, parents, siblings and carers of all genders. Men usually do not report abuse due to shame, embarrassment and doubt that others would believe them.</p>                                                                                                                                                                                                                                                                                                                                                                         |  |

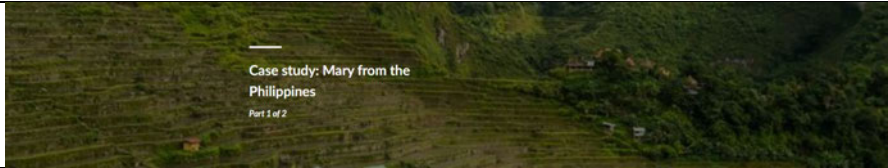
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|  | Quote on image |  <p>“ Men and boys can be subjected to sexual violence. They may be exposed to sexual violence committed for the ‘explicit purpose of reinforcing inequitable gender norms of masculinity and femininity.’<sup>30</sup></p> <p>In addition, they may also be targeted because of reduced power and status in view of diversity characteristics or other intersecting inequalities.<sup>31</sup></p> <p>UNHCR Policy on the Prevention of, Risk Mitigation, and Response to Gender-Based Violence, page 5.</p>                                                                                                                                                                                                                                                                                        |  |
|  | Paragraph      | <p>Violence and abuse towards men can also include throwing things, biting, spitting, destroying belongings, or hurting a pet. The abuser might also control the person's finances, act possessive and jealous, accuse them of having an affair, and humiliate them in front of family and friends.</p> <p>As a consequence of these actions a person may experience negative feelings which may result in negative impacts such as sleep disturbances or loss of focus on tasks at work.</p>                                                                                                                                                                                                                                                                                                                                                                                          |  |
|  | Paragraph      | <p>Persons in abusive relationships may find it difficult to leave for a variety of reasons, such as:</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |
|  | Bulleted list  | <ul style="list-style-type: none"> <li>• when the perpetrator believes they are losing control over an individual, they may increase or intensify their violence</li> <li>• an individual experiencing abuse might hesitate to call the police for help due to feelings of shame, fear of retaliation from the perpetrator, distrust of law enforcement, or concerns about financial instability or their visa status</li> <li>• cultural or familial pressure, including stigma relating to single people and/or people from a failed marriage</li> <li>• DFV survivors often stay in abusive relationships to protect their children and the relationship their children have with their parents</li> <li>• it can also be difficult for DFV survivors to leave if they don't have the financial resources, particularly if the perpetrator is controlling their finances</li> </ul> |  |

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|                                               |  | <ul style="list-style-type: none"> <li>having limited English proficiency and not being aware of the support services available.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                             |
| Note function<br>Bold paragraph               |  | <b>Context is important when conducting your assessments. Other countries will have customs, traditions, legal frameworks etc. that differ from Australia. Recall what you learned in your Legal Framework training about s36 of the <i>Migration Act</i> and, consider how that applies when assessing PV applications that include DFV/GBV claims.</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                             |
| Paragraph                                     |  | Here are some reasons why people might remain in abusive and violent relationships:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                             |
| Flashcard function<br>Headings and paragraphs |  | <p><b>Children in the relationship</b> – Custody issues can be a major concern, with the person believing they may never see their children again or the perpetrator may harm their children.</p> <p><b>Shame</b> – The person may feel overwhelming shame that they have been overpowered by a woman and have not fulfilled their gender-based role of being the ‘protector and provider for the family’.</p> <p><b>Religious belief about marriage</b> – The person may feel committed to the vow they made during a religious ceremony.</p> <p><b>Lack of support networks</b> – The person may feel that the police, other support services, family and friends could doubt their claims of abuse and violence.</p> <p><b>Denial</b> – The person may feel that the perpetrator will change their abusive behaviour towards them and likely believe the perpetrator's false promise.</p> <p><b>Migration/Visa</b> – The person may fear they will be removed from the country and lose access to their children, job or friends.</p> | <p>X6 Flashcards, image background.</p>  |
| Continue button                               |  | <b>Continue</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                             |

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|  | Text on image |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |
|  | Paragraph     | <p>As a reminder, the term LGBTIQ+ is an abbreviation that represents a range of gender and sexual orientations that people might identify as, including lesbian, gay, bisexual, transgender, intersex, queer, asexual, or otherwise diverse in gender, sexual orientation, or sex characteristics. These particular characteristics and orientations may mean that persons who share (or are perceived as sharing) them meet the definition of ‘a particular social group’ in the Migration Act.</p> <p>In the context of assessing protection claims made by visa applicants identifying as LGBTIQ+, the social and cultural norms in their receiving country could increase the likelihood or risk of them experiencing unique and targeted forms of violence and discrimination.</p> |  |
|  | Paragraph     | When assessing protection claims based on a visa applicant stating they have suffered DFV or GBV, you should take into account some of the following considerations as they will help you to determine how to approach the applicant and ensure your management of the case does not escalate:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |  |
|  | Bulleted list | <p>Consider what the applicant is claiming.</p> <ul style="list-style-type: none"> <li>○ What happened to them in the past? Who did this to them?</li> <li>○ What is their family composition? Where are their family members? Are they in contact with them?</li> <li>○ Do declared attributes in their application form including education, employment and travel history help give a picture of the applicant’s vulnerability?</li> <li>○ What do they fear will happen to them in the future? Who do they fear will do this?</li> <li>○ Is there anything that calls into question the plausibility of what the applicant claims to fear?</li> </ul>                                                                                                                                |  |

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|  | <ul style="list-style-type: none"> <li>○ Would the type of harm the applicant claims to fear meet the threshold of constituting serious harm or the definition of significant harm? Why or why not?</li> <li>○ If there are gaps in the narrative or details put forward, are there plausible reasons for explaining this? Does this need to be explored further?</li> <li>• Consider the supporting evidence (or lack of supporting evidence) provided. <ul style="list-style-type: none"> <li>○ Do the documents provided support the applicant's claims, such as supporting the existence of their relationship with the alleged perpetrator?</li> <li>○ Given that DFV and GBV involves a person's direct, personal and lived experiences, is it likely that they would have any documentation to support their claims? If so, what might this be?</li> <li>○ Considering the applicant's circumstances and vulnerability, is it reasonable to expect them to provide further supporting evidence?</li> <li>○ Would the applicant's claimed experiences of DFV/GBV mean that it is unlikely they would have been in a position to seek the assistance of authorities or other people/organisations?</li> </ul> </li> <li>• Have a look at the country of origin information (COI) relating to the applicant's receiving country. <ul style="list-style-type: none"> <li>○ How do the authorities reportedly respond to complaints of DFV or GBV?</li> <li>○ What are societal attitudes towards DFV/GBV in the applicant's receiving country?</li> <li>○ Do the applicant's claims align with the country information?</li> </ul> </li> <li>• Consider the future risk of serious or significant harm. <ul style="list-style-type: none"> <li>○ What does the information in front of you tell you about the future risk of harm that the applicant might face if they were removed to their receiving country?</li> <li>○ If you only have information about past events, what information might you need to understand the applicant's future risk of facing DFV or GBV in their receiving country?</li> <li>○ If the applicant has a combined PV application with the perpetrator what is the likelihood of the violence taking place</li> </ul> </li> </ul> |  |
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|    |               | <p>between the victim and perpetrator into the future, if both applicants were to be refused protection and returned home?</p> <ul style="list-style-type: none"> <li>○ If there is a risk of violence continuing to take place, what would likely response from authorities in the home country and would the victim be able to receive protection or to relocate to another part of the country to secure their safety?</li> <li>● Is further information/comment required? <ul style="list-style-type: none"> <li>○ Considering the applicant's circumstances and vulnerability, what information should you seek to assist your assessment? What would be the most appropriate way to get that information to you – in writing or at an interview? Is there anything you need to consider in the way you communicate with the applicant?</li> <li>○ Is there information or evidence in front of you that seems unclear or confusing when considered against the applicant's claims? Do you need the applicant to clarify or explain the issue?</li> <li>○ Is there any relevant information that needs to be put to the applicant for comment under s57 of the Migration Act? What would be the most appropriate way to do this which minimises risk of re-traumatising the applicant?</li> </ul> </li> </ul> |  |
| 46 | Paragraph     | For applicants claiming GBV, depending on the claims raised you might need to consider the following when considering whether they would face a real chance of serious harm or a real risk of significant harm in their receiving country:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |  |
| 47 | Bulleted list | <ul style="list-style-type: none"> <li>● any characteristics or attributes relating to the applicant that could impact on their vulnerability and ability to receive protection from acts of GBV in their home country</li> <li>● any prevalence of the practice of human trafficking which might exist in the applicant's country of origin and if that human trafficking might be targeted to people identifying as certain genders</li> <li>● the prevalence of modern slavery including circumstances involving the applicant being pushed into forced labour or forced marriage</li> <li>● the prevalence of female genital mutilation / cutting</li> <li>● the prevalence of dowry abuse in the receiving country</li> <li>● dependent children and access to childcare, education, health services.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |

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| 48 | Image and text |  <p>Caption: Online resource</p> <p>Visit the following link for guidance on safeguarding children when conducting your assessment.</p>                                                                                                                                                                                                                                                                                       |  |
| 49 | Button         | <p>Safeguarding children</p> <p>Open policy &lt;&lt; <a href="https://intranet.bcz.gov.au/border-ops/policy/child-safeguarding">https://intranet.bcz.gov.au/border-ops/policy/child-safeguarding</a>&gt;&gt;</p>                                                                                                                                                                                                                                                                                               |  |
| 50 | Continue block |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  |
| 51 | Text on image  |                                                                                                                                                                                                                                                                                                                                                                                                                              |  |
| 52 | Image and text |  <p>Caption: Tabs activity</p> <p>We have developed a case study around Mary, an applicant from the Philippines, to help us explore how DFV and GBV claims are assessed in the PV assessment. We will consider the case study in two parts. Click on the 3 tabs below for further information.</p> <p>Please note, this case study is illustrative only and must not be relied upon when assessing any real application.</p> |  |

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| 53 | Tabs activity | <p><b>Background:</b></p> <p>Mary is a female applicant from the Philippines. She arrived in Australia on a Visitor visa in April 2019 with her ex-husband, who is also a citizen of the Philippines. Mary has one child. She was married to her ex-husband in 2017 in the Philippines and they divorced in Australia in 2022.</p> <p><b>Protection claims:</b></p> <p>Mary claims that throughout the course of her marriage she was subjected to domestic violence in the form of physical and psychological violence. She claims that this occurred in the Philippines and more recently in Australia.</p> <p>She claims that her ex-husband's family also perpetrated violence towards the applicant during her time in the Philippines.</p> <p>Her ex-husband is subject to a family violence intervention order protecting both herself and their child in Australia.</p> <p>The applicant claims that if she returns to the Philippines, her ex-husband will follow her there and will subject her to further physical and psychological violence.</p> <p>She also claims that she will experience physical and psychological harm from her ex-husband's family members if she returns to the Philippines.</p> <p>She claims that she is unable to obtain protection from the Philippines authorities as her ex-husband's family is influential in the Philippines, and that she cannot relocate within the Philippines to avoid the harm.</p> <p><b>Supporting evidence:</b></p> <p>Birth certificate for the applicant's child</p> <p>Marriage certificate</p> |  |
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|    |                | <p>Family Violence Interim Intervention Order</p> <p>Child protection document</p> <p>Victorian Police letter</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |
| 54 | Subheading     | <b>Refugee Law Guidelines 3.10.5 <i>Who is the persecutor?</i></b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |  |
| 55 | Image and text |  <p>When examining persecution claims, it is important to consider whether the persecutor is the State or a non-state agent. This will be important in assessing whether the definition of persecution under s5J(4) of the Migration Act is met. As discussed in 3.10.4 Laws of general application in the Refugee Law Guidelines, if the State is directly involved in persecution, the evidence to support (or counter) such a claim may be easier to find than if the persecutor is a non-state agent. Decision makers will need to consider whether the actions of the State are a result of a law of general application or, if not, whether the discriminatory law is for a legitimate State objective and is appropriately adapted to meet that objective.</p> <p>If the persecutor is <i>not</i> the State, the decision maker will need to consider a range of other factors. This is because a fear of persecution is one ‘... that is official, or officially tolerated or uncontrollable by the authorities of [the country of the refugee’s nationality]’.</p> |  |

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|    |                | <p>If a State encourages persecution, or appears to be powerless to prevent it, then persecution perpetrated by private individuals or groups may bring a person within the scope of persecution for a refugee protection reason.</p> <p><i>In relation to our case study of Mary, the potential persecutors are non-state actors, her ex-husband and his family members.</i></p>                                                                                                                                                                                                                                                                      |  |
| 56 | Image and text |  <p>Caption: Online resource<br/>For further information see the Refugee Law Guidelines on LEGEND.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  |
| 57 | Button         | <p><b>Refugee Law Guidelines</b></p> <p>Open guidelines &lt;&lt;<a href="https://legend.border.gov.au/migration/2021-2024/2025/04-04-2025/policy/Pages/_document00005/level%20100331.aspx">https://legend.border.gov.au/migration/2021-2024/2025/04-04-2025/policy/Pages/_document00005/level%20100331.aspx</a>&gt;&gt;</p>                                                                                                                                                                                                                                                                                                                            |  |
| 58 | Continue block |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |
| 59 | Text on image  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |  |
| 60 | Paragraph      | <p>Persons seeking protection in Australia because of DFV generally claim to face harm from non-state actors, such as their spouse or former spouse.</p> <p>Generally, such claims do not engage one of the refugee protection reasons under s5J(1)(a) of the Migration Act, including membership of a particular social group (PSG). Claims are often assessed in detail under complementary protection (refer to s36(2)(aa), s36(2A) and s36(2B) of the Migration Act).</p> <p>To be a member of a PSG (or satisfy another refugee protection reason (s5J(1)(a) of the Migration Act) the persecutor, either claimed or supported by evidence in</p> |  |

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|    |                | <p>country information, generally needs to be more than the applicant's partner – such as members of the wider society / community or a state-based actor. This can include both active persecutions, as well as denial of access to services or protection because of one of the five refugee protection reasons.</p> <p>If an applicant with family violence claims they separated from their alleged perpetrator (e.g. their spouse), family violence would generally be considered a form of harm rather than a component of a PSG.</p> <p>Whilst the Migration Act remains the authority, the Refugee Law Guidelines, the Complementary Protection Guidelines, and the UNHCR Guidelines on Gender-Related Persecution can also offer useful guidance for your consideration.</p> |  |
| 61 | Image and text |  <p>Caption: Online resources</p> <p>See below the links to the Complementary Protection Guidelines and the UNHCR Guidelines on Gender-Related Persecution.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |  |
| 62 | Button stack   | <p><b>Type in LEGEND VM-4825; click on search and then select Protection Visa Processing Guidelines and refer to - Complementary Protection Guidelines</b></p> <p>Open guidelines &lt;&lt; <a href="https://legend.border.gov.au/Pages/Welcome.aspx">https://legend.border.gov.au/Pages/Welcome.aspx</a> &gt;&gt;</p> <p><b>UNHCR Guidelines on Gender-Related Persecution</b></p> <p>Open guidelines &lt;&lt; <a href="https://www.unhcr.org/sites/default/files/legacy-pdf/3d58ddef4.pdf">https://www.unhcr.org/sites/default/files/legacy-pdf/3d58ddef4.pdf</a> &gt;&gt;</p>                                                                                                                                                                                                       |  |
| 63 | Continue block |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  |

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| 64 | Image and text |  <p>Caption: Tabs activity<br/>To assist in deciding how to assess a DFV claim, including under the refugee criteria and the complementary protection (CP) criteria, consider the scenarios in the tabs below.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |  |
| 65 | Tabs activity  | <p><b>Tab 1:</b><br/><b>Scenario 1</b><br/><b>Applicant claim:</b> Claims to fear harm at the hands of their partner. Did not claim any form of harm from society or a state-based actor due to being a victim of domestic violence.<br/><b>Country information:</b> No country information indicating that persons who are victims of domestic violence are subject to any form of societal or state-based harm or discrimination. Country information does not support the view that the authorities will not respond or effectively deal with claims of domestic violence.<br/><b>Assessment:</b> Refugee assessment – Not a s5J(1)(a) refugee protection reason (HotDocs template text). <b>CP assessment</b> – assess risk of harm at the hands of the partner.</p> <p><b>Tab 2:</b><br/><b>Scenario 2</b><br/><b>Applicant claim:</b> Claims to fear harm at the hands of their partner. Also claims to fear some sort of societal or state-based actor harm or discrimination due to being a victim of domestic violence.<br/><b>Country information:</b> No country information indicating that persons who are victims of domestic violence are subject to any form of societal or state-based harm or discrimination. Country information does not support the view that the authorities will not respond to, or effectively deal with, claims of domestic violence.<br/><b>Assessment:</b> Refugee assessment – Not a s5J(1)(a) refugee protection reason, but also include consideration and discussion about membership of a PSG and why s</p> |  |

5L is not applicable (i.e. because s5L(c) does not apply because (i) it is not innate or immutable, (ii) it is not fundamental to their identity or conscience and (iii) because country information does not support the view that the group is distinguishable from society). CP assessment – assess risk of harm at the hands of the partner and the claimed societal or state-based harm/discrimination.

**Tab 3**

**Scenario 3**

**Applicant claim:** Claims to fear harm at the hands of the partner. Did not claim any form of harm from society or a state-based actor due to being a victim of domestic violence.

**Country information:** Country information indicates that persons who are victims of domestic violence are subject to some form of societal or state-based harm or discrimination.

**Assessment:** Refugee assessment – implied claim – Membership of a PSG such as ‘persons who are victims of domestic violence’. Decision record should document why the claim of harm due to societal or state-based harm/discrimination is a PSG, which should draw upon the supporting country information. It would be a PSG because, as the country information supports, society does distinguish this group from the rest of society through the application of discrimination. However, the refugee assessment should be limited to assessing the chance of harm due to societal or state-based harm/discrimination; consideration of harm at the hands of the partner is not relevant in the refugee assessment. CP assessment – assess risk of harm at the hands of the partner and the societal or state-based harm/discrimination.

**Tab 4**

**Scenario 4**

**Applicant claim:** Claims to fear harm at the hands of the partner. Also claims to fear some sort of societal or state-based harm or discrimination due to being a victim of domestic violence.

**Country information:** Country information indicates that persons who are victims of domestic violence are subject to some form of societal or state-based harm or discrimination.

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|     |                | <p><b>Assessment:</b> Refugee assessment – express claim – PSG such as ‘persons who are victims of domestic violence’. Decision record should document why the claim of harm due to societal or state-based harm/discrimination is a PSG, which should draw upon the supporting country information. It would be a PSG because, as the country information supports, society does distinguish this group from the rest of society through the application of discrimination. However, the refugee assessment should be limited to assessing whether the harm amounts to serious harm, and if so the chance of harm due to societal or state-based harm/discrimination; consideration of harm at the hands of the partner is not relevant in the refugee assessment. CP assessment – assess risk of harm at the hands of the partner and the societal or state-based harm/discrimination.</p> |  |
| 66  | Statement      | <p><b>PV applicants presenting DFV and GBV claims, particularly women who do not adhere to the prevailing culture and religious norms, may need consideration under the refugee criteria based on their ‘political opinion’ and ‘religion’ (see s5J(1)(a)) of the Migration Act as well as a complementary protection assessment if the refugee criteria are not met.</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  |
| 67  | Continue block |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |
| 69  | Text on image  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |
| 7\0 | Image and text |  <p>Caption: Tabs activity</p> <p>You will remember that we have already read part 1 of Mary’s case. Let’s now look at what happened next</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |
| 71  | Tabs activity  | <p><b>Tab 1:</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |  |

**The interview**

Mary attended her scheduled interview on 4 August 2022. Present at the interview was her representative from a community refugee legal service. Mary spoke in fluent English and did not require the services of an interpreter.

In her Statement of claims and PV application, the applicant claims that she experienced domestic violence and abuse from her ex-husband and his family on a number of occasions when she resided with them in the Philippines. The applicant provided a marriage certificate and divorce certificate as evidence of the relationship breakdown.

The applicant's oral and written claims were consistent. At interview, the applicant was generally forthcoming in providing further information, and her marital status and relationship with her ex-husband were explored in detail. However, she only briefly alluded to the harm she experienced from her ex-husband and his family in a very generalised way. She did not provide a detailed account of any specific incidents of violence that her ex-husband perpetrated against her and could not provide approximate dates related to when they occurred. When she spoke about the abuse she became highly emotional.

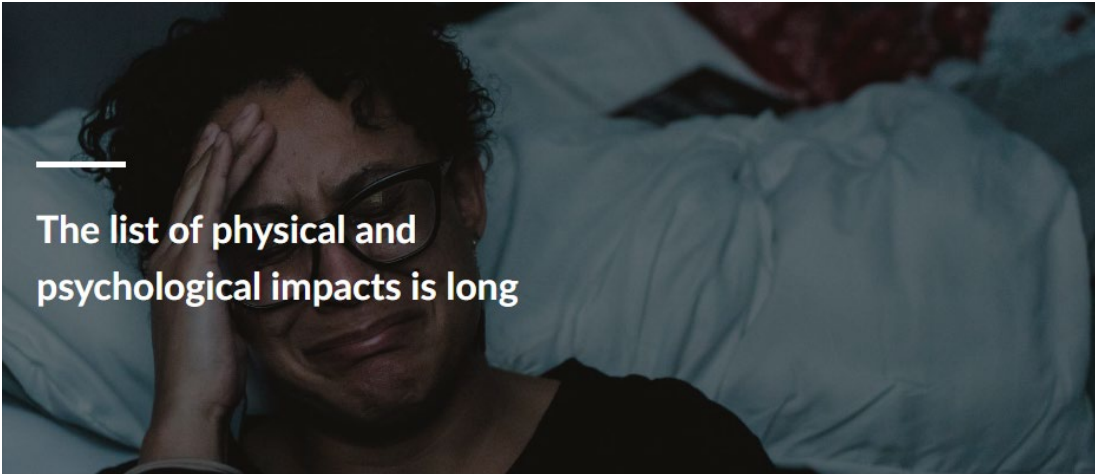
When asked during the interview if she could provide any evidence to support her claims, she said that she could not. She stated that she never approached the authorities or other organisation in the Philippines as she believed they would not help her, and because she feared reprisals from her ex-husband and his family.

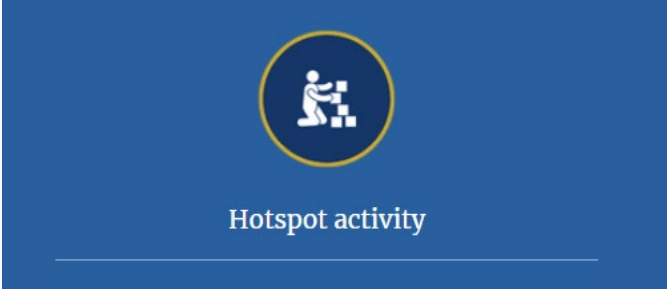
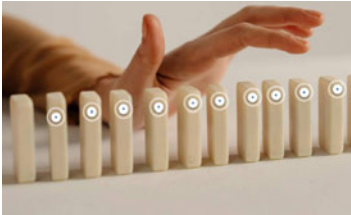
**Decision maker findings**

It was accepted that Mary is a single/divorced woman and a single mother. The applicant's inability to provide details relating to specific incidents of harm from her ex-husband was considered, however, this was attributed to the frequent and

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|    |                | <p>traumatic nature of the harm she experienced, particularly in the context that she had otherwise been forthcoming with information.</p> <p>The applicant's inability to provide any supporting evidence was also considered, and it was found that given the nature of the applicant's claims, and the supporting COI relating to the Philippines, it was plausible that she would not have been in a position to seek assistance from the authorities or organisations.</p> <p>It was accepted that Mary suffered DFV from her ex-husband and his family, who are from a wealthy and well known family in the Philippines. It was accepted that the applicant would not be able to obtain state protection due to the status of her ex-husband and his family, and was found that the threat of harm from them extended to the entirety of the country for the same reasons.</p> <p>The decision maker next stepped through the legal tests and considered, COI where relevant. Ultimately, the decision maker found that Mary and her child engaged Australia's protection obligations.</p> |  |
| 72 | Continue block |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |  |

## New Chapter

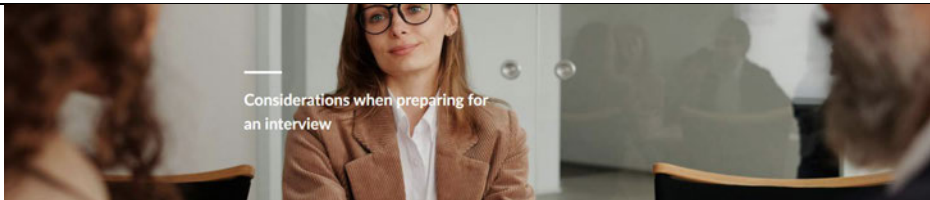
| # | Instruction                                                                                                 | Content                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Wisdom/Client Clarification Questions and Comments |
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|   | Heading, Paragraph, Image, Table, Knowledge Check, Interactive, Image names, Video URLs, Useful Information | This content will be placed directly into Rise                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                    |
|   | <b>Heading</b>                                                                                              | <b>Impacts of DFV and GBV on victims</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                    |
|   | Text on image                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                    |
|   | <b>Paragraph</b>                                                                                            | <p>There are numerous physical and psychological impacts experienced by the victims of DFV and GBV. It is important to be mindful of how violence can impact an applicant when presenting and responding to questions in a PV application and interview, or in response to written invitations to give additional information, for example under s56 of the Migration Act.</p> <p>The applicant may not disclose DFV or GBV claims in their application, especially if their application is linked with the perpetrator's PV application.</p> |                                                    |

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|  | Interactive Hotspot | <p>Below are some of the many consequences of domestic and family violence on an individual.</p> <p>Click on each of the 10 plus signs below to reveal what the consequences can include.</p>                                                                                                                                                                                                                                                                                      |  |
|  |                     | <ol style="list-style-type: none"> <li>1. negative psychological effects: post-traumatic stress disorder (PTSD)</li> <li>2. depression, grief and anxiety</li> <li>3. self-deprecating behaviours and negative emotional responses such as distrust, feelings of shame, hopelessness and general distress</li> <li>4. low self-esteem</li> <li>5. post-traumatic reactions such as numbing, emotional distancing, heightened arousal, and hypervigilance</li> <li>6. repeat victimisation</li> <li>7. financial and economic hardship</li> <li>8. physical injuries including acquired brain injuries (ABI) or traumatic brain injury (TBI)</li> </ol> |  |

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|  |                   | <p>9. coercive control is often defined as a pattern of controlling behaviour, used by a perpetrator to establish and maintain control over another person.</p> <p>10. Memory issues and inability to recall details</p>                                                                                                                                                                                                                                                                            |  |
|  | Complete function | Complete the content above before moving on.                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |
|  | Image and text    |  <p>Caption: Online resource</p> <p>You should also be mindful of the impact of DFV and GBV on a child's wellbeing if there are any children involved in, or exposed to, the violence. Visit the following link for guidance on safeguarding children when conducting your assessment.</p>                                                                                                                         |  |
|  | Button            | Safeguarding children                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |  |
|  | Link              | Open policy << <a href="https://intranet.bcz.gov.au/border-ops/policy/child-safeguarding">&lt;&lt; https://intranet.bcz.gov.au/border-ops/policy/child-safeguarding&gt;&gt;</a>                                                                                                                                                                                                                                                                                                                     |  |
|  | Multiple choice   | <p>Persons who experience abuse may feel a range of emotions, what could some of those be?</p> <ul style="list-style-type: none"> <li>• <b>depression</b></li> <li>• <b>worthlessness</b></li> <li>• <b>anger</b></li> <li>• <b>powerlessness</b></li> <li>• <b>helplessness</b></li> <li>• <b>isolation</b></li> </ul> <p>Feedback:</p> <p>Correct: All of the above answers are correct! Victims of violence and abuse can experience many feelings that can also impact their mental health.</p> |  |

|  |                |                                                                                                                                                                                                   |  |
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|  |                | Incorrect: Incorrect. Victims of violence and abuse can experience many feelings that can also impact their mental health. Remember you can scroll up and reread the information and try again.RI |  |
|  | Continue block | <b>Continue</b>                                                                                                                                                                                   |  |

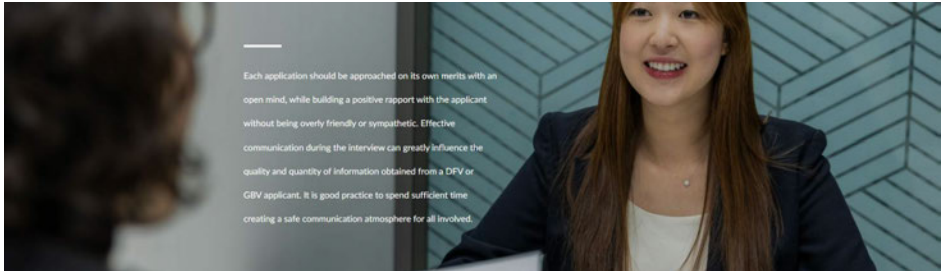
## New Chapter

| # | Instruction   | Content                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Wisdom/Client Clarification Questions and Comments |
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|   | Heading       | Interview preparation - research points as a decision maker                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                    |
|   | Text on image |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                    |
|   | Paragraph     | <p>When preparing for an interview with an applicant who has raised claims of DFV or GBV, your research should include looking into the COI to ascertain the legal, economic and civil status of persons in the country of reference.</p> <p>Namely, the occurrence of violence, harmful practices against persons, and the adequacy of state protection should be considered.</p>                                                                                                                                                                                                                                         |                                                    |
|   | Paragraph     | <p><b>Research considerations</b></p> <p>As you're preparing for the interview, ask yourself the following questions:</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                    |
|   | Bulleted list | <ul style="list-style-type: none"> <li>• Is there a human rights code in the country of reference for consequences of non-adherence to cultural and social norms? Are the authorities in the country willing and able to act?</li> <li>• What are the risks a person may face if they were returned to the country of reference following a DFV or GBV claim? Who would potentially harm them – family, community members, the authorities, someone else?</li> <li>• Is DFV/GBV normalised in their country of reference? Is there impunity for GBV crimes and/or lack of access to justice and accountability?</li> </ul> |                                                    |

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|  |                | <ul style="list-style-type: none"> <li>Are there rigid beliefs in male and female roles and stereotypes, having expectations and standards of appropriated gendered behaviours?</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  |
|  | Note block     | <p><b>Note: If there is insufficient country of origin information, you should refrain from using inappropriate sources of information as a substitute as this may lead to a legal error. All country information cited in a decision record must be on CISNET. Submit a Research Request on CISNET if required.</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |  |
|  | Image and text |  <p>Caption: Policy documents</p> <p>Below are a couple of policy documents you may wish to bookmark.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  |
|  | Button Stack   | <p>Use of Country of Origin Information (border.gov.au) – Procedural Instruction on the use of COI in assessing protection and other visa and migration claims.</p> <p>Button: View the Policy &lt;<a href="https://legend.border.gov.au/migration/2021-2024/2025/04-04-2025/policy/Pages/document00005/level100338.aspx">https://legend.border.gov.au/migration/2021-2024/2025/04-04-2025/policy/Pages/document00005/level100338.aspx</a>&gt;</p> <p><b>Type in LEGEND VM-4825; click on search and then select Protection Visa Processing Guidelines and refer to Gender and Sexual Orientation - Annexure 6 relating to gender and sexual orientation.</b></p> <p>Button: View the Policy &lt;<a href="https://legend.border.gov.au/Pages/Welcome.aspx">https://legend.border.gov.au/Pages/Welcome.aspx</a>&gt;</p> |  |

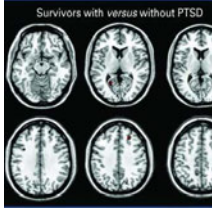
|                        |                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |
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| Image and text         |                                      |  <p>Conducting an interview may be an efficient and effective way of gathering further information from a person claiming to have experienced DFV or GBV. However, we need to be mindful that attending an interview could trigger an applicant to re-experience trauma that they have experienced in the past.</p> <p>Flashbacks are trauma memories recalled in the present, which could be highly distressing to the applicant.</p> <p>Prior to commencing an interview with the applicant, it may be useful to advise them that particular traumatic incidents or events will not be discussed during the interview, where it is not necessary to do so. It may also be useful to emphasise to the applicant that no contact will be made with the alleged perpetrator of the DFV/GBV, or any other member of the public, in relation to their application, claims or information.</p> |  |
| Paragraph with heading | <p><b>Paragraph with heading</b></p> | <p><b>Interview considerations</b></p> <p><b>Interviewing Factors</b></p> <p>There are many factors that must be considered when interviewing a potentially psychologically vulnerable or mentally unwell applicant.</p> <p>We can ask the applicant if they will be bringing a support person, which could be a family member or a social worker. If the applicant is particularly vulnerable, we should encourage this.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  |

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|  |                | <p>If an interview is being arranged for an applicant who has raised gender-based claims, every effort should be made to use a decision maker of the same sex and an interpreter of the same sex as the applicant (or the same gender of which the applicant identifies).</p> <p>If relevant, in the interview preamble we can tell the applicant that we will not be asking them to provide detailed accounts of particular incidents of DfV, but we will discuss the surrounding circumstances. Some applicants may wish to tell their story and should not be prevented from doing so. This may evoke emotions, and we encourage the applicant to ask for breaks when they need one. When the applicant discusses instances of violence or particularly sensitive matters, to mitigate risk to their wellbeing we politely tell them we do not need them to provide this information.</p> <p>During the interview keep a close eye on the applicant - they might be shutting down. Consider asking the applicant if they would like to take a break or ask if they would like to re-scheduling the interview. You may also need to take a break if feeling overwhelmed yourself.</p> <p>If you come to believe the applicant is at risk of harm during the course of the interview, immediately consult with your supervisor to determine whether a referral to emergency services, child protection, or the Department's Domestic and Family Violence Unit is required.</p> |  |
|  | Note           | Considerations when interviewing applicants is addressed in more detail in the 'Introduction to PV Interviewing' modules of the PODM ET.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |
|  | Paragraph      | Reflect on the following questions and how they might guide your approach to an interview.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |  |
|  | Image and text | <p>Knowledge check</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |  |
|  | True/False     | The trauma they experienced might make it hard for them to remember, describe or explain their claims. Intense emotions can reduce their concentration, leading to difficulties in understanding and expressing themselves. <b>TRUE.</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |

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|  |                | <p>The applicant probably won't be too ashamed to disclose details about sexual assault, other forms of sexual violence, female genital mutilation (FGM), DFV or discrimination they experienced. <b>FALSE.</b></p> <p>Being around strangers, family members, friends, especially males or persons of authority, could affect the applicant's ability to participate effectively in the interview. <b>TRUE.</b></p>                                                                                                               |  |
|  | Continue block |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |  |
|  | Note block     | <p><b>There are many different types of people who seek protection. There are some who are found to engage Australia's protection obligations, while others do not.</b></p>                                                                                                                                                                                                                                                                                                                                                        |  |
|  | Image and text | <p>Each application should be approached on its own merits with an open mind, while building a positive rapport with the applicant without being overly friendly or sympathetic. Effective communication during the interview can greatly influence the quality and quantity of information obtained from a DFV or GBV applicant. It is good practice to spend sufficient time creating a safe communication atmosphere for all involved.</p>  |  |
|  | Paragraph      | <p>Example questions:</p> <p>Please note that these are only examples of questions you could ask and are not a prescriptive or exhaustive list. Your questioning needs to be tailored to</p>                                                                                                                                                                                                                                                                                                                                       |  |

your information needs associated with a particular case and you need to approach information gathering with a level of sensitivity appropriate for the particular applicant. Some of the questions below may not be appropriate to be put to the particular applicant you are assessing.

- Please provide information relating to [claimed perpetrator] including their full name, when you were last in contact with them, and where they were living when you were last in contact with them.
- Please provide information relating to your relationship with [claimed perpetrator], including how you met, when your relationship commenced, the date of your marriage and when your relationship ended.
- Please provide information relating to the nature of the threats or harm you experienced from [claimed perpetrator].
- Please provide information relating to contact [claimed perpetrator] has had with your family members since you came to Australia.
- How have your family responded to the breakdown in your relationship? Did you receive any support?
- Tell me about any efforts you made to seek the protection of the police or another authority. Please provide information relating to this, including, when you did this, where you did this, who you spoke to and what happened.
- Tell me about any efforts you made to seek help from government and/or non-government support services for victims of domestic violence. Please provide information relating to this.
- Please provide information relating to the current care arrangements for your children, including who they are currently residing with and where they are residing.
- Please provide an explanation of what you fear may happen to you if you returned to your home country.
- Would it be possible to avoid being harmed by residing in a location in your home country, other than your home region? If not, provide information as to why this would not be possible.

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|  | Continue block |                                                                                                                                                                                                                                                                                                                                                     |  |
|  | Image and text |  <p>Caption: Survivors with versus without PTSD</p> <p>When dealing with sensitive DFV and GBV applications, keep in mind, trauma can affect memory and fragment the sequence of events.</p>                                                                       |  |
|  | Image and text |  <p>Caption: Online resource</p> <p>There is a great resource prepared by the UNHCR - Guidance Note on the Psychologically Vulnerable Applicant in the Protection Visa Assessment Process.</p>                                                                     |  |
|  | Button         | <p><b>UNHCR - GUIDANCE NOTE ON THE PSYCHOLOGICALLY VULNERABLE APPLICANT IN THE PROTECTION VISA ASSESSMENT PROCESS</b></p> <p>Page 7 Part 28</p> <p>Button: Open guidance &lt;&lt; <a href="https://www.unhcr.org/au/sites/en-au/files/legacy-pdf/5a127e907.pdf">https://www.unhcr.org/au/sites/en-au/files/legacy-pdf/5a127e907.pdf</a>&gt;&gt;</p> |  |

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|  | Image and text      |  <p>Caption: Hotspot activity</p> <p>The guidance notes states that any of the following observations may suggest psychological vulnerability. Click on all 13 hotspots below.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  |
|  | Interactive Hotspot |  <ul style="list-style-type: none"> <li>• Shows obvious signs of self-neglect.</li> <li>• Is highly distractible and inattentive.</li> <li>• Responds with very limited content to all questions and there is little spontaneous speech.</li> <li>• Provides poorly organised, illogical or irrelevant responses much of the time.</li> <li>• Appears sad, withdrawn and uncommunicative much of the time.</li> <li>• Appears highly anxious and distressed much of the time.</li> <li>• Appears agitated and overactive much of the time.</li> <li>• Expresses ideas that are markedly strange and irrational.</li> <li>• Behaves in a way that is markedly odd and socially incongruent.</li> <li>• Becomes highly distressed or disoriented when speaking of traumatic subjects or instead is incongruously detached.</li> <li>• Has difficulty recalling recent daily activities or basic autobiographical information or locating autobiographical events in time.</li> <li>• Expresses an intent to harm self or others.</li> <li>• Appears to be disoriented about time and place and confused about the purpose of the meeting / interview.</li> </ul> |  |
|  | Continue block      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |  |
|  | Paragraph           | <p>When you are interviewing a DFV or GBV applicant, or seeking further information, be mindful of the following:</p> <ul style="list-style-type: none"> <li>• <b>your demeanour</b> - consider how you could be coming across to the applicant.</li> <li>• <b>trauma and torture</b> - the applicant might have suffered serious abuse.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  |

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|  |                | <ul style="list-style-type: none"> <li>• <b>communication needs to be clear and concise</b> - use prompting questions not closed questioning and remind yourself to be an active listener.</li> <li>• <b>set expectations</b> - your applicant should be clear on the topics that will be discussed.</li> <li>• <b>your language</b> – use wording that is not absolute that the claims are true. The point of the interview is to get evidence to determine if their claims are credible, so do not use language that suggests just because the claim has been made it is automatically accepted the claims are true.</li> <li>• <b>your role</b> - while you're not there to provide emotional support, you can still build trust with them. While you may be able to see signs that may be indicative of someone experiencing mental illness, remember, you are not trained as psychological medical professional.</li> </ul> |  |
|  | Image and text |  <p>Caption: Online resource</p> <p>For further information on interview procedures see the PVPG section 11.3</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |  |
|  | Button         | <p><b>Type in LEGEND VM-4825; click on search and then select Protection Visa Processing Guidelines and refer to -</b></p> <p>Section 11.3 Interview procedures</p> <p>Button: Open PVPG&lt;&lt;<a href="https://legend.border.gov.au/migration/2021-2024/2025/04-04-2025/policy/Pages/document00005/level%20100325-5.aspx#11_3">https://legend.border.gov.au/migration/2021-2024/2025/04-04-2025/policy/Pages/document00005/level%20100325-5.aspx#11_3</a>&gt;&gt;</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                          |  |

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|  | Image and text       | <p>Knowledge check</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |  |
|  | Multichoice question | <p>The interview should be conducted in a way that is not confrontational but supportive.</p> <p>What can you do to ensure that?</p>  <p><b>A1. Use female decision makers and female interpreters where requested to conduct the interview to make female applicants feel more at ease discussing sensitive matters.</b></p> <p><b>A2. The presence of a support person may assist the applicant to feel safe, trust the process and be tolerable to some degree of distress.</b></p> <p><b>A3. Be aware that you could be the first person an applicant has talked to about their DFV or GBV experience.</b></p> <p>Correct answer: each should be ticked.</p> |  |
|  | Paragraph            | <p><b>You should:</b></p> <ul style="list-style-type: none"> <li>• encourage the applicant to tell their story</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |  |

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|  |                | <ul style="list-style-type: none"><li>• listen to the applicant's story</li><li>• let the applicant express how they feel</li><li>• let the applicant cry without visibly looking uncomfortable</li><li>• remind the applicant they can request a break at any time</li><li>• display patience, and allow the applicant sufficient time to answer questions without feeling rushed</li><li>• thank the applicant for providing their story.</li></ul> |  |
|  | Continue block | Continue                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |

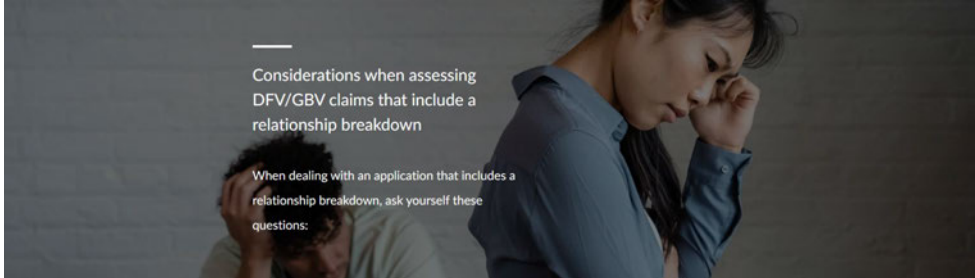
## New Chapter

| # | Instruction<br>Heading, Paragraph, Image, Table,<br>Knowledge Check, Interactive, Image<br>names, Video URLs, Useful Information | Content<br>This is the content will be placed directly into Rise                                                                                                                                                                                                                                                                                              | Wisdom/Client<br>Clarification Questions<br>and Comments |
|---|----------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------|
|   | Heading                                                                                                                          | Assessing credibility and making findings of fact                                                                                                                                                                                                                                                                                                             |                                                          |
|   | Image and text                                                                                                                   | <p><b>Credibility assessment</b></p>  <p><b>Caption: DFV or GBV claims, looking at credibility</b></p> <p>An assessment of the credibility of claims involves considering claims in light of any supporting evidence submitted by the applicant and any other relevant</p> |                                                          |

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|   |                        | information. The decision maker is required to determine how much weight should be given to each piece of material evidence prior to deciding whether their DFV or GBV claims are credible.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |  |
| 3 | Paragraph with heading | <p><b>Credibility of the applicant's DFV and GBV claim</b></p> <p>An assessment of the credibility of claims involves considering and balancing all supporting evidence submitted by the applicant as well as other relevant information such as COI. Under s65 of the Migration Act, a delegate must be satisfied that the applicant has met all criteria for the grant of the visa. This means the decision maker must address any credibility concerns they may hold in relation to an applicant's claims (whether through an invitation under s56 or s57 of the Migration Act including invitation to attend an interview). The decision maker must be able to demonstrate clear and logical reasoning in the assessment of any credibility concerns in their decision record, which includes reasons for giving or not giving the benefit of the doubt in relation to particular claims.</p> <p>Key to assessing the credibility of claims for such applications is utilising an approach that is mindful of difficulties faced by applicants that have genuinely experienced DFV/GBV and the associated mitigating factors that may explain why certain information has not been provided by them.</p> |  |
|   | Statement D            | <p><b>Making adverse credibility findings that the applicant's claims are not to be accepted or lack truth or veracity cannot be based solely on the behaviour or demeanour of the applicant. Difficulties of assessing credibility based on demeanour are compounded by cultural and linguistic difference and the effects of mental illness.</b></p> <p><b>It may not be appropriate to assess the credibility of an applicant's DFV or GBV claims on the sole basis that they did not respond to a s56 letter, or did not attend a scheduled interview – particularly where country information indicates that DFV/GBV is prevalent in their receiving country. In such cases, further efforts to contact the applicant should be undertaken before refusing their application on the basis of the credibility of their claims. In cases where an applicant does not respond/attend, please speak with your supervisor in order to seek advice about the best way forward.</b></p>                                                                                                                                                                                                                        |  |

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| Note           | Credibility assessment and associated factors to consider are addressed in more detail in the 'Credibility and evidence' modules of the PODM ET.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |
| Paragraph      | <p>There may be a cyclical pattern of abuse with women leaving the marriage and returning several times and the real possibility of it occurring in the future. Adverse credibility findings cannot solely be made based on how long the applicant stayed in a relationship or if they returned. It may take a person many attempts to leave an abusive relationship.</p> <p>A person continuing to be in contact with an alleged perpetrator is not in and of itself an indication that the applicant's claims are not credible. There are a number of reasons why a person may continue to be in contact with an alleged perpetrator, including due to shared custody of children, financial dependence, an ongoing joint visa application, and coercive control.</p> |  |
| Image and text |  <p>Caption: Online resource</p> <p>You can refer the applicant to the Department's DFV section for support.</p> <p>In some cases, the decision maker may suggest the DFV or GBV survivor / applicant contact external, independent agencies for support and provide contact details. Save these links as a great resource.</p>                                                                                                                                                                                                                                                                                                                                                        |  |
| Button stack   | <p><b>DFV - assisting our clients</b></p> <p>Department's intranet resource.</p> <p>Button: Go to site &lt;&lt; <a href="https://intranet.bcz.gov.au/border-ops/policy/domestic-family-violence-client">&lt;&lt; https://intranet.bcz.gov.au/border-ops/policy/domestic-family-violence-client</a>&gt;&gt;</p> <p><b>Domestic and family violence and your visa</b></p>                                                                                                                                                                                                                                                                                                                                                                                                 |  |

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|  |                | <p>Department's public internet resource.</p> <p>Button: Go to internet &lt;&lt; <a href="https://immi.homeaffairs.gov.au/visas/domestic-family-violence-and-your-visa/overview">&lt;&lt; https://immi.homeaffairs.gov.au/visas/domestic-family-violence-and-your-visa/overview&gt;&gt;</a></p> <p><b>UNHCR – Ref World</b></p> <p>Guidance Note on the Psychologically Vulnerable Applicant in the Protection Visa Assessment Process, UNHCR, 2017</p> <p>Button: Go to guide &lt;&lt;<a href="https://www.refworld.org/docid/5ae2d74d4.html">https://www.refworld.org/docid/5ae2d74d4.html</a>&gt;&gt;</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |  |
|  | Paragraph      | <p>Credibility concerns may arise for the following reasons and should be explored with the applicant:</p> <ul style="list-style-type: none"> <li>• <b>Delayed application, immigration history and omission of DFV or GBV in any previous application/s.</b> For example, they travelled to Australia on numerous occasions for the past 10 years whilst claiming DFV predating the travels.</li> <li>• <b>Inconsistency in claims.</b> This may be in the application form, detected from evidentiary documentation such as medical certificates, timeline of relationship, exaggerated sense of danger and client of interest notes indicating contrived claims to lodge protection.</li> <li>• <b>Lack of evidence.</b> Evidence is not always available, however, depending on the facts of a particular application, an assessing officer might reasonably expect certain things to be available as evidence (for example, the existence of or the current residential status of any claimed children).</li> </ul> <p>The assessment of the credibility of the applicant's claims is based on the overall <b>plausibility, consistency</b> and <b>credibility</b> of the applicant's responses at the interview, in conjunction with the available COI and the applicant's responses to adverse information.</p> |  |
|  | Image and text | <p><b>Considerations when assessing DFV/GBV claims that include a relationship breakdown</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  |

|  |           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  |
|--|-----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
|  |           | <p>When dealing with an application that includes a relationship breakdown, ask yourself these questions:</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  |
|  | Paragraph | <ul style="list-style-type: none"> <li>• Does the applicant still have contact with perpetrator? Are they still living together? When did they last have contact? Is there a plausible explanation why they are still in contact with/living with the perpetrator, despite previous experiences of DFV or GBV? Check various departmental systems such as Client Search Portal, travel movements, etc.</li> <li>• What are the individual circumstances? Is the applicant in a new relationship? Do they have an adequate support network, either on a personal basis or state-wide?</li> <li>• Is there a chance of experiencing harm in the receiving country, especially if the perpetrator is in Australia? Has the applicant remarried and the PSG definition no longer applies?</li> <li>• Does it appear plausible that the perpetrator would be motivated to harm the applicant in the future? When did the perpetrator last have contact with the applicant? Has the perpetrator maintained an ongoing adverse interest, for example been in contact with the applicant or applicant's family or friends? When did the applicant separate from the perpetrator?</li> <li>• Is there any effective protection available to the applicant, either by the state or a non-state actor?</li> <li>• Are there any other forms of violence, including losing protection of family or being denied a livelihood?</li> <li>• What is the general human rights record of their country of origin combined with experiences of other women in a comparable situation?</li> </ul> |  |

|  |                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |  |
|--|-----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
|  |                 | <ul style="list-style-type: none"> <li>Do they have any support of family members, education and employment prospects? What are the cumulative considerations in the support they may have in their country of origin upon return?</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                    |  |
|  | Note:           | Contact with a perpetrator is not determinative of whether a person has a genuine fear of harm. For example, there may be shared custody arrangements, or money may be provided to the perpetrator if they have custody of the children. If there is ongoing coercion, that may also result in continuing contact.                                                                                                                                                                                                                                                                                                                               |  |
|  | Image and text  | <p>Knowledge check</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |  |
|  | Multiple choice | <p>An applicant claims to have suffered sexual assault. What might be relevant for you include in your credibility assessment?</p> <ul style="list-style-type: none"> <li>to the school she attended</li> <li><b>When did the event happen and was she hospitalised</b></li> <li><b>The hospital she attended after the incident</b></li> <li><b>Reports made after the assault</b></li> <li><b>Medical assistance</b></li> <li>Written communication with her sister</li> </ul> <p>Feedback:</p> <p>A decision maker should only seek relevant details needed to make a decision. Requesting unnecessary details may distress an applicant.</p> |  |
|  | Continue block  | Continue                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |  |

## New Chapter

| # | Instruction<br>Heading, Paragraph,<br>Image, Table,<br>Knowledge Check,<br>Interactive, Image<br>names, Video URLs,<br>Useful Information | Content<br>This is the content will be placed directly into Rise                                                                                                                                                                                                                                                                                                                                                                                                                     | Wisdom/Client Clarification<br>Questions and Comments |
|---|-------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------|
|   | Heading                                                                                                                                   | Future harm and reasonably foreseeable harm                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                       |
|   | Image and text                                                                                                                            | <p>Past harm may indicate that there is a real chance of persecution in the reasonably foreseeable future.</p> <p>For example, if the applicant claims that they fear DFV from their spouse if sent back to their country, evidence of past violence perpetrated by their spouse may be a factor that indicates there is a real chance of the same harm occurring in the foreseeable future.</p>  |                                                       |
|   | Paragraph                                                                                                                                 | Other factors to consider for future harm include:                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                       |

|  |                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |  |
|--|---------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
|  |                           | <ul style="list-style-type: none"> <li>• societal acceptance of DFV/GBV in the applicant's receiving country</li> <li>• general human rights record in the receiving country and experiences of women with similar experiences</li> <li>• any support from family members, education and employment prospects</li> <li>• the likelihood of the applicant being denied a livelihood or access to welfare support.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                   |  |
|  | Paragraph with heading    | <p><b>Assessing against state protection and non-state protection</b></p> <p>It is not always reasonable or possible for a woman to alert the authorities to their need for protection. Officers should investigate the reasons for not seeking the protection of the state. In some societies, particular types of violence against women, for example, family violence, may be officially condemned or illegal but in practice tolerated by local authorities. They may also be under-reported or ignored in many countries.</p>                                                                                                                                                                                                                                                                                                                                            |  |
|  | Paragraph with subheading | <p><b>Considerations when assessing PV caseloads</b></p> <p>For state protection consider the below:</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |  |
|  | Three column grid         | <ul style="list-style-type: none"> <li>• A State may put in place frameworks for protection, but in practice those protections are ineffective.</li> <li>• In some communities the status and behaviour of women is dictated by a state-sanctioned hierarchy, e.g. religious reasons.</li> <li>• You may also consider whether the state is unwilling or unable to provide protection. A state <i>unwilling</i> to provide protection where resources are available, may indicate discrimination against that PSG. Legal systems may encourage wives to stay in abusive relationships.</li> </ul> <div>    </div> |  |

|  |                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |
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|  | Text on image          | <p><b>Potential questioning lines</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  |
|  | Paragraph with heading | <ul style="list-style-type: none"> <li>• Have you used domestic violence services in your country? <ul style="list-style-type: none"> <li>○ If not, why not?</li> <li>○ If so, what assistance did they provide? <ul style="list-style-type: none"> <li>▪ How long did you receive assistance?</li> </ul> </li> </ul> </li> <li>• Have you reported the violence you experienced to your home authorities? <ul style="list-style-type: none"> <li>○ If not, why not?</li> <li>○ If so, what assistance did they provide? <ul style="list-style-type: none"> <li>▪ Was the assistance helpful?</li> </ul> </li> </ul> </li> <li>• Do you think the authorities in your home country will protect you if you go back? <ul style="list-style-type: none"> <li>○ If not, why not?</li> </ul> </li> <li>• I have information which indicates that there are state protection and domestic support services. Can you comment on that?</li> </ul> |  |
|  | Image and text         | <p><b>Consider whether the chance of harm extends to their entire country and their ability to relocate within their country for the purposes of assessing s5J(1)(c) and s36(2B)(a) of the Migration Act.</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  |

|  |                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |
|--|----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
|  | Bulleted list  | <ul style="list-style-type: none"> <li>• Is there a safe area anywhere within the receiving country where there is not a real chance of persecution?</li> <li>• Is there safe and lawful access for the applicant in reaching the safe area considering the applicant's particular circumstances?</li> <li>• Are there financial, logistical, social, cultural and other barriers to reaching internal safety affecting the applicant's circumstances?</li> <li>• Legal or socio-economic reasons or child-care responsibilities may prevent women from travelling freely or living on their own or without family members, limiting their ability to relocate within their home country/country of reference. In this case, the relevant issue is whether the applicant could live in another part of the country as part of a durable solution.</li> </ul> |  |
|  | Image and text | <p>Knowledge check</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |  |
|  | True/False     | <p>In some societies, particular types of violence against women, for example, family violence, may be officially condemned or illegal but in practice tolerated by local authorities.</p> <p>True</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  |
|  | Continue block |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |

## New Chapter

| # | Instruction<br>Heading, Paragraph,<br>Image, Table,<br>Knowledge Check,<br>Interactive, Image<br>names, Video URLs,<br>Useful Information | Content<br>This is the content will be placed directly into Rise                                                                                                                                                                                                                                                                                                                         | Wisdom/Client Clarification<br>Questions and Comments |
|---|-------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------|
|   | Heading                                                                                                                                   | Supporting evidence                                                                                                                                                                                                                                                                                                                                                                      |                                                       |
|   | Image and text                                                                                                                            |  <p>In some cases, applicants will be unable to provide documentation and, in some circumstances, especially if the DFV occurred in the home country, they may not have been able to get any evidentiary documentation if there are no domestic violence services or inadequate state protection.</p> |                                                       |

|  |                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |
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|  | Paragraph      | Some applicants may not be able to provide documentation as they chose to not collect or keep documentation. This may be because they are vulnerable or fearing repercussions. Also, the applicant may have been too ashamed, prevented or unaware how to access support or medical services in Australia.                                                                                                                                                                                 |  |
|  | Paragraph      | <p><b>There will be applications where the person experiences domestic violence in Australia.</b> As the harm did not happen in their home country, it may be easier for the applicant to provide evidentiary documentation as part of their protection claims.</p> <p>Evidentiary documentation from a court will be the most useful in processing the application. This could include court convictions against the perpetrator, interim intervention orders or a restraining order.</p> |  |
|  | Image and text |  <p><b>Caption: Hotspot activity</b></p> <p>The <b>name of the court order</b> to help protect people differs between states. Click on each state below to see the similarities and differences in naming conventions of the court orders.</p>                                                                                                                                                            |  |
|  | Markers        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |



- apprehended domestic violence order (NSW)
- intervention order (VIC)
- protection order (QLD and ACT)
- restraining order (SA, WA and NT)
- restraint order (TAS).

Continue block

Paragraph

An applicant may provide non-judicial documents to support their application. These may include:

- police or child protection report
- statutory declaration by a registered psychologist, counsellor, or social worker
- letter or assessment report by a women's refuge, DFV crisis centre
- medical, hospital report or discharge summary
- evidence of their relationship with the claimed perpetrator and any contact details

|  |                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  |
|--|-----------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
|  |                       | <ul style="list-style-type: none"> <li>evidence of the existence of any claimed children and their current residential arrangements</li> <li>evidence of any claimed incidents of harm, including threats made in writing (such as email or text message or messages using social media apps)</li> <li>letters of support by family members</li> <li>evidence of attempts to relocate in the receiving country.</li> </ul>                                                                                                                                                                  |  |
|  | Image and text        |  <p>Considerations when assessing evidence</p> <p><b>Considerations when assessing evidence</b></p>                                                                                                                                                                                                                                                                                                                                                                                                       |  |
|  | Paragraph             | <ul style="list-style-type: none"> <li>Is the person making the statement a competent person (registered psychologist / counsellor)?</li> <li>Are they just retelling the story of the applicant or manufacturing it to support the DFV or GBV claim?</li> <li>Is the applicant extremely vulnerable and unable to provide documents?</li> <li>Are the claims made by the applicant consistent with information contained in any police/court reports?</li> <li>Is the provided evidence enough to satisfy you that the claimed DFV or GBV has occurred or will occur in future?</li> </ul> |  |
|  | Note                  | Evidence and related considerations are addressed in more detail in the 'Credibility and evidence' modules of the PODM ET.                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |  |
|  | Paragraph and heading | <p><b>Section 36(2) of the <i>Migration Act</i></b></p> <p>When assessing a protection claim, remember that s36(2) of the Migration Act is focused on:</p> <p>1. A risk of harm that could occur in the applicant's receiving country not Australia. So while their claim might involve experiences of violence by an ex-partner in Australia, it</p>                                                                                                                                                                                                                                       |  |

|  |                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |  |
|--|-----------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
|  |                 | <p>won't always be the case that the abusive person shares the same nationality or immigration status or will be residing with the visa applicant overseas.</p> <p>2. s36(2) <i>Migration Act</i> is a future-looking test that requires a decision maker to consider the likelihood of the behaviour happening into the future. For example, if a person was charged with assault 10 years ago in Australia but, since that time, there have been no other incidents between the applicant and abusive person, that would raise some questions as to the likelihood of the violence taking place in the future.</p> |  |
|  | Image and text  | <p>Knowledge check</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  |
|  | True / False    | <p>You cannot consider DFV and GBV claims when assessing a PV application unless the applicant is able to provide evidentiary documentation from a court.</p> <p>False</p>                                                                                                                                                                                                                                                                                                                                                                                                                                           |  |
|  | Continue button |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |  |

## New Chapter

| # | Instruction<br>Heading, Paragraph,<br>Image, Table, Knowledge<br>Check, Interactive, Image<br>names, Video URLs, Useful<br>Information | Content<br>This is the content will be placed directly into Rise                                                                                                                                                                                                                                                                                                                                                                                                                              | Wisdom/Client Clarification<br>Questions and Comments |
|---|----------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------|
|   | Heading                                                                                                                                | Self-care and protecting your mental health                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                       |
|   | Image and text                                                                                                                         | <p><b>Take good care of yourself</b></p> <p>Looking after yourself and being able to step back and psychologically distance yourself from applications that include DFV and GBV claims is of utmost importance.</p> <p>Which is why, having looked at how to consider DFV and GBV claims in PV assessments, we also want to remind you about self-care.</p>  <p>Caption: Hot tip: Practice mindfulness</p> |                                                       |
|   | Paragraph with heading                                                                                                                 | <p><b>Help yourself first before you help others</b></p> <p>It is important for you to be aware of how your work might affect your wellbeing. It is crucial to be proactive and take steps to reduce any negative impacts from your work, to actively practice self-care. If you start feeling symptoms of trauma or burnout,</p>                                                                                                                                                             |                                                       |

|  |                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |  |
|--|----------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
|  |                | remember that this is not a sign of a weakness or a reflection on your professional abilities.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |  |
|  | Paragraph      | <p>Working on PV applications</p> <p>DFV or GBV claims</p> <p>This can be challenging and may have an impact on your mental wellbeing. If you're feeling overwhelmed, it is important to reach out for support, whether through professional counselling, peer support groups or your supervisor. This may include debriefing with your supervisor after a particularly challenging interview. Taking care of your mental health is essential not only for your wellbeing but also for the quality of support you provide to those in need.</p> <p>If you are experiencing any form of family, domestic or gender-based violence, or if you experience feelings of distress when engaging with this material, we encourage you to contact the Domestic and Family Violence Contact Officer Network or the Employee Assistance Program (EAP). If not comfortable contacting internal services, we encourage you to call <b>1800RESPECT</b> on <b>1800 737 732</b> or to access the <b>1800RESPECT website</b> linked below. There is also a range of other support options available to you listed at the bottom of this page.</p> |  |
|  | Image and text |  <p>Caption: Online resource</p> <p>1800RESPECT is available for free, 24 hours a day, 7 days a week to support people impacted by domestic, family or sexual violence.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |  |
|  | Button         | Button: 1800RESPECT.ORG.AU< <a href="https://www.1800respect.org.au">https://www.1800respect.org.au</a> >                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |  |

|   |                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                 |
|---|--------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|
| 7 | Text on image      |  <p>"Self-care is not self-indulgence, it is self-preservation."<br/>~ Audre Lorde</p> <p><b>"Self-care is not self-indulgence, it is self-preservation."<br/>~ Audre Lorde</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                 |
| 8 | Image and text     |  <p>Caption: Accordion activity</p> <p>Below are three common examples of the impact working on applications with domestic or gender-based violence can have on you.</p> <p>Click on the plus signs for more information.</p>                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                 |
| 9 | Accordion activity | <p><b>Emotional toll</b></p> <p>Exposure to distressing narratives of victims' situations can lead to emotional exhaustion, compassion fatigue and burnout.</p> <p>A person's world view (belief systems) can be significantly changed because of hearing those stories. Also called <b>vicarious trauma</b>, it is cumulative, building up over time. More recently the term '<b>moral injury</b>' has been used in place of vicarious trauma. Decision makers may know someone in their personal lives, or be survivors of domestic violence themselves, and already carrying an emotional load. An example may be unreasonably suspecting all males to be perpetrators of DFV/GBV.</p> | <div>Released by Department of Home Affairs<br/>under the Freedom of Information Act 1982</div> |



### Secondary trauma

Engaging deeply with victims' stories can result in secondary traumatic stress, where you may experience symptoms like those of the victims, such as **anxiety, intrusive thoughts or emotional numbness**.

Secondary trauma symptoms mimic those of **PTSD** and can affect your personal life and relationships.

Please click on the below link to read more about trauma.

### [Vicarious trauma and burnout](#)

### Compassion stress

Compassion stress is something we should be aware of as it is the natural outcome of knowing about **trauma experienced by a client, friend or family member, rather than a pathological process**.

|  |                   |                                                                                                                                                                                                                                                                                                                                                              |  |
|--|-------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
|  |                   | <p>This term is a non-clinical, non-pathological way to characterise the stress of helping or wanting to help a trauma survivor.</p> <p>What we know about compassion is that unlike will-power, compassion won't be depleted, but it can become difficult to access.</p>  |  |
|  | Image and text    |  <p>Caption: Matching activity</p> <p>There are 4 statements below for you to consider.</p>                                                                                                                                                                                |  |
|  | Matching activity | <p>Match the first half of the statement on the left to the correct answer on the right. Use the dropdown arrows on the right to select the matching number on the left. You can also drag a box on the left hand to the correct response on the right - make sure the two blue lines overlap.</p>                                                           |  |

CHOICE 1:

Symptoms of secondary trauma can include

MATCH 1:

ruminating, exhaustion and being triggered.

CHOICE 2:

After having worked on dozens of PV applications with male perpetrators of DFV claims,

MATCH 2:

the decision maker now thinks that men are bad by nature.

CHOICE 3:

You are all hyped up and yell at the kids and dog at home because

MATCH 3:

you are stressed about the mess in the house. This is not an example of the cost of working on DFV and GBV cases.

CHOICE 4:

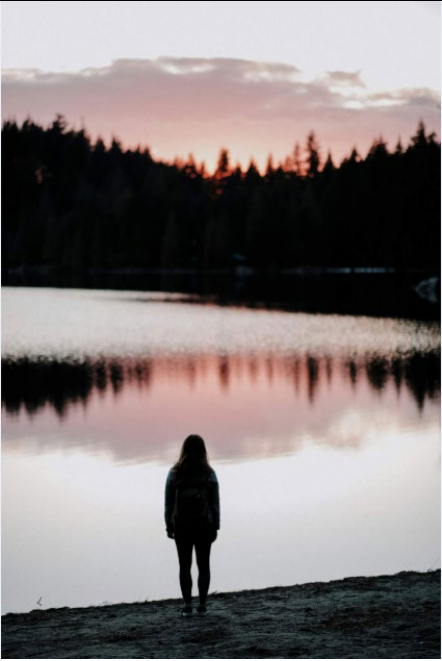
You feel bad about what the applicant has been through and

MATCH 4:

really want to help the trauma survivor.

FEEDBACK:

|  |                        |                                                                                                                                                                                                                                                                                                                                                                                                    |  |
|--|------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
|  |                        | Thank you! That is correct.                                                                                                                                                                                                                                                                                                                                                                        |  |
|  |                        | Incorrect. Please try again.                                                                                                                                                                                                                                                                                                                                                                       |  |
|  | Continue button        |                                                                                                                                                                                                                                                                                                                                                                                                    |  |
|  | Paragraph              | <p>What are some of the things you do to look after yourself?</p> <p>There are 7 pillars of self-care. Take a moment to reflect on how each of the pillars resonates with you, and what options and opportunities you might like to explore further as a preventative measure as you invest in your own well-being.</p>                                                                            |  |
|  | Image Centred, Caption |  <p>7 Pillars of Self-Care</p> <p>Knowledge and health Literacy</p> <p>Mental Wellbeing</p> <p>Physical Activity</p> <p>Healthy Eating</p> <p>Risk Avoidance</p> <p>Good Hygiene</p> <p>Rational Use of Products and Services</p> <p>Caption: Source: Australian Self-Care Alliance - 7 Pillars of Self-Care</p> |  |
|  | Text on image          |  <p>Your brain is the best tool you have.<br/>Use it to your advantage!</p>                                                                                                                                                                                                                                     |  |
|  | Heading                | Effective coping strategies                                                                                                                                                                                                                                                                                                                                                                        |  |

|  |                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |  |
|--|--------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
|  | Image and text     |  <p data-bbox="976 808 1501 873">Caption: Reflective practice is a great coping strategy</p> <p data-bbox="520 914 1539 1011">Reflective practice is the ability to reflect on one's actions so as to engage in a process of continuous learning. Studies have shown that self-care and mindfulness practices can decrease burnout, improve workplace satisfaction and maintain compassion.</p> |  |
|  | Image and text     |  <p data-bbox="520 1258 842 1291">Caption: Accordion activity</p> <p data-bbox="520 1328 1497 1360">Expand each section of the accordion for more information on reflective practices.</p>                                                                                                                                                                                                    |  |
|  | Accordion activity | <p data-bbox="520 1369 1522 1433">Click on the arrows below to expand each section for more information on reflective practices</p>                                                                                                                                                                                                                                                                                                                                              |  |

**ITEM 1: Reflective practice**

Reflective practice refers to the process of thinking about your work with the view to understand and evaluate both the work and your responses to it.

**ITEM 2: Pause, Notice, Reflect, Respond**

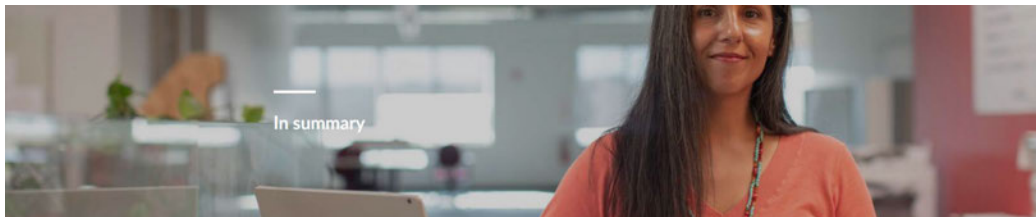
This is a great technique where you can write down your thoughts during or following stressful or anxious situations.

**ITEM 3: Long-term benefits**

Reflective practice can also assist when dealing with a stressful and anxious situation in the long-term.

Continue button

|  |                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                             |
|--|----------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|
|  | Image and text |  <p>Caption: Online resources</p> <p>Here are a selection of some mindfulness apps available in Australia that may help you enhance your mental wellbeing. These apps cater to different preferences and needs, so you might want to try a few to see which one resonates with you the most.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                             |
|  | List           | <p>ITEM 1:</p> <p><a href="https://awakenedmind.com/mindfulness-app">Awakened Mind</a>&lt;&lt;<a href="https://awakenedmind.com/mindfulness-app">https://awakenedmind.com/mindfulness-app</a>&gt;&gt;: developed in Australia, this app claims to help you be less stressed, more resilient and happier. Especially useful is the red 'Help me now' button that takes you straight to breathing exercises to choose from. The app includes background information and is tailored to specific needs.</p> <p>ITEM 2:</p> <p><a href="https://www.smilingmind.com.au/mindfulness">Smiling Mind</a>&lt;&lt;<a href="https://www.smilingmind.com.au/mindfulness">https://www.smilingmind.com.au/mindfulness</a>&gt;&gt;: also developed in Australia, this app is aimed at both adults and children. It offers free <a href="#">mindfulness</a> programs categorised by age and setting, making it accessible for everyone.</p> <p>ITEM 3:</p> <p><a href="https://www.headspace.com/headspace-meditation-app">Headspace</a>&lt;&lt;<a href="https://www.headspace.com/headspace-meditation-app">https://www.headspace.com/headspace-meditation-app</a>&gt;&gt;: known for its user-friendly interface, Headspace provides guided meditations tailored to various needs, including sleep and stress relief. It offers a free trial with a subscription model for more content.</p> <p>ITEM 4:</p> <p><a href="https://www.mycompass.org.au/">myCompass</a>&lt;&lt;<a href="https://www.mycompass.org.au/">https://www.mycompass.org.au/</a>&gt;&gt;: Black Dog Institute researchers designed and developed this mental health tool for times of stress, overwhelm or when</p> | <p>Released by Department of Home Affairs<br/>under the Freedom of Information Act 1982</p> |

|  |                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |  |
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|  |                 | <p>you feel a bit down or anxious. It can help you identify unhelpful thoughts, feelings and behaviours and learn strategies to deal with them.</p> <p>ITEM 5:<br/> <a href="https://www.calm.com/">Calm</a>&lt;&lt;<a href="https://www.calm.com/">https://www.calm.com/</a>&gt;&gt;: this award-winning app offers a variety of guided meditations, sleep stories and breathing exercises. It's designed to help reduce stress and improve sleep quality. Available for free with optional in-app purchases.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |  |
|  | Image and text  | <p>In summary</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |
|  | Bulleted list   | <ul style="list-style-type: none"> <li>• Find out what works best for you - everyone is different, and different things work for different people.</li> <li>• Talk to your supervisor or team leader to debrief your experience.</li> <li>• Don't ignore or suppress your reactions to triggers like emotions, memories, or thoughts. Consider seeking professional help and advice from the Employee Assistance Program (EAP).</li> <li>• The Wellbeing Check Program supports the ongoing psychological health and wellbeing of employees dealing with difficult or challenging material or clients, and those who are exposed to potentially traumatic information including abhorrent or objectionable material and direct or indirect trauma. For further information please see &lt;&lt;<a href="https://intranet.bcz.gov.au/myhr/work-health-safety/getting-support-at-work/wellbeing-check-program#tab=1">https://intranet.bcz.gov.au/myhr/work-health-safety/getting-support-at-work/wellbeing-check-program#tab=1</a>&gt;&gt; Wellbeing Check Program</li> <li>• Reach out to departmental support services such as Mental Health First Aid Officers, Peer Support Officers, and Healthy Minds Staff Support Services on MYHR.</li> <li>• Talk to your GP about seeing a mental health professional. If recommended, create a self-care plan to manage any symptoms you experience. Commit to actively seeking more support if you need it.</li> </ul> |  |
|  | Continue button |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |  |

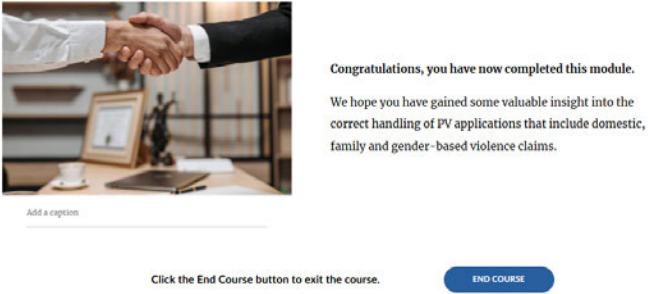
## New Chapter

| # | Instruction<br>Heading, Paragraph,<br>Image, Table,<br>Knowledge Check,<br>Interactive, Image<br>names, Video URLs,<br>Useful Information | Content<br>This is the content will be placed directly into Rise                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Wisdom/Client Clarification<br>Questions and Comments |
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|   | Heading                                                                                                                                   | Wrap up                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                       |
|   | Image                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                       |
|   | Heading                                                                                                                                   | Internet resources                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                       |
|   | Paragraph                                                                                                                                 | <ul style="list-style-type: none"> <li>• <a href="#">Lifeline – call 13 11 14 Support Toolkit</a> for DFV counselling</li> <li>• <a href="#">1800RESPECT</a> free, 24/7 support for people impacted by DFV or sexual violence</li> <li>• <a href="#">The Benevolent Society Domestic and Family Violence Support</a> – supporting children, women and men experiencing DFV</li> <li>• <a href="#">Healthy minds</a> – Provides details of internal staff support services such as EAP and support officers. Also provides details on external support services.</li> <li>• <a href="#">inTouch</a> provides services, programs and responses to DFV in migrant and refugee communities</li> <li>• <a href="#">Safe and Equal</a> is the peak body for specialist DFV services that provide support to victim survivors in Victoria</li> <li>• <a href="#">Women's Legal Service Victoria</a></li> <li>• <a href="#">Free help, referrals &amp; counselling for men: MensLine Australia</a></li> <li>• <a href="#">White Ribbon Australia   Stop men's violence against women</a></li> </ul> |                                                       |

|  |                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  |
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|  |                | <ul style="list-style-type: none"> <li>• <a href="#">Sexual, Domestic &amp; Family Violence -ACON – We are New South Wales’ leading HIV and LGBTQ+ health organisation.</a></li> <li>• <b>Full Stop Australia:</b> National Violence and Abuse Trauma Counselling and Recovery Service aka 1800 FULL STOP.</li> </ul> <p>Links:</p> <p><a href="https://toolkit.lifeline.org.au/topics/domestic-and-family-violence/about-domestic-and-family-violence">https://toolkit.lifeline.org.au/topics/domestic-and-family-violence/about-domestic-and-family-violence</a></p> <p><a href="https://www.1800respect.org.au/">https://www.1800respect.org.au/</a></p> <p><a href="https://www.benevolent.org.au/services-and-programs/family-parenting-support/domestic-and-family-violence-support">https://www.benevolent.org.au/services-and-programs/family-parenting-support/domestic-and-family-violence-support</a></p> <p><a href="https://intranet.bcz.gov.au/myhr/work-health-safety/healthy-us/healthy-minds-staff-support-services">https://intranet.bcz.gov.au/myhr/work-health-safety/healthy-us/healthy-minds-staff-support-services</a></p> <p><a href="https://intranet.bcz.gov.au/newsandnotices/Pages/wellbeing-wednesday-exercises-for-self-awareness-and-personal-growth.aspx">https://intranet.bcz.gov.au/newsandnotices/Pages/wellbeing-wednesday-exercises-for-self-awareness-and-personal-growth.aspx</a></p> <p><a href="https://intouch.org.au/">https://intouch.org.au/</a></p> <p><a href="https://safeandequal.org.au/">https://safeandequal.org.au/</a></p> <p><a href="https://www.womenslegal.org.au/">https://www.womenslegal.org.au/</a></p> |  |
|  | Image and text | <p><b>Domestic and Family Violence Support Section</b></p> <p>The Department of Home Affairs established the DFVS section on 01 July 2021 to:</p> <ul style="list-style-type: none"> <li>• provide a centralised point of contact on visas for DFV support services</li> <li>• assist temporary visa holders to regularise their visa status under the migration law framework</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  |

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|                |                                                                                                                                                                                                                                                   | <ul style="list-style-type: none"> <li>gather and analyse data and feedback to inform future policy responses to further assist temporary visa holders who are victims of DFV.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                             |  |
| Paragraph      | <p>Link:<br/> <a href="https://immi.homeaffairs.gov.au/visas/domestic-family-violence-and-your-visa/contact-us/dfv-contact-form">https://immi.homeaffairs.gov.au/visas/domestic-family-violence-and-your-visa/contact-us/dfv-contact-form</a></p> | <p>The primary focus of DFVS is to support clients experiencing DFV so that they do not feel compelled to remain in a violent or abusive relationship due to concerns regarding their visa status.</p> <p>DFVS regularly engages with, and receives referrals from DFV support services, migrant and legal services, Australian Red Cross, DFV sector advocacy groups, community organisations, government agencies and individual clients.</p> <p><b>Referrals to DFVS</b></p> <ul style="list-style-type: none"> <li><a href="#">DFV Contact Form</a></li> <li>Direct emails to: <a href="mailto:dfvs.temp.visa@homeaffairs.gov.au">dfvs.temp.visa@homeaffairs.gov.au</a></li> </ul> |  |
| Note           |                                                                                                                                                                                                                                                   | If DFV or GBV becomes apparent after you have been allocated an application, you are to escalate to your supervisor for advice and their awareness.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |  |
| Image and text |                                                                                                                                                                                                                                                   |  <p>Caption: Resource downloads</p> <p><b>Other resources you may wish to download and explore</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |

|              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  |
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| Button stack | <p><b>UNHCR Handbook on Procedures and Criteria for Determining Refugee Status</b></p> <p>Section B, <i>Establishing the Facts</i>, provides guidance on assessing claims that cannot be proven by evidence and independent research. You will also find PVP – Part 13 Assessing Credibility a good resource.</p> <p>Button: UNHCR Handbook&lt;&lt;<a href="https://www.unhcr.org/media/handbook-procedures-and-criteria-determining-refugee-status-under-1951-convention-and-1967">https://www.unhcr.org/media/handbook-procedures-and-criteria-determining-refugee-status-under-1951-convention-and-1967</a>&gt;&gt;</p> <p><b>UNHCR Policy on the Prevention of, Risk Mitigation and Response to Gender-based Violence, 2020 (PDF) - UNHCR Australia</b></p> <p>This Policy consolidates the significant progress made by UNHCR and partners to prevent, mitigate and respond to GBV. The policy covers all UNHCR Operations and all people of concern. It applies to all stages of the programme cycle, throughout the displacement continuum, in emergencies and protracted displacement settings, as well as in mixed flows and onward movements, and situations of statelessness.</p> <p>Button: UNHCR Policy&lt;&lt;<a href="https://www.unhcr.org/au/media/unhcr-policy-prevention-risk-mitigation-and-response-gender-based-violence-2020-pdf">https://www.unhcr.org/au/media/unhcr-policy-prevention-risk-mitigation-and-response-gender-based-violence-2020-pdf</a>&gt;&gt;</p> <p><b>Gender-based violence - UNHCR Australia</b></p> <p>GBV is a serious violation of human rights and a life-threatening health and protection issue. When people flee their homes, they are often at greater risk of physical, sexual and psychological violence, such as rape, sexual abuse, trafficking and forced prostitution.</p> <p>Button: UNHCR – GVB&lt;&lt;<a href="https://www.unhcr.org/au/what-we-do/safeguard-human-rights/protection/gender-based-violence">https://www.unhcr.org/au/what-we-do/safeguard-human-rights/protection/gender-based-violence</a>&gt;&gt;</p> |  |
|              | <p><b>Congratulations, you have now completed this module.</b></p> <p>We hope you have gained some valuable insight into the correct handling of PV applications that include domestic, family and gender-based violence claims.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |  |

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|  | End of Course block |  |  |
|  | Button              | <b>Click the End Course button to exit the course.</b>                             |  |

## Wireframe Storyboards

Key templates are required before an Articulate Rise 360 course can be built and is maintained by a series of documents referred to as the Wireframe Storyboards.

These documents are prescriptive and exact. They are the source of truth for what should be presented in your eLearning course. All assessments, content and resources will be linked within these documents, and in turn will be implemented into the final build in Rise 360.

The wireframes are to be created by Wisdom Learning and have a direct relationship with the final product via a QA and final approval process with the Department of Home Affairs (the Department) PODM ET project.

## Making updates

There comes a time when the course must be updated. When making changes:

- Update this wireframe storyboard directly.
- Highlight the edited sections in yellow
- If deleting an element, add a comment mentioning the deletion
- Use additional comments to provide context as necessary.

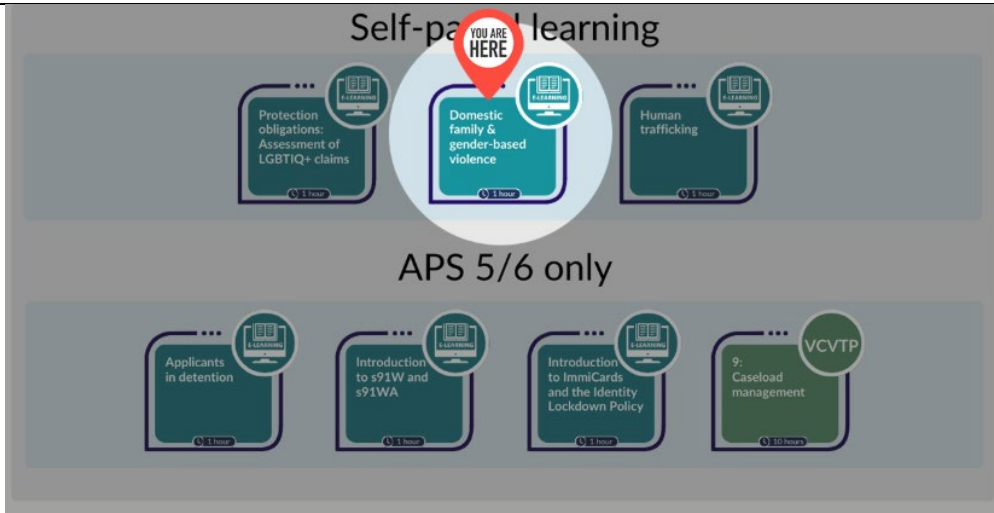
Any and all tracked changes will be wholesale applied to the document. Please ensure you have applied any tracked changes.

## Opening Page

| # | Instruction                                                                                                 | Content                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Wisdom/Client Clarification Questions and Comments |
|---|-------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------|
|   | Heading, Paragraph, Image, Table, Knowledge Check, Interactive, Image names, Video URLs, Useful Information | This is the content will be placed directly into Rise                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                    |
| 1 | Heading                                                                                                     | <b>Domestic, Family and Gender-Based Violence</b><br><br>Module link:<br><a href="#">Domestic, family and gender-based violence   Review 360</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                    |
| 2 | Introduction<br><br>Paragraph<br><br><br><br><br><br><br><br>Bold paragraph                                 | <p>Welcome to the Domestic, Family and Gender-Based Violence eLearning module. The aim of this module is to give you as Protection Obligations Decision Makers (decision makers) the skills and knowledge to correctly and effectively process and decide protection visa (PV) applications that involve domestic, family and gender-based violence considerations.</p> <p>We understand that dealing with these issues can be challenging and recommend that you take breaks whenever required.</p> <p><b>If reviewing this module or assisting applicants in these situations brings up any concerns or feelings for you, please don't hesitate to reach out to your manager, the Employee Assistance Program (EAP) provider or the Department's Domestic and family Violence Support (DFVS) section (<a href="#">Domestic and family violence - assisting our clients</a>).</b></p> <p><b><u>Learning outcomes</u></b></p> <p>At the end of this eLearning module, you will be able to:</p> |                                                    |

|    |             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  |
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|    |             | <ul style="list-style-type: none"> <li>• practice self-care strategies to be resilient in assessing DFV and GBV applications</li> <li>• explain the definitions of DFV and GBV</li> <li>• prepare for PV interviews with applicants that claim to be affected by DFV and GBV</li> <li>• consider the sorts of evidence normally submitted with DFV and GBV related claims and make credibility assessments and findings of fact</li> <li>• assess PV applications that include DFV and GBV claims</li> <li>• describe country of origin conditions, and cultural and social factors which impact a person's mental health.</li> </ul> <p><i>The module should take you approximately 90 minutes.</i></p> <p><i>Please note this module has an audio component (podcast). Please consider your neighbours and use headphones.</i></p> <p><i>Published: 24/7/2025 - Version 1.0</i></p> |  |
| 3  | New Chapter | Navigating your learning path                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |  |
| 4  | New Chapter | Introduction to DFV and GBV                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |  |
| 5  | New Chapter | Impacts of DFV and GBV on victims                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |  |
| 6  | New Chapter | Interview preparation – research points as a decision maker                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |  |
| 7  | New Chapter | Assessing credibility and findings of fact                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |
| 8  | New Chapter | Future harm and reasonably foreseeable harm                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |  |
| 9  | New Chapter | Supporting Evidence                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |  |
| 10 | New Chapter | Self-care and protecting your mental health                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |  |
| 11 | New Chapter | Wrap up                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |  |

## New Chapter

| # | Instruction<br>Heading, Paragraph,<br>Image, Table, Knowledge<br>Check, Interactive, Image<br>names, Video URLs, Useful<br>Information | Content<br>This is the content that will be placed directly into Rise                                                                                                                                                                                                                                                                                                                                                            | Wisdom/Client Clarification<br>Questions and Comments |
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|   | <b>Heading</b>                                                                                                                         | <b>Navigating your learning path</b>                                                                                                                                                                                                                                                                                                                                                                                             |                                                       |
|   | <p>Image</p> <p>Image: Package 2 of 3 of the self-paced learning modules.</p> <p>Paragraph under image</p>                             |  <p>You are now in the self-paced section of your learning journey, package 2 of 3 of the self-paced learning modules.<br/>Click on the image to zoom in.</p>                                                                                                                                                                                 |                                                       |
|   | Paragraph                                                                                                                              | As a decision maker, you may encounter applications where an applicant is presenting claims of either having experienced, or risks suffering, domestic and family violence (DFV) or gender-based violence (GBV) in their country of origin, as a reason for requiring Australia's protection. You need to act in a considerate, appropriate and informed manner when engaging with these types of protection claims and with the |                                                       |

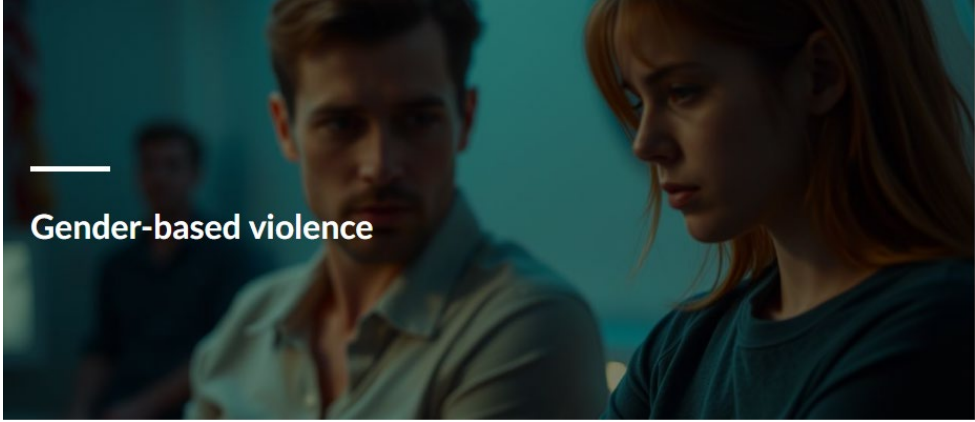
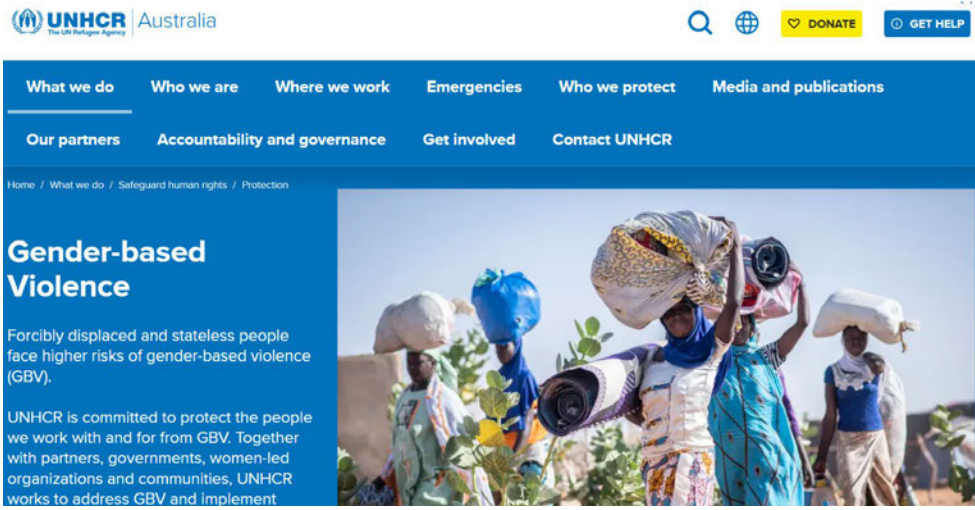
|  |                     |                                                                                                                                                                                                                                                                                                                    |  |
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|  |                     | applicants who present them to you. While doing so, you must also consider the evidence and make assessments regarding the credibility of their claims.                                                                                                                                                            |  |
|  | Image icon and text |  <p><b>Resources</b></p>                                                                                                                                                                                                          |  |
|  | Button function     | <p><b>Type in LEGEND VM-4825: click on search and then select Protection Visa Processing Guidelines and refer to - Annexure 6: Gender and sexual orientation</b></p> <p>Button: Open PVPG&lt;<a href="https://legend.border.gov.au/Pages/Welcome.aspx">https://legend.border.gov.au/Pages/Welcome.aspx</a>&gt;</p> |  |
|  | Continue button     | Continue                                                                                                                                                                                                                                                                                                           |  |

## New Chapter

| # | Instruction<br>Heading, Paragraph, Image, Table,<br>Knowledge Check, Interactive,<br>Image names, Video URLs, Useful<br>Information | Content<br>This content will be placed directly into Rise                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Wisdom/Client<br>Clarification Questions<br>and Comments |
|---|-------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------|
|   | Heading                                                                                                                             | Introduction to DFV and GBV                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                          |
|   | Text on image                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                          |
|   | Statement D function<br><br>Bold text                                                                                               | <b><i>Note that the following parts of the module may contain graphic or confronting text and descriptions relating to violence.</i></b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                          |
|   | Paragraph                                                                                                                           | <p>DFV is a term used for violence that occurs within domestic and family relationships. Family relationships are those between family members, including partners (or previous partners), parents, children, siblings and other family members or kinship relationships.</p> <p>Another common term for DFV that occurs within an intimate relationship (for example, marriages, couples who live together and dating relationships) is Intimate Partner Violence.</p> <p>DFV means any violent, threatening or other behaviour by a person that coerces or controls a member of the person's family (the family member) or causes the person in the domestic relationship to be fearful. DFV can take place anywhere, it does not have to take place inside a home or other domestic setting. It is a crime in Australia and is unacceptable under any circumstance.</p> |                                                          |

|  |                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                             |
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|  | Timeline function | <p>DFV can include physical abuse, sexual, economic, psychological, emotional, intimidation, stalking, financial, cyberbullying and spiritual abuse. Spiritual abuse can include the perpetrator using religion or cultural traditions to justify their actions or preventing the victim from practicing their religious or spiritual beliefs.</p> <p>Another form of DFV that may be raised by a visa applicant as part of a protection claim is reproduction coercion abuse. This includes a range of behaviours such as manipulation, pressure, emotional blackmail, trickery, threats and other abuse to control a person's reproductive choices or interfere with their reproductive anatomy.</p> <p>DFV can worsen at any time, including after separation, known as separation abuse or post-separation abuse. Just because a person leaves the relationship due to DFV doesn't mean they will stop experiencing abuse from a perpetrator. Often social circumstances, such as shared parental responsibilities, community connections, and kinship or religious group membership, may lead to the applicant remaining in contact with the perpetrator.</p> <p>See below for a Family Violence definition under Australian law.</p> | <p>Timeline function has a background colour in Rise360. Search for the word paper in Rise library.</p>  |
|  | Image and text    |  <p>Caption: Legislation</p> <p>Section 4AB of the <i>Family Law Act 1975</i></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                             |
|  | Note function     | <p><b>Section 4AB Definition of family violence etc.</b></p> <p>(1) For the purposes of this Act, family violence means violent, threatening or other behaviour by a person that coerces or controls a member of the person's family (the family member) or causes the family member to be fearful.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                             |

|  |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |
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|  |  | <p>(2) Examples of behaviour that may constitute family violence include (but are not limited to):</p> <ul style="list-style-type: none"><li>(a) an assault; or</li><li>(b) a sexual assault or other sexually abusive behaviour; or</li><li>(c) stalking; or</li><li>(d) repeated derogatory taunts; or</li><li>(e) intentionally damaging or destroying property; or</li><li>(f) intentionally causing death or injury to an animal; or</li><li>(g) unreasonably denying the family member the financial autonomy that he or she would otherwise have had; or</li><li>(h) unreasonably withholding financial support needed to meet the reasonable living expenses of the family member, or his or her child, at a time when the family member is entirely or predominantly dependent on the person for financial support; or</li><li>(i) preventing the family member from making or keeping connections with his or her family, friends or culture; or</li><li>(j) unlawfully depriving the family member, or any member of the family member's family, of his or her liberty.</li></ul> |  |
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|  | Text on image  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                 |
|  | Image and text |  <p>Caption: <a href="https://www.unhcr.org/au/what-we-do/safeguard-human-rights/protection/gender-based-violence">Gender-based Violence   UNHCR Australia website</a></p> <p><a href="https://www.unhcr.org/au/what-we-do/safeguard-human-rights/protection/gender-based-violence">https://www.unhcr.org/au/what-we-do/safeguard-human-rights/protection/gender-based-violence</a></p> <p>Gender-based violence (GBV) is violence committed towards someone for reasons based on their gender, gender expression, gender identity or perceived</p> | <div>Released by Department of Home Affairs<br/>under the Freedom of Information Act 1982</div> |

|    |                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |
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|    |                                               | <p>gender. GBV is a violation of a person's human rights because under treaties such as the International Covenant on Civil and Political Rights (ICCPR) and the Convention on the Elimination of all Forms of Discrimination Against Women (CEDAW), all people have the human right to be free from harm (including all forms of cruel, inhuman or degrading treatment or punishment) and discrimination on the basis of their identified gender. GBV can take many forms, including physical, economic and/or sexual, as well as emotional or psychological abuse.</p> <p>Although women and girls are often the victims of GBV, men and boys can also be the victims of GBV. GBV also causes severe harm to families and communities.</p> |  |
| 11 | Image and text                                |  <p>Caption: Accordion activity</p> <p>GBV occurs in many different forms. Expand each section of the accordion for more information on examples of GBV.<br/>Please note, this is not an exhaustive list of all the types of GBV.</p>                                                                                                                                                                                                                                                                                                                                                                                                                       |  |
| 12 | Accordion function<br>Headings and paragraphs | <p><b>Honour killings</b></p> <p>The United Nations generally describes honour killings as extreme forms of violence overwhelmingly (but not always) against women, where the victim is murdered by family members who believe she has brought dishonour upon the family. These acts are often justified by the perpetrators as a way to restore the family's honour.</p> <p><b>Female Genital Mutilation (FGM)</b></p> <p>The United Nations defines female genital mutilation (FGM) as all procedures involving partial or total removal of the external female genitalia or other injury to the female genital organs for non-medical reasons. FGM is most often carried</p>                                                              |  |

out on young girls between infancy and age 15. It is internationally recognised as a violation of the human rights of girls and women.

#### **Forced and early marriage**

The United Nations defines forced and early marriage as a marriage in which one or both parties are married without their free and full consent, or before they are legally and/or physically mature. Forced marriage is a human rights violation and a form of gender-based violence. Early marriage, often referred to as child marriage, typically involves girls under the age of 18 and can have severe consequences for their health, education, and overall wellbeing. Women also experience abuse in temporary marriages known as Nikah Mut'ah or Sigheh, as practiced in Shi'a Islam.

#### **Forced family planning, abortion and sterilisation**

The United Nations defines forced family planning, abortion, and sterilisation as practices that violate fundamental human rights principles of autonomy and dignity. These practices involve coercing or forcing individuals to undergo family planning measures, abortions or sterilisation procedures without their free and informed consent.

#### **Trafficking into sexual servitude**

The United Nations defines trafficking into sexual servitude as a form of human trafficking where individuals are recruited, transported, transferred, harboured, or received through force, fraud, or coercion for the purpose of sexual exploitation. This includes forced prostitution, sexual slavery and other forms of commercial sexual exploitation.

#### **Sexual violence, rape and exploitation**

The United Nations defines **sexual violence** as any sexual act, attempt to obtain a sexual act, or other act directed against a person's sexuality using coercion, by any person regardless of their relationship to the victim, in any setting.

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|  |                 | <p><b>Rape</b> is a form of sexual violence and is defined as physically forced or otherwise coerced penetration, even if slight, of the vulva or anus, using a penis, other body parts, or an object.</p> <p><b>Sexual exploitation</b> refers to any actual or attempted abuse of a position of vulnerability, differential power, or trust for sexual purposes, including profiting monetarily, socially, or politically from the sexual exploitation of another.</p> <p><b>Child prostitution</b></p> <p>The United Nations defines child prostitution as 'the act of engaging or offering the services of a child to perform sexual acts for money or other consideration with that person or any other person'.</p> |  |
|  | Image and text  |  <p>Caption: Online resource</p> <p>For further information regarding GBV and considerations relating to the assessment of protection obligations, please refer to the Gender and sexual orientation annexure in the PVPG.</p>                                                                                                                                                                                                                                                                                                                                                                                                           |  |
|  | Button function | <p><b>Type in LEGEND VM-4825; click on search and then select Protection Visa Processing Guidelines and refer to -</b></p> <p>Annexure 6: Gender and sexual orientation</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |  |
|  | Link            | Open PVPG << <a href="https://legend.border.gov.au/Pages/Welcome.aspx">https://legend.border.gov.au/Pages/Welcome.aspx</a> >>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  |
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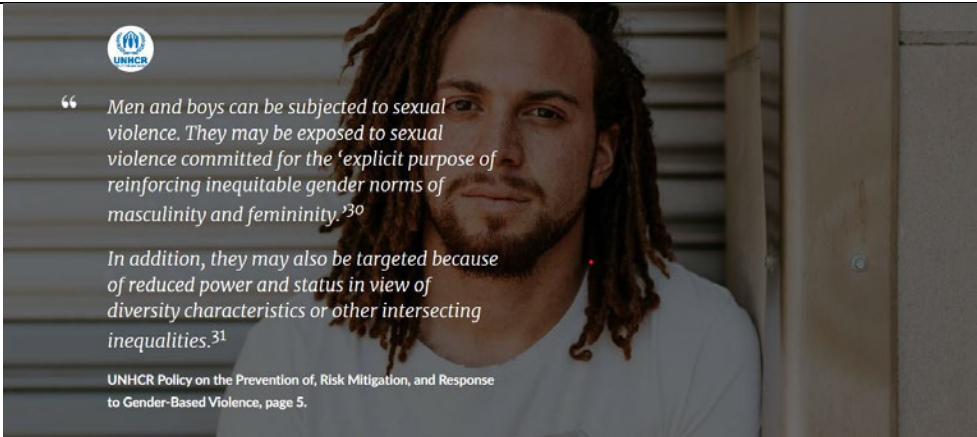
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|  | Text on image  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                |
|  | Paragraph      | DFV and GBV have been widely reported on in recent years, both in Australia and around the world.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                |
|  | Image and text |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | PODCAST to be removed at some point out of course to shorten lesson completion for participants. Maybe uploaded to SharePoint. |
|  | Podcast        | Image caption: Deep dive: Episode from 15 February 2023 (Duration: 30 min)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                |
|  | Paragraphs     | <p>ABC Podcast: Papua New Guinea women are facing an epidemic of violence. Is it time for men to fix the problem?</p> <p>This ABC Pacific report on DFV violence in Papua New Guinea includes DFV victims sharing stories of their experience. Please note that the podcast is 30 minutes long and contains content relating to DFV that some listeners may find distressing. You may find this podcast helpful in providing context.</p> <p>'In the Pacific, almost two-thirds of women and girls experience violence at the hand of a family member or intimate partner. In Papua New Guinea, the statistics are even more grim, with a woman beaten every 30 seconds.'</p> |                                                                                                                                |

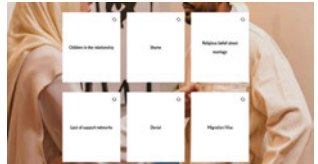
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| Image and text         |  |  <p>Caption: Listening activity</p> <p>SISTAS LET'S TALK</p> <p>PNG women are facing an epidemic of violence. Is it time for men to fix the problem?</p> <p>Click here&lt;&lt;<a href="https://www.abc.net.au/pacific/programs/sistas-lets-talk/sistas,-lets-talk/101953978">https://www.abc.net.au/pacific/programs/sistas-lets-talk/sistas,-lets-talk/101953978</a>&gt;&gt; to listen</p> <p>Aired 15 February 2023. Duration 30 minutes.</p>                                                                                                                                                                                                                                                                                                                                  |  |
| Podcast - Link         |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |  |
| Note function          |  | <p>Whilst the podcast is focused on violence against women, DFV also occurs against men and many of the considerations below are also applicable to men.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |  |
| Paragraph with heading |  | <p><b>Considerations for a decision maker</b></p> <p>When assigned a PV application that includes DFV/GBV claims, you should consider:</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |
| Bulleted list          |  | <ul style="list-style-type: none"> <li>• Does the application need to be administratively split from that of other applicants listed in the application? <ul style="list-style-type: none"> <li>○ If the visa applicant has stated that they have been the victim of DFV or GBV in Australia but their PV application is still combined with the perpetrator, it may need to be administratively split by the National Allocations and Finalisations section (NAFS) to be processed separately. This will most often be done prior to allocation of the application.</li> <li>○ Where a PV applicant has been the victim of DFV or GBV in Australia, and the perpetrator is another applicant listed in the visa application, it may contribute to the victim deciding not to leave their abusive partner. In such circumstances where the</li> </ul> </li> </ul> |  |

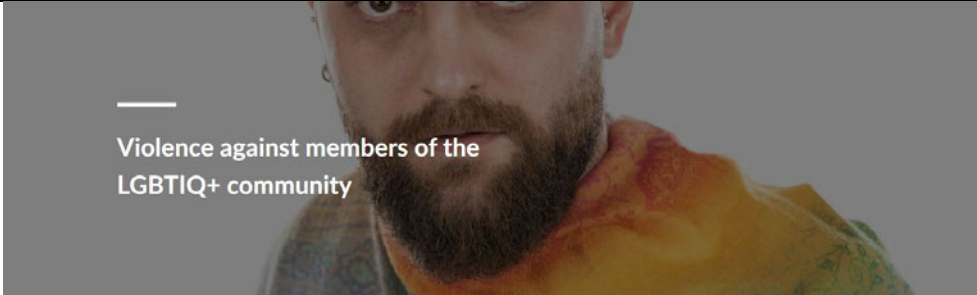
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|  |                | <p>Department is continuing to process the PV application with both visa applicants, you might need to consider getting advice from your supervisor on how to manage aspects of the application – such as the sending of separate notification letters and flagging the need for this in Client of Interest notes in ICSE – to progress the processing of the application without jeopardising the safety of the victim.</p> <ul style="list-style-type: none"> <li>• Are there other privacy and communication issues that need to consider? <ul style="list-style-type: none"> <li>○ If the applicant has used communications methods shared with the perpetrator, you will need to attempt to establish separate ways to communicate with the applicant. A person subjected to coercive control may not be able to freely access and respond to communication. This will most often be done prior to allocation of the application.</li> <li>○ Vulnerable persons, including people who have experienced DFV/GBV, may have limitations on their ability to engage in processes that concern them. Particularly in relation to applicants who have experienced DFV, it is possible that the perpetrator of the DFV previously acted on their behalf in all matters, including during interactions with government departments. Limitations in education and English language ability, as well as past experiences of trauma may see the need for us to adapt our approach to communication, including through deciding upon the most appropriate modality of communication, and the language and tone that we use.</li> </ul> </li> </ul> |  |
|  | Image and text |  <p>Caption: Online resource</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |  |

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|                         |  | There are many myths surrounding DFV and GBV. Click on this link for more information.                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                               |
| Button function         |  | Safe and Equal                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                               |
| Heading                 |  | Understanding family violence                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                               |
| Link                    |  | Open website << <a href="https://safeandequal.org.au/understanding-family-violence/myths/&gt;&gt;">https://safeandequal.org.au/understanding-family-violence/myths/&gt;&gt;</a>                                                                                                                                                                                                                                                                                                           |                                                                                                               |
| Text on image           |  |                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                               |
| Image and text          |  |  <p>Caption: Activity tabs</p> <p>Click on the tabs below to learn more about cultural influences on violence.</p>                                                                                                                                                                                                                                                                                       |                                                                                                               |
| Activity tab's function |  | <b>Leaving Abusive Relationships</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Tab function has a background image, search the word paper 5                                                  |
| Headings/paragraphs     |  | <p>The feasibility for a person to leave an abusive relationship may vary between different societies and cultures.</p> <p>Factors like lack of economic opportunities and the stigma attached to divorced, separated, single, or unmarried women, as well as single mothers, plays a role.</p> <p><b>Extended Family Influences</b></p> <p>While marriage in some cultures may be seen as a union of two individuals, in other cultures it can be viewed as a union of two families.</p> | <p>Rise360 library.</p>  |

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|  |                          | <p>In some cultures, the role of parents-in-law in a marriage is significant. Parents-in-law can have an authoritative role, which can contribute to DFV. Once married, a woman may be considered as belonging to her husband's family.</p> <p><b>Marriage</b></p> <p>Violence in marriage is influenced by cultural, social, and economic norms that emphasise gender roles. Attitudes towards gender roles, relationships and family dynamics can affect how DFV is perceived and tolerated.</p> <p>For example, some cultures expect women to submit to their husbands and fathers, stay in violent relationships, and avoid bringing shame to themselves and their families.</p> <p>The authorities in particular countries may turn a blind eye to DFV that occurs in the context of a marriage, viewing it as a private matter. The actions of these authorities may even include returning married women back to their husband who is the perpetrator of the DFV.</p> |  |
|  | Complete button function | <b>Complete the content above before moving on.</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |  |
|  | Image on text            |  <p>Violence against men</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |
|  | Paragraph                | <p>While women make up a high proportion of the overall victims of DFV and GBV, men and boys can also experience violence and abuse in relationships. There are no limits on the age or social status of the male person; it can include husbands, sons, fathers, grandfathers, uncles, brothers, nephews, friends, neighbours and colleagues. Commonly, the perpetrator can be a wife, girlfriend or partner, but can also include children, parents, siblings and carers of all genders. Men usually do not report abuse due to shame, embarrassment and doubt that others would believe them.</p>                                                                                                                                                                                                                                                                                                                                                                         |  |

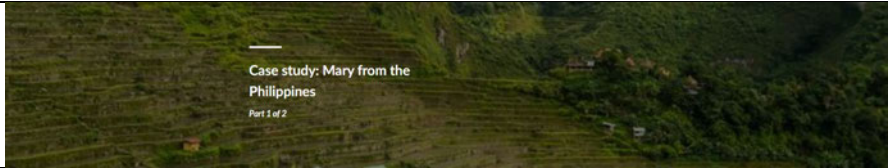
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|  | Quote on image |  <p>“ Men and boys can be subjected to sexual violence. They may be exposed to sexual violence committed for the ‘explicit purpose of reinforcing inequitable gender norms of masculinity and femininity.’<sup>30</sup></p> <p><i>In addition, they may also be targeted because of reduced power and status in view of diversity characteristics or other intersecting inequalities.</i><sup>31</sup></p> <p>UNHCR Policy on the Prevention of, Risk Mitigation, and Response to Gender-Based Violence, page 5.</p>                                                                                                                                                                                                                                                                                 |  |
|  | Paragraph      | <p>Violence and abuse towards men can also include throwing things, biting, spitting, destroying belongings, or hurting a pet. The abuser might also control the person's finances, act possessive and jealous, accuse them of having an affair, and humiliate them in front of family and friends.</p> <p>As a consequence of these actions a person may experience negative feelings which may result in negative impacts such as sleep disturbances or loss of focus on tasks at work.</p>                                                                                                                                                                                                                                                                                                                                                                                          |  |
|  | Paragraph      | <p>Persons in abusive relationships may find it difficult to leave for a variety of reasons, such as:</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |
|  | Bulleted list  | <ul style="list-style-type: none"> <li>• when the perpetrator believes they are losing control over an individual, they may increase or intensify their violence</li> <li>• an individual experiencing abuse might hesitate to call the police for help due to feelings of shame, fear of retaliation from the perpetrator, distrust of law enforcement, or concerns about financial instability or their visa status</li> <li>• cultural or familial pressure, including stigma relating to single people and/or people from a failed marriage</li> <li>• DFV survivors often stay in abusive relationships to protect their children and the relationship their children have with their parents</li> <li>• it can also be difficult for DFV survivors to leave if they don't have the financial resources, particularly if the perpetrator is controlling their finances</li> </ul> |  |

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|                                               |  | <ul style="list-style-type: none"> <li>having limited English proficiency and not being aware of the support services available.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                             |
| Note function<br>Bold paragraph               |  | <b>Context is important when conducting your assessments. Other countries will have customs, traditions, legal frameworks etc. that differ from Australia. Recall what you learned in your Legal Framework training about s36 of the <i>Migration Act</i> and, consider how that applies when assessing PV applications that include DFV/GBV claims.</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                             |
| Paragraph                                     |  | Here are some reasons why people might remain in abusive and violent relationships:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                             |
| Flashcard function<br>Headings and paragraphs |  | <p><b>Children in the relationship</b> – Custody issues can be a major concern, with the person believing they may never see their children again or the perpetrator may harm their children.</p> <p><b>Shame</b> – The person may feel overwhelming shame that they have been overpowered by a woman and have not fulfilled their gender-based role of being the ‘protector and provider for the family’.</p> <p><b>Religious belief about marriage</b> – The person may feel committed to the vow they made during a religious ceremony.</p> <p><b>Lack of support networks</b> – The person may feel that the police, other support services, family and friends could doubt their claims of abuse and violence.</p> <p><b>Denial</b> – The person may feel that the perpetrator will change their abusive behaviour towards them and likely believe the perpetrator's false promise.</p> <p><b>Migration/Visa</b> – The person may fear they will be removed from the country and lose access to their children, job or friends.</p> | <p>X6 Flashcards, image background.</p>  |
| Continue button                               |  | <b>Continue</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                             |

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|  | Text on image |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |
|  | Paragraph     | <p>As a reminder, the term LGBTIQ+ is an abbreviation that represents a range of gender and sexual orientations that people might identify as, including lesbian, gay, bisexual, transgender, intersex, queer, asexual, or otherwise diverse in gender, sexual orientation, or sex characteristics. These particular characteristics and orientations may mean that persons who share (or are perceived as sharing) them meet the definition of ‘a particular social group’ in the Migration Act.</p> <p>In the context of assessing protection claims made by visa applicants identifying as LGBTIQ+, the social and cultural norms in their receiving country could increase the likelihood or risk of them experiencing unique and targeted forms of violence and discrimination.</p> |  |
|  | Paragraph     | When assessing protection claims based on a visa applicant stating they have suffered DFV or GBV, you should take into account some of the following considerations as they will help you to determine how to approach the applicant and ensure your management of the case does not escalate:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |  |
|  | Bulleted list | <p>Consider what the applicant is claiming.</p> <ul style="list-style-type: none"> <li>○ What happened to them in the past? Who did this to them?</li> <li>○ What is their family composition? Where are their family members? Are they in contact with them?</li> <li>○ Do declared attributes in their application form including education, employment and travel history help give a picture of the applicant’s vulnerability?</li> <li>○ What do they fear will happen to them in the future? Who do they fear will do this?</li> <li>○ Is there anything that calls into question the plausibility of what the applicant claims to fear?</li> </ul>                                                                                                                                |  |

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|  | <ul style="list-style-type: none"> <li>○ Would the type of harm the applicant claims to fear meet the threshold of constituting serious harm or the definition of significant harm? Why or why not?</li> <li>○ If there are gaps in the narrative or details put forward, are there plausible reasons for explaining this? Does this need to be explored further?</li> <li>• Consider the supporting evidence (or lack of supporting evidence) provided. <ul style="list-style-type: none"> <li>○ Do the documents provided support the applicant's claims, such as supporting the existence of their relationship with the alleged perpetrator?</li> <li>○ Given that DFV and GBV involves a person's direct, personal and lived experiences, is it likely that they would have any documentation to support their claims? If so, what might this be?</li> <li>○ Considering the applicant's circumstances and vulnerability, is it reasonable to expect them to provide further supporting evidence?</li> <li>○ Would the applicant's claimed experiences of DFV/GBV mean that it is unlikely they would have been in a position to seek the assistance of authorities or other people/organisations?</li> </ul> </li> <li>• Have a look at the country of origin information (COI) relating to the applicant's receiving country. <ul style="list-style-type: none"> <li>○ How do the authorities reportedly respond to complaints of DFV or GBV?</li> <li>○ What are societal attitudes towards DFV/GBV in the applicant's receiving country?</li> <li>○ Do the applicant's claims align with the country information?</li> </ul> </li> <li>• Consider the future risk of serious or significant harm. <ul style="list-style-type: none"> <li>○ What does the information in front of you tell you about the future risk of harm that the applicant might face if they were removed to their receiving country?</li> <li>○ If you only have information about past events, what information might you need to understand the applicant's future risk of facing DFV or GBV in their receiving country?</li> <li>○ If the applicant has a combined PV application with the perpetrator what is the likelihood of the violence taking place</li> </ul> </li> </ul> |  |
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|    |               | <p>between the victim and perpetrator into the future, if both applicants were to be refused protection and returned home?</p> <ul style="list-style-type: none"> <li>○ If there is a risk of violence continuing to take place, what would likely response from authorities in the home country and would the victim be able to receive protection or to relocate to another part of the country to secure their safety?</li> <li>● Is further information/comment required? <ul style="list-style-type: none"> <li>○ Considering the applicant's circumstances and vulnerability, what information should you seek to assist your assessment? What would be the most appropriate way to get that information to you – in writing or at an interview? Is there anything you need to consider in the way you communicate with the applicant?</li> <li>○ Is there information or evidence in front of you that seems unclear or confusing when considered against the applicant's claims? Do you need the applicant to clarify or explain the issue?</li> <li>○ Is there any relevant information that needs to be put to the applicant for comment under s57 of the Migration Act? What would be the most appropriate way to do this which minimises risk of re-traumatising the applicant?</li> </ul> </li> </ul> |  |
| 46 | Paragraph     | For applicants claiming GBV, depending on the claims raised you might need to consider the following when considering whether they would face a real chance of serious harm or a real risk of significant harm in their receiving country:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |  |
| 47 | Bulleted list | <ul style="list-style-type: none"> <li>● any characteristics or attributes relating to the applicant that could impact on their vulnerability and ability to receive protection from acts of GBV in their home country</li> <li>● any prevalence of the practice of human trafficking which might exist in the applicant's country of origin and if that human trafficking might be targeted to people identifying as certain genders</li> <li>● the prevalence of modern slavery including circumstances involving the applicant being pushed into forced labour or forced marriage</li> <li>● the prevalence of female genital mutilation / cutting</li> <li>● the prevalence of dowry abuse in the receiving country</li> <li>● dependent children and access to childcare, education, health services.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |

|    |                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  |
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| 48 | Image and text |  <p>Caption: Online resource</p> <p>Visit the following link for guidance on safeguarding children when conducting your assessment.</p>                                                                                                                                                                                                                                                                                       |  |
| 49 | Button         | <p>Safeguarding children</p> <p>Open policy &lt;&lt; <a href="https://intranet.bcz.gov.au/border-ops/policy/child-safeguarding">https://intranet.bcz.gov.au/border-ops/policy/child-safeguarding</a>&gt;&gt;</p>                                                                                                                                                                                                                                                                                               |  |
| 50 | Continue block |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  |
| 51 | Text on image  |                                                                                                                                                                                                                                                                                                                                                                                                                              |  |
| 52 | Image and text |  <p>Caption: Tabs activity</p> <p>We have developed a case study around Mary, an applicant from the Philippines, to help us explore how DFV and GBV claims are assessed in the PV assessment. We will consider the case study in two parts. Click on the 3 tabs below for further information.</p> <p>Please note, this case study is illustrative only and must not be relied upon when assessing any real application.</p> |  |

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| 53 | Tabs activity | <p><b>Background:</b></p> <p>Mary is a female applicant from the Philippines. She arrived in Australia on a Visitor visa in April 2019 with her ex-husband, who is also a citizen of the Philippines. Mary has one child. She was married to her ex-husband in 2017 in the Philippines and they divorced in Australia in 2022.</p> <p><b>Protection claims:</b></p> <p>Mary claims that throughout the course of her marriage she was subjected to domestic violence in the form of physical and psychological violence. She claims that this occurred in the Philippines and more recently in Australia.</p> <p>She claims that her ex-husband's family also perpetrated violence towards the applicant during her time in the Philippines.</p> <p>Her ex-husband is subject to a family violence intervention order protecting both herself and their child in Australia.</p> <p>The applicant claims that if she returns to the Philippines, her ex-husband will follow her there and will subject her to further physical and psychological violence.</p> <p>She also claims that she will experience physical and psychological harm from her ex-husband's family members if she returns to the Philippines.</p> <p>She claims that she is unable to obtain protection from the Philippines authorities as her ex-husband's family is influential in the Philippines, and that she cannot relocate within the Philippines to avoid the harm.</p> <p><b>Supporting evidence:</b></p> <p>Birth certificate for the applicant's child</p> <p>Marriage certificate</p> |  |
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|    |                | <p>Family Violence Interim Intervention Order</p> <p>Child protection document</p> <p>Victorian Police letter</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |
| 54 | Subheading     | <b>Refugee Law Guidelines 3.10.5 <i>Who is the persecutor?</i></b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |  |
| 55 | Image and text |  <p>When examining persecution claims, it is important to consider whether the persecutor is the State or a non-state agent. This will be important in assessing whether the definition of persecution under s5J(4) of the Migration Act is met. As discussed in 3.10.4 Laws of general application in the Refugee Law Guidelines, if the State is directly involved in persecution, the evidence to support (or counter) such a claim may be easier to find than if the persecutor is a non-state agent. Decision makers will need to consider whether the actions of the State are a result of a law of general application or, if not, whether the discriminatory law is for a legitimate State objective and is appropriately adapted to meet that objective.</p> <p>If the persecutor is <i>not</i> the State, the decision maker will need to consider a range of other factors. This is because a fear of persecution is one ‘... that is official, or officially tolerated or uncontrollable by the authorities of [the country of the refugee’s nationality]’.</p> |  |

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|    |                | <p>If a State encourages persecution, or appears to be powerless to prevent it, then persecution perpetrated by private individuals or groups may bring a person within the scope of persecution for a refugee protection reason.</p> <p><i>In relation to our case study of Mary, the potential persecutors are non-state actors, her ex-husband and his family members.</i></p>                                                                                                                                                                                                                                                                      |  |
| 56 | Image and text |  <p>Caption: Online resource<br/>For further information see the Refugee Law Guidelines on LEGEND.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  |
| 57 | Button         | <p><b>Refugee Law Guidelines</b></p> <p>Open guidelines &lt;&lt;<a href="https://legend.border.gov.au/migration/2021-2024/2025/04-04-2025/policy/Pages/_document00005/level%20100331.aspx">https://legend.border.gov.au/migration/2021-2024/2025/04-04-2025/policy/Pages/_document00005/level%20100331.aspx</a>&gt;&gt;</p>                                                                                                                                                                                                                                                                                                                            |  |
| 58 | Continue block |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |
| 59 | Text on image  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |  |
| 60 | Paragraph      | <p>Persons seeking protection in Australia because of DFV generally claim to face harm from non-state actors, such as their spouse or former spouse.</p> <p>Generally, such claims do not engage one of the refugee protection reasons under s5J(1)(a) of the Migration Act, including membership of a particular social group (PSG). Claims are often assessed in detail under complementary protection (refer to s36(2)(aa), s36(2A) and s36(2B) of the Migration Act).</p> <p>To be a member of a PSG (or satisfy another refugee protection reason (s5J(1)(a) of the Migration Act) the persecutor, either claimed or supported by evidence in</p> |  |

|    |                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  |
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|    |                | <p>country information, generally needs to be more than the applicant's partner – such as members of the wider society / community or a state-based actor. This can include both active persecutions, as well as denial of access to services or protection because of one of the five refugee protection reasons.</p> <p>If an applicant with family violence claims they separated from their alleged perpetrator (e.g. their spouse), family violence would generally be considered a form of harm rather than a component of a PSG.</p> <p>Whilst the Migration Act remains the authority, the Refugee Law Guidelines, the Complementary Protection Guidelines, and the UNHCR Guidelines on Gender-Related Persecution can also offer useful guidance for your consideration.</p> |  |
| 61 | Image and text |  <p>Caption: Online resources</p> <p>See below the links to the Complementary Protection Guidelines and the UNHCR Guidelines on Gender-Related Persecution.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |  |
| 62 | Button stack   | <p><b>Type in LEGEND VM-4825; click on search and then select Protection Visa Processing Guidelines and refer to - Complementary Protection Guidelines</b></p> <p>Open guidelines &lt;&lt; <a href="https://legend.border.gov.au/Pages/Welcome.aspx">https://legend.border.gov.au/Pages/Welcome.aspx</a> &gt;&gt;</p> <p><b>UNHCR Guidelines on Gender-Related Persecution</b></p> <p>Open guidelines &lt;&lt; <a href="https://www.unhcr.org/sites/default/files/legacy-pdf/3d58ddef4.pdf">https://www.unhcr.org/sites/default/files/legacy-pdf/3d58ddef4.pdf</a> &gt;&gt;</p>                                                                                                                                                                                                       |  |
| 63 | Continue block |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  |

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| 64 | Image and text |  <p>Caption: Tabs activity<br/>To assist in deciding how to assess a DFV claim, including under the refugee criteria and the complementary protection (CP) criteria, consider the scenarios in the tabs below.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |  |
| 65 | Tabs activity  | <p><b>Tab 1:</b><br/><b>Scenario 1</b><br/><b>Applicant claim:</b> Claims to fear harm at the hands of their partner. Did not claim any form of harm from society or a state-based actor due to being a victim of domestic violence.<br/><b>Country information:</b> No country information indicating that persons who are victims of domestic violence are subject to any form of societal or state-based harm or discrimination. Country information does not support the view that the authorities will not respond or effectively deal with claims of domestic violence.<br/><b>Assessment:</b> Refugee assessment – Not a s5J(1)(a) refugee protection reason (HotDocs template text). <b>CP assessment</b> – assess risk of harm at the hands of the partner.</p> <p><b>Tab 2:</b><br/><b>Scenario 2</b><br/><b>Applicant claim:</b> Claims to fear harm at the hands of their partner. Also claims to fear some sort of societal or state-based actor harm or discrimination due to being a victim of domestic violence.<br/><b>Country information:</b> No country information indicating that persons who are victims of domestic violence are subject to any form of societal or state-based harm or discrimination. Country information does not support the view that the authorities will not respond to, or effectively deal with, claims of domestic violence.<br/><b>Assessment:</b> Refugee assessment – Not a s5J(1)(a) refugee protection reason, but also include consideration and discussion about membership of a PSG and why s</p> |  |

5L is not applicable (i.e. because s5L(c) does not apply because (i) it is not innate or immutable, (ii) it is not fundamental to their identity or conscience and (iii) because country information does not support the view that the group is distinguishable from society). CP assessment – assess risk of harm at the hands of the partner and the claimed societal or state-based harm/discrimination.

**Tab 3**

**Scenario 3**

**Applicant claim:** Claims to fear harm at the hands of the partner. Did not claim any form of harm from society or a state-based actor due to being a victim of domestic violence.

**Country information:** Country information indicates that persons who are victims of domestic violence are subject to some form of societal or state-based harm or discrimination.

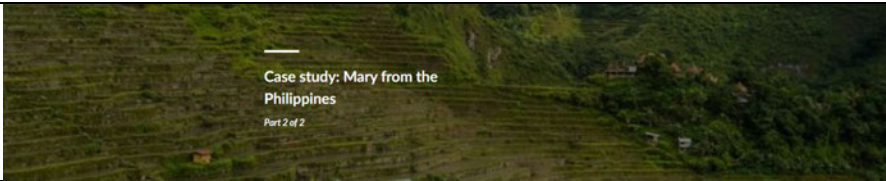
**Assessment:** Refugee assessment – implied claim – Membership of a PSG such as ‘persons who are victims of domestic violence’. Decision record should document why the claim of harm due to societal or state-based harm/discrimination is a PSG, which should draw upon the supporting country information. It would be a PSG because, as the country information supports, society does distinguish this group from the rest of society through the application of discrimination. However, the refugee assessment should be limited to assessing the chance of harm due to societal or state-based harm/discrimination; consideration of harm at the hands of the partner is not relevant in the refugee assessment. CP assessment – assess risk of harm at the hands of the partner and the societal or state-based harm/discrimination.

**Tab 4**

**Scenario 4**

**Applicant claim:** Claims to fear harm at the hands of the partner. Also claims to fear some sort of societal or state-based harm or discrimination due to being a victim of domestic violence.

**Country information:** Country information indicates that persons who are victims of domestic violence are subject to some form of societal or state-based harm or discrimination.

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|     |                | <p><b>Assessment:</b> Refugee assessment – express claim – PSG such as ‘persons who are victims of domestic violence’. Decision record should document why the claim of harm due to societal or state-based harm/discrimination is a PSG, which should draw upon the supporting country information. It would be a PSG because, as the country information supports, society does distinguish this group from the rest of society through the application of discrimination. However, the refugee assessment should be limited to assessing whether the harm amounts to serious harm, and if so the chance of harm due to societal or state-based harm/discrimination; consideration of harm at the hands of the partner is not relevant in the refugee assessment. CP assessment – assess risk of harm at the hands of the partner and the societal or state-based harm/discrimination.</p> |  |
| 66  | Statement      | <p><b>PV applicants presenting DFV and GBV claims, particularly women who do not adhere to the prevailing culture and religious norms, may need consideration under the refugee criteria based on their ‘political opinion’ and ‘religion’ (see s5J(1)(a)) of the Migration Act as well as a complementary protection assessment if the refugee criteria are not met.</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  |
| 67  | Continue block |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |
| 69  | Text on image  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |
| 7\0 | Image and text |  <p>Caption: Tabs activity</p> <p>You will remember that we have already read part 1 of Mary’s case. Let’s now look at what happened next</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |
| 71  | Tabs activity  | <p><b>Tab 1:</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |  |

**The interview**

Mary attended her scheduled interview on 4 August 2022. Present at the interview was her representative from a community refugee legal service. Mary spoke in fluent English and did not require the services of an interpreter.

In her Statement of claims and PV application, the applicant claims that she experienced domestic violence and abuse from her ex-husband and his family on a number of occasions when she resided with them in the Philippines. The applicant provided a marriage certificate and divorce certificate as evidence of the relationship breakdown.

The applicant's oral and written claims were consistent. At interview, the applicant was generally forthcoming in providing further information, and her marital status and relationship with her ex-husband were explored in detail. However, she only briefly alluded to the harm she experienced from her ex-husband and his family in a very generalised way. She did not provide a detailed account of any specific incidents of violence that her ex-husband perpetrated against her and could not provide approximate dates related to when they occurred. When she spoke about the abuse she became highly emotional.

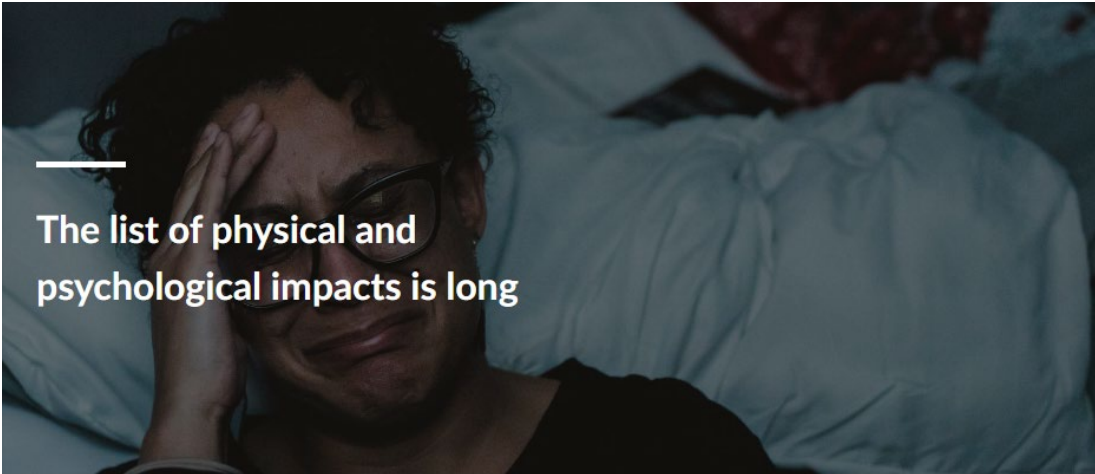
When asked during the interview if she could provide any evidence to support her claims, she said that she could not. She stated that she never approached the authorities or other organisation in the Philippines as she believed they would not help her, and because she feared reprisals from her ex-husband and his family.

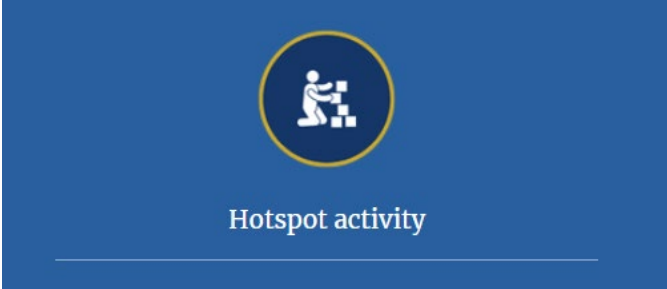
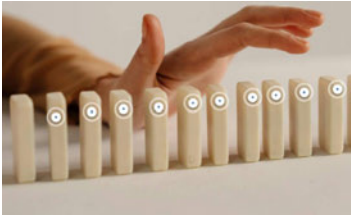
**Decision maker findings**

It was accepted that Mary is a single/divorced woman and a single mother. The applicant's inability to provide details relating to specific incidents of harm from her ex-husband was considered, however, this was attributed to the frequent and

|    |                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |  |
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|    |                | <p>traumatic nature of the harm she experienced, particularly in the context that she had otherwise been forthcoming with information.</p> <p>The applicant's inability to provide any supporting evidence was also considered, and it was found that given the nature of the applicant's claims, and the supporting COI relating to the Philippines, it was plausible that she would not have been in a position to seek assistance from the authorities or organisations.</p> <p>It was accepted that Mary suffered DFV from her ex-husband and his family, who are from a wealthy and well known family in the Philippines. It was accepted that the applicant would not be able to obtain state protection due to the status of her ex-husband and his family, and was found that the threat of harm from them extended to the entirety of the country for the same reasons.</p> <p>The decision maker next stepped through the legal tests and considered, COI where relevant. Ultimately, the decision maker found that Mary and her child engaged Australia's protection obligations.</p> |  |
| 72 | Continue block |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |  |

## New Chapter

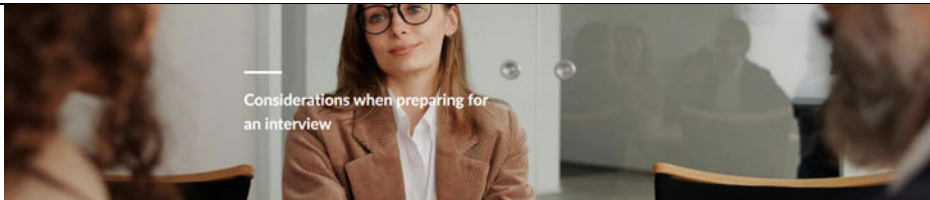
| # | Instruction   | Content                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Wisdom/Client Clarification Questions and Comments |
|---|---------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------|
|   | Heading       | Impacts of DFV and GBV on victims                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                    |
|   | Text on image |                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                    |
|   | Paragraph     | <p>There are numerous physical and psychological impacts experienced by the victims of DFV and GBV. It is important to be mindful of how violence can impact an applicant when presenting and responding to questions in a PV application and interview, or in response to written invitations to give additional information, for example under s56 of the Migration Act.</p> <p>The applicant may not disclose DFV or GBV claims in their application, especially if their application is linked with the perpetrator's PV application.</p> |                                                    |

|  |                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |
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|  | Interactive Hotspot | <p>Below are some of the many consequences of domestic and family violence on an individual.</p> <p>Click on each of the 10 plus signs below to reveal what the consequences can include.</p>                                                                                                                                                                                                                                                                                      |  |
|  |                     | <ol style="list-style-type: none"> <li>1. negative psychological effects: post-traumatic stress disorder (PTSD)</li> <li>2. depression, grief and anxiety</li> <li>3. self-deprecating behaviours and negative emotional responses such as distrust, feelings of shame, hopelessness and general distress</li> <li>4. low self-esteem</li> <li>5. post-traumatic reactions such as numbing, emotional distancing, heightened arousal, and hypervigilance</li> <li>6. repeat victimisation</li> <li>7. financial and economic hardship</li> <li>8. physical injuries including acquired brain injuries (ABI) or traumatic brain injury (TBI)</li> </ol> |  |

|  |                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |  |
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|  |                   | <p>9. coercive control is often defined as a pattern of controlling behaviour, used by a perpetrator to establish and maintain control over another person.</p> <p>10. Memory issues and inability to recall details</p>                                                                                                                                                                                                                                                                            |  |
|  | Complete function | Complete the content above before moving on.                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |
|  | Image and text    |  <p>Caption: Online resource</p> <p>You should also be mindful of the impact of DFV and GBV on a child's wellbeing if there are any children involved in, or exposed to, the violence. Visit the following link for guidance on safeguarding children when conducting your assessment.</p>                                                                                                                         |  |
|  | Button            | Safeguarding children                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |  |
|  | Link              | Open policy << <a href="https://intranet.bcz.gov.au/border-ops/policy/child-safeguarding">&lt;&lt; https://intranet.bcz.gov.au/border-ops/policy/child-safeguarding&gt;&gt;</a>                                                                                                                                                                                                                                                                                                                     |  |
|  | Multiple choice   | <p>Persons who experience abuse may feel a range of emotions, what could some of those be?</p> <ul style="list-style-type: none"> <li>• <b>depression</b></li> <li>• <b>worthlessness</b></li> <li>• <b>anger</b></li> <li>• <b>powerlessness</b></li> <li>• <b>helplessness</b></li> <li>• <b>isolation</b></li> </ul> <p>Feedback:</p> <p>Correct: All of the above answers are correct! Victims of violence and abuse can experience many feelings that can also impact their mental health.</p> |  |

|  |                |                                                                                                                                                                                                   |  |
|--|----------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
|  |                | Incorrect: Incorrect. Victims of violence and abuse can experience many feelings that can also impact their mental health. Remember you can scroll up and reread the information and try again.RI |  |
|  | Continue block | <b>Continue</b>                                                                                                                                                                                   |  |

## New Chapter

| # | Instruction   | Content                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Wisdom/Client Clarification Questions and Comments |
|---|---------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------|
|   | Heading       | Interview preparation - research points as a decision maker                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                    |
|   | Text on image |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                    |
|   | Paragraph     | <p>When preparing for an interview with an applicant who has raised claims of DFV or GBV, your research should include looking into the COI to ascertain the legal, economic and civil status of persons in the country of reference.</p> <p>Namely, the occurrence of violence, harmful practices against persons, and the adequacy of state protection should be considered.</p>                                                                                                                                                                                                                                         |                                                    |
|   | Paragraph     | <p><b>Research considerations</b></p> <p>As you're preparing for the interview, ask yourself the following questions:</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                    |
|   | Bulleted list | <ul style="list-style-type: none"> <li>• Is there a human rights code in the country of reference for consequences of non-adherence to cultural and social norms? Are the authorities in the country willing and able to act?</li> <li>• What are the risks a person may face if they were returned to the country of reference following a DFV or GBV claim? Who would potentially harm them – family, community members, the authorities, someone else?</li> <li>• Is DFV/GBV normalised in their country of reference? Is there impunity for GBV crimes and/or lack of access to justice and accountability?</li> </ul> |                                                    |

|  |                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |
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|  |                | <ul style="list-style-type: none"> <li>Are there rigid beliefs in male and female roles and stereotypes, having expectations and standards of appropriated gendered behaviours?</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  |
|  | Note block     | <p><b>Note: If there is insufficient country of origin information, you should refrain from using inappropriate sources of information as a substitute as this may lead to a legal error. All country information cited in a decision record must be on CISNET. Submit a Research Request on CISNET if required.</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |  |
|  | Image and text |  <p>Caption: Policy documents</p> <p>Below are a couple of policy documents you may wish to bookmark.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  |
|  | Button Stack   | <p>Use of Country of Origin Information (border.gov.au) – Procedural Instruction on the use of COI in assessing protection and other visa and migration claims.</p> <p>Button: View the Policy &lt;<a href="https://legend.border.gov.au/migration/2021-2024/2025/04-04-2025/policy/Pages/document00005/level100338.aspx">https://legend.border.gov.au/migration/2021-2024/2025/04-04-2025/policy/Pages/document00005/level100338.aspx</a>&gt;</p> <p><b>Type in LEGEND VM-4825; click on search and then select Protection Visa Processing Guidelines and refer to Gender and Sexual Orientation - Annexure 6 relating to gender and sexual orientation.</b></p> <p>Button: View the Policy &lt;<a href="https://legend.border.gov.au/Pages/Welcome.aspx">https://legend.border.gov.au/Pages/Welcome.aspx</a>&gt;</p> |  |

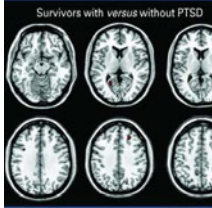
|                        |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |
|------------------------|--|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| Image and text         |  |  <p>Conducting an interview may be an efficient and effective way of gathering further information from a person claiming to have experienced DFV or GBV. However, we need to be mindful that attending an interview could trigger an applicant to re-experience trauma that they have experienced in the past.</p> <p>Flashbacks are trauma memories recalled in the present, which could be highly distressing to the applicant.</p> <p>Prior to commencing an interview with the applicant, it may be useful to advise them that particular traumatic incidents or events will not be discussed during the interview, where it is not necessary to do so. It may also be useful to emphasise to the applicant that no contact will be made with the alleged perpetrator of the DFV/GBV, or any other member of the public, in relation to their application, claims or information.</p> |  |
| Paragraph with heading |  | <p><b>Interview considerations</b></p> <p><b>Interviewing Factors</b></p> <p>There are many factors that must be considered when interviewing a potentially psychologically vulnerable or mentally unwell applicant.</p> <p>We can ask the applicant if they will be bringing a support person, which could be a family member or a social worker. If the applicant is particularly vulnerable, we should encourage this.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  |

|  |                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |  |
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|  |                | <p>If an interview is being arranged for an applicant who has raised gender-based claims, every effort should be made to use a decision maker of the same sex and an interpreter of the same sex as the applicant (or the same gender of which the applicant identifies).</p> <p>If relevant, in the interview preamble we can tell the applicant that we will not be asking them to provide detailed accounts of particular incidents of DFV, but we will discuss the surrounding circumstances. Some applicants may wish to tell their story and should not be prevented from doing so. This may evoke emotions, and we encourage the applicant to ask for breaks when they need one. When the applicant discusses instances of violence or particularly sensitive matters, to mitigate risk to their wellbeing we politely tell them we do not need them to provide this information.</p> <p>During the interview keep a close eye on the applicant - they might be shutting down. Consider asking the applicant if they would like to take a break or ask if they would like to re-scheduling the interview. You may also need to take a break if feeling overwhelmed yourself.</p> <p>If you come to believe the applicant is at risk of harm during the course of the interview, immediately consult with your supervisor to determine whether a referral to emergency services, child protection, or the Department's Domestic and Family Violence Unit is required.</p> |  |
|  | Note           | Considerations when interviewing applicants is addressed in more detail in the 'Introduction to PV Interviewing' modules of the PODM ET.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |
|  | Paragraph      | Reflect on the following questions and how they might guide your approach to an interview.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |  |
|  | Image and text | <p>Knowledge check</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |  |
|  | True/False     | The trauma they experienced might make it hard for them to remember, describe or explain their claims. Intense emotions can reduce their concentration, leading to difficulties in understanding and expressing themselves. <b>TRUE.</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |

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|  |                | <p>The applicant probably won't be too ashamed to disclose details about sexual assault, other forms of sexual violence, female genital mutilation (FGM), DFV or discrimination they experienced. <b>FALSE.</b></p> <p>Being around strangers, family members, friends, especially males or persons of authority, could affect the applicant's ability to participate effectively in the interview. <b>TRUE.</b></p>                                                                                                               |  |
|  | Continue block |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |  |
|  | Note block     | <p><b>There are many different types of people who seek protection. There are some who are found to engage Australia's protection obligations, while others do not.</b></p>                                                                                                                                                                                                                                                                                                                                                        |  |
|  | Image and text | <p>Each application should be approached on its own merits with an open mind, while building a positive rapport with the applicant without being overly friendly or sympathetic. Effective communication during the interview can greatly influence the quality and quantity of information obtained from a DFV or GBV applicant. It is good practice to spend sufficient time creating a safe communication atmosphere for all involved.</p>  |  |
|  | Paragraph      | <p>Example questions:</p> <p>Please note that these are only examples of questions you could ask and are not a prescriptive or exhaustive list. Your questioning needs to be tailored to</p>                                                                                                                                                                                                                                                                                                                                       |  |

your information needs associated with a particular case and you need to approach information gathering with a level of sensitivity appropriate for the particular applicant. Some of the questions below may not be appropriate to be put to the particular applicant you are assessing.

- Please provide information relating to [claimed perpetrator] including their full name, when you were last in contact with them, and where they were living when you were last in contact with them.
- Please provide information relating to your relationship with [claimed perpetrator], including how you met, when your relationship commenced, the date of your marriage and when your relationship ended.
- Please provide information relating to the nature of the threats or harm you experienced from [claimed perpetrator].
- Please provide information relating to contact [claimed perpetrator] has had with your family members since you came to Australia.
- How have your family responded to the breakdown in your relationship? Did you receive any support?
- Tell me about any efforts you made to seek the protection of the police or another authority. Please provide information relating to this, including, when you did this, where you did this, who you spoke to and what happened.
- Tell me about any efforts you made to seek help from government and/or non-government support services for victims of domestic violence. Please provide information relating to this.
- Please provide information relating to the current care arrangements for your children, including who they are currently residing with and where they are residing.
- Please provide an explanation of what you fear may happen to you if you returned to your home country.
- Would it be possible to avoid being harmed by residing in a location in your home country, other than your home region? If not, provide information as to why this would not be possible.

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|  | Continue block |                                                                                                                                                                                                                                                                                                                                                     |  |
|  | Image and text |  <p>Caption: Survivors with versus without PTSD</p> <p>When dealing with sensitive DFV and GBV applications, keep in mind, trauma can affect memory and fragment the sequence of events.</p>                                                                       |  |
|  | Image and text |  <p>Caption: Online resource</p> <p>There is a great resource prepared by the UNHCR - Guidance Note on the Psychologically Vulnerable Applicant in the Protection Visa Assessment Process.</p>                                                                     |  |
|  | Button         | <p><b>UNHCR - GUIDANCE NOTE ON THE PSYCHOLOGICALLY VULNERABLE APPLICANT IN THE PROTECTION VISA ASSESSMENT PROCESS</b></p> <p>Page 7 Part 28</p> <p>Button: Open guidance &lt;&lt; <a href="https://www.unhcr.org/au/sites/en-au/files/legacy-pdf/5a127e907.pdf">https://www.unhcr.org/au/sites/en-au/files/legacy-pdf/5a127e907.pdf</a>&gt;&gt;</p> |  |

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|  | Image and text      |  <p>Caption: Hotspot activity</p> <p>The guidance notes states that any of the following observations may suggest psychological vulnerability. Click on all 13 hotspots below.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  |
|  | Interactive Hotspot |  <ul style="list-style-type: none"> <li>• Shows obvious signs of self-neglect.</li> <li>• Is highly distractible and inattentive.</li> <li>• Responds with very limited content to all questions and there is little spontaneous speech.</li> <li>• Provides poorly organised, illogical or irrelevant responses much of the time.</li> <li>• Appears sad, withdrawn and uncommunicative much of the time.</li> <li>• Appears highly anxious and distressed much of the time.</li> <li>• Appears agitated and overactive much of the time.</li> <li>• Expresses ideas that are markedly strange and irrational.</li> <li>• Behaves in a way that is markedly odd and socially incongruent.</li> <li>• Becomes highly distressed or disoriented when speaking of traumatic subjects or instead is incongruously detached.</li> <li>• Has difficulty recalling recent daily activities or basic autobiographical information or locating autobiographical events in time.</li> <li>• Expresses an intent to harm self or others.</li> <li>• Appears to be disoriented about time and place and confused about the purpose of the meeting / interview.</li> </ul> |  |
|  | Continue block      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |  |
|  | Paragraph           | <p>When you are interviewing a DFV or GBV applicant, or seeking further information, be mindful of the following:</p> <ul style="list-style-type: none"> <li>• <b>your demeanour</b> - consider how you could be coming across to the applicant.</li> <li>• <b>trauma and torture</b> - the applicant might have suffered serious abuse.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  |

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|  |                | <ul style="list-style-type: none"> <li>• <b>communication needs to be clear and concise</b> - use prompting questions not closed questioning and remind yourself to be an active listener.</li> <li>• <b>set expectations</b> - your applicant should be clear on the topics that will be discussed.</li> <li>• <b>your language</b> – use wording that is not absolute that the claims are true. The point of the interview is to get evidence to determine if their claims are credible, so do not use language that suggests just because the claim has been made it is automatically accepted the claims are true.</li> <li>• <b>your role</b> - while you're not there to provide emotional support, you can still build trust with them. While you may be able to see signs that may be indicative of someone experiencing mental illness, remember, you are not trained as psychological medical professional.</li> </ul> |  |
|  | Image and text |  <p>Caption: Online resource</p> <p>For further information on interview procedures see the PVPG section 11.3</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |  |
|  | Button         | <p><b>Type in LEGEND VM-4825; click on search and then select Protection Visa Processing Guidelines and refer to -</b></p> <p>Section 11.3 Interview procedures</p> <p>Button: Open PVPG&lt;&lt;<a href="https://legend.border.gov.au/migration/2021-2024/2025/04-04-2025/policy/Pages/document00005/level%20100325-5.aspx#11_3">https://legend.border.gov.au/migration/2021-2024/2025/04-04-2025/policy/Pages/document00005/level%20100325-5.aspx#11_3</a>&gt;&gt;</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                          |  |

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|  | Image and text       | <p>Knowledge check</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |  |
|  | Multichoice question | <p>The interview should be conducted in a way that is not confrontational but supportive.</p> <p>What can you do to ensure that?</p>  <p><b>A1. Use female decision makers and female interpreters where requested to conduct the interview to make female applicants feel more at ease discussing sensitive matters.</b></p> <p><b>A2. The presence of a support person may assist the applicant to feel safe, trust the process and be tolerable to some degree of distress.</b></p> <p><b>A3. Be aware that you could be the first person an applicant has talked to about their DFV or GBV experience.</b></p> <p>Correct answer: each should be ticked.</p> |  |
|  | Paragraph            | <p><b>You should:</b></p> <ul style="list-style-type: none"> <li>• encourage the applicant to tell their story</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |  |

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|  |                | <ul style="list-style-type: none"><li>• listen to the applicant's story</li><li>• let the applicant express how they feel</li><li>• let the applicant cry without visibly looking uncomfortable</li><li>• remind the applicant they can request a break at any time</li><li>• display patience, and allow the applicant sufficient time to answer questions without feeling rushed</li><li>• thank the applicant for providing their story.</li></ul> |  |
|  | Continue block | Continue                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |

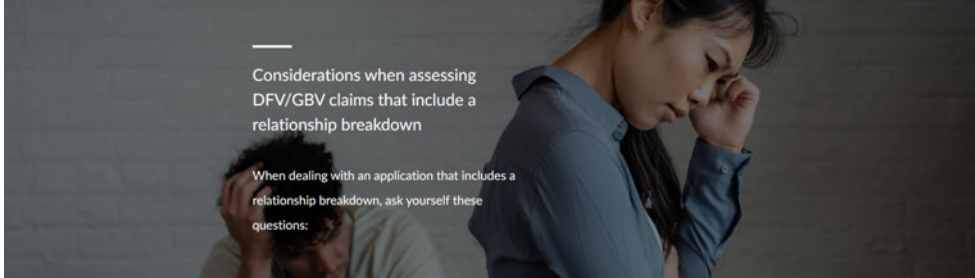
## New Chapter

| # | Instruction<br>Heading, Paragraph, Image, Table,<br>Knowledge Check, Interactive, Image<br>names, Video URLs, Useful Information | Content<br>This is the content will be placed directly into Rise                                                                                                                                                                                                                                                                                              | Wisdom/Client<br>Clarification Questions<br>and Comments |
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|   | Heading                                                                                                                          | Assessing credibility and making findings of fact                                                                                                                                                                                                                                                                                                             |                                                          |
|   | Image and text                                                                                                                   | <p><b>Credibility assessment</b></p>  <p><b>Caption: DFV or GBV claims, looking at credibility</b></p> <p>An assessment of the credibility of claims involves considering claims in light of any supporting evidence submitted by the applicant and any other relevant</p> |                                                          |

|   |                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |
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|   |                        | information. The decision maker is required to determine how much weight should be given to each piece of material evidence prior to deciding whether their DFV or GBV claims are credible.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |  |
| 3 | Paragraph with heading | <p><b>Credibility of the applicant's DFV and GBV claim</b></p> <p>An assessment of the credibility of claims involves considering and balancing all supporting evidence submitted by the applicant as well as other relevant information such as COI. Under s65 of the Migration Act, a delegate must be satisfied that the applicant has met all criteria for the grant of the visa. This means the decision maker must address any credibility concerns they may hold in relation to an applicant's claims (whether through an invitation under s56 or s57 of the Migration Act including invitation to attend an interview). The decision maker must be able to demonstrate clear and logical reasoning in the assessment of any credibility concerns in their decision record, which includes reasons for giving or not giving the benefit of the doubt in relation to particular claims.</p> <p>Key to assessing the credibility of claims for such applications is utilising an approach that is mindful of difficulties faced by applicants that have genuinely experienced DFV/GBV and the associated mitigating factors that may explain why certain information has not been provided by them.</p> |  |
|   | Statement D            | <p><b>Making adverse credibility findings that the applicant's claims are not to be accepted or lack truth or veracity cannot be based solely on the behaviour or demeanour of the applicant. Difficulties of assessing credibility based on demeanour are compounded by cultural and linguistic difference and the effects of mental illness.</b></p> <p><b>It may not be appropriate to assess the credibility of an applicant's DFV or GBV claims on the sole basis that they did not respond to a s56 letter, or did not attend a scheduled interview – particularly where country information indicates that DFV/GBV is prevalent in their receiving country. In such cases, further efforts to contact the applicant should be undertaken before refusing their application on the basis of the credibility of their claims. In cases where an applicant does not respond/attend, please speak with your supervisor in order to seek advice about the best way forward.</b></p>                                                                                                                                                                                                                        |  |

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| Note           | Credibility assessment and associated factors to consider are addressed in more detail in the 'Credibility and evidence' modules of the PODM ET.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |
| Paragraph      | <p>There may be a cyclical pattern of abuse with women leaving the marriage and returning several times and the real possibility of it occurring in the future. Adverse credibility findings cannot solely be made based on how long the applicant stayed in a relationship or if they returned. It may take a person many attempts to leave an abusive relationship.</p> <p>A person continuing to be in contact with an alleged perpetrator is not in and of itself an indication that the applicant's claims are not credible. There are a number of reasons why a person may continue to be in contact with an alleged perpetrator, including due to shared custody of children, financial dependence, an ongoing joint visa application, and coercive control.</p> |  |
| Image and text |  <p>Caption: Online resource</p> <p>You can refer the applicant to the Department's DFV section for support.</p> <p>In some cases, the decision maker may suggest the DFV or GBV survivor / applicant contact external, independent agencies for support and provide contact details. Save these links as a great resource.</p>                                                                                                                                                                                                                                                                                                                                                        |  |
| Button stack   | <p><b>DFV - assisting our clients</b></p> <p>Department's intranet resource.</p> <p>Button: Go to site &lt;&lt; <a href="https://intranet.bcz.gov.au/border-ops/policy/domestic-family-violence-client">&lt;&lt; https://intranet.bcz.gov.au/border-ops/policy/domestic-family-violence-client</a>&gt;&gt;</p> <p><b>Domestic and family violence and your visa</b></p>                                                                                                                                                                                                                                                                                                                                                                                                 |  |

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|  |                | <p>Department's public internet resource.</p> <p>Button: Go to internet &lt;&lt; <a href="https://immi.homeaffairs.gov.au/visas/domestic-family-violence-and-your-visa/overview">&lt;&lt; https://immi.homeaffairs.gov.au/visas/domestic-family-violence-and-your-visa/overview&gt;&gt;</a></p> <p><b>UNHCR – Ref World</b></p> <p>Guidance Note on the Psychologically Vulnerable Applicant in the Protection Visa Assessment Process, UNHCR, 2017</p> <p>Button: Go to guide &lt;&lt;<a href="https://www.refworld.org/docid/5ae2d74d4.html">https://www.refworld.org/docid/5ae2d74d4.html</a>&gt;&gt;</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |  |
|  | Paragraph      | <p>Credibility concerns may arise for the following reasons and should be explored with the applicant:</p> <ul style="list-style-type: none"> <li>• <b>Delayed application, immigration history and omission of DFV or GBV in any previous application/s.</b> For example, they travelled to Australia on numerous occasions for the past 10 years whilst claiming DFV predating the travels.</li> <li>• <b>Inconsistency in claims.</b> This may be in the application form, detected from evidentiary documentation such as medical certificates, timeline of relationship, exaggerated sense of danger and client of interest notes indicating contrived claims to lodge protection.</li> <li>• <b>Lack of evidence.</b> Evidence is not always available, however, depending on the facts of a particular application, an assessing officer might reasonably expect certain things to be available as evidence (for example, the existence of or the current residential status of any claimed children).</li> </ul> <p>The assessment of the credibility of the applicant's claims is based on the overall <b>plausibility, consistency</b> and <b>credibility</b> of the applicant's responses at the interview, in conjunction with the available COI and the applicant's responses to adverse information.</p> |  |
|  | Image and text | <p><b>Considerations when assessing DFV/GBV claims that include a relationship breakdown</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  |

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|  |           | <p>When dealing with an application that includes a relationship breakdown, ask yourself these questions:</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  |
|  | Paragraph | <ul style="list-style-type: none"> <li>• Does the applicant still have contact with perpetrator? Are they still living together? When did they last have contact? Is there a plausible explanation why they are still in contact with/living with the perpetrator, despite previous experiences of DFV or GBV? Check various departmental systems such as Client Search Portal, travel movements, etc.</li> <li>• What are the individual circumstances? Is the applicant in a new relationship? Do they have an adequate support network, either on a personal basis or state-wide?</li> <li>• Is there a chance of experiencing harm in the receiving country, especially if the perpetrator is in Australia? Has the applicant remarried and the PSG definition no longer applies?</li> <li>• Does it appear plausible that the perpetrator would be motivated to harm the applicant in the future? When did the perpetrator last have contact with the applicant? Has the perpetrator maintained an ongoing adverse interest, for example been in contact with the applicant or applicant's family or friends? When did the applicant separate from the perpetrator?</li> <li>• Is there any effective protection available to the applicant, either by the state or a non-state actor?</li> <li>• Are there any other forms of violence, including losing protection of family or being denied a livelihood?</li> <li>• What is the general human rights record of their country of origin combined with experiences of other women in a comparable situation?</li> </ul> |  |

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|  |                 | <ul style="list-style-type: none"> <li>Do they have any support of family members, education and employment prospects? What are the cumulative considerations in the support they may have in their country of origin upon return?</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                    |  |
|  | Note:           | Contact with a perpetrator is not determinative of whether a person has a genuine fear of harm. For example, there may be shared custody arrangements, or money may be provided to the perpetrator if they have custody of the children. If there is ongoing coercion, that may also result in continuing contact.                                                                                                                                                                                                                                                                                                                               |  |
|  | Image and text  | <p>Knowledge check</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |  |
|  | Multiple choice | <p>An applicant claims to have suffered sexual assault. What might be relevant for you include in your credibility assessment?</p> <ul style="list-style-type: none"> <li>to the school she attended</li> <li><b>When did the event happen and was she hospitalised</b></li> <li><b>The hospital she attended after the incident</b></li> <li><b>Reports made after the assault</b></li> <li><b>Medical assistance</b></li> <li>Written communication with her sister</li> </ul> <p>Feedback:</p> <p>A decision maker should only seek relevant details needed to make a decision. Requesting unnecessary details may distress an applicant.</p> |  |
|  | Continue block  | Continue                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |  |

## New Chapter

| # | Instruction<br>Heading, Paragraph,<br>Image, Table,<br>Knowledge Check,<br>Interactive, Image<br>names, Video URLs,<br>Useful Information | Content<br>This is the content will be placed directly into Rise                                                                                                                                                                                                                                                                                                                                                                                                                     | Wisdom/Client Clarification<br>Questions and Comments |
|---|-------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------|
|   | Heading                                                                                                                                   | Future harm and reasonably foreseeable harm                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                       |
|   | Image and text                                                                                                                            | <p>Past harm may indicate that there is a real chance of persecution in the reasonably foreseeable future.</p> <p>For example, if the applicant claims that they fear DFV from their spouse if sent back to their country, evidence of past violence perpetrated by their spouse may be a factor that indicates there is a real chance of the same harm occurring in the foreseeable future.</p>  |                                                       |
|   | Paragraph                                                                                                                                 | Other factors to consider for future harm include:                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                       |

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|  |                           | <ul style="list-style-type: none"> <li>• societal acceptance of DFV/GBV in the applicant's receiving country</li> <li>• general human rights record in the receiving country and experiences of women with similar experiences</li> <li>• any support from family members, education and employment prospects</li> <li>• the likelihood of the applicant being denied a livelihood or access to welfare support.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                   |  |
|  | Paragraph with heading    | <p><b>Assessing against state protection and non-state protection</b></p> <p>It is not always reasonable or possible for a woman to alert the authorities to their need for protection. Officers should investigate the reasons for not seeking the protection of the state. In some societies, particular types of violence against women, for example, family violence, may be officially condemned or illegal but in practice tolerated by local authorities. They may also be under-reported or ignored in many countries.</p>                                                                                                                                                                                                                                                                                                                                            |  |
|  | Paragraph with subheading | <p><b>Considerations when assessing PV caseloads</b></p> <p>For state protection consider the below:</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |  |
|  | Three column grid         | <ul style="list-style-type: none"> <li>• A State may put in place frameworks for protection, but in practice those protections are ineffective.</li> <li>• In some communities the status and behaviour of women is dictated by a state-sanctioned hierarchy, e.g. religious reasons.</li> <li>• You may also consider whether the state is unwilling or unable to provide protection. A state <i>unwilling</i> to provide protection where resources are available, may indicate discrimination against that PSG. Legal systems may encourage wives to stay in abusive relationships.</li> </ul> <div>    </div> |  |

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|  | Text on image          | <p><b>Potential questioning lines</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  |
|  | Paragraph with heading | <ul style="list-style-type: none"> <li>• Have you used domestic violence services in your country? <ul style="list-style-type: none"> <li>○ If not, why not?</li> <li>○ If so, what assistance did they provide? <ul style="list-style-type: none"> <li>▪ How long did you receive assistance?</li> </ul> </li> </ul> </li> <li>• Have you reported the violence you experienced to your home authorities? <ul style="list-style-type: none"> <li>○ If not, why not?</li> <li>○ If so, what assistance did they provide? <ul style="list-style-type: none"> <li>▪ Was the assistance helpful?</li> </ul> </li> </ul> </li> <li>• Do you think the authorities in your home country will protect you if you go back? <ul style="list-style-type: none"> <li>○ If not, why not?</li> </ul> </li> <li>• I have information which indicates that there are state protection and domestic support services. Can you comment on that?</li> </ul> |  |
|  | Image and text         | <p><b>Consider whether the chance of harm extends to their entire country and their ability to relocate within their country for the purposes of assessing s5J(1)(c) and s36(2B)(a) of the Migration Act.</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  |

|  |                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |
|--|----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
|  | Bulleted list  | <ul style="list-style-type: none"> <li>• Is there a safe area anywhere within the receiving country where there is not a real chance of persecution?</li> <li>• Is there safe and lawful access for the applicant in reaching the safe area considering the applicant's particular circumstances?</li> <li>• Are there financial, logistical, social, cultural and other barriers to reaching internal safety affecting the applicant's circumstances?</li> <li>• Legal or socio-economic reasons or child-care responsibilities may prevent women from travelling freely or living on their own or without family members, limiting their ability to relocate within their home country/country of reference. In this case, the relevant issue is whether the applicant could live in another part of the country as part of a durable solution.</li> </ul> |  |
|  | Image and text | <p>Knowledge check</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |  |
|  | True/False     | <p>In some societies, particular types of violence against women, for example, family violence, may be officially condemned or illegal but in practice tolerated by local authorities.</p> <p>True</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  |
|  | Continue block |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |

## New Chapter

| # | Instruction<br>Heading, Paragraph,<br>Image, Table,<br>Knowledge Check,<br>Interactive, Image<br>names, Video URLs,<br>Useful Information | Content<br>This is the content will be placed directly into Rise                                                                                                                                                                                                                                                                                                                         | Wisdom/Client Clarification<br>Questions and Comments |
|---|-------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------|
|   | Heading                                                                                                                                   | Supporting evidence                                                                                                                                                                                                                                                                                                                                                                      |                                                       |
|   | Image and text                                                                                                                            |  <p>In some cases, applicants will be unable to provide documentation and, in some circumstances, especially if the DFV occurred in the home country, they may not have been able to get any evidentiary documentation if there are no domestic violence services or inadequate state protection.</p> |                                                       |

|  |                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |
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|  | Paragraph      | Some applicants may not be able to provide documentation as they chose to not collect or keep documentation. This may be because they are vulnerable or fearing repercussions. Also, the applicant may have been too ashamed, prevented or unaware how to access support or medical services in Australia.                                                                                                                                                                                 |  |
|  | Paragraph      | <p><b>There will be applications where the person experiences domestic violence in Australia.</b> As the harm did not happen in their home country, it may be easier for the applicant to provide evidentiary documentation as part of their protection claims.</p> <p>Evidentiary documentation from a court will be the most useful in processing the application. This could include court convictions against the perpetrator, interim intervention orders or a restraining order.</p> |  |
|  | Image and text |  <p><b>Caption: Hotspot activity</b></p> <p>The <b>name of the court order</b> to help protect people differs between states. Click on each state below to see the similarities and differences in naming conventions of the court orders.</p>                                                                                                                                                            |  |
|  | Markers        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |



- apprehended domestic violence order (NSW)
- intervention order (VIC)
- protection order (QLD and ACT)
- restraining order (SA, WA and NT)
- restraint order (TAS).

Continue block

Paragraph

An applicant may provide non-judicial documents to support their application. These may include:

- police or child protection report
- statutory declaration by a registered psychologist, counsellor, or social worker
- letter or assessment report by a women's refuge, DFV crisis centre
- medical, hospital report or discharge summary
- evidence of their relationship with the claimed perpetrator and any contact details

|  |                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  |
|--|-----------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
|  |                       | <ul style="list-style-type: none"> <li>evidence of the existence of any claimed children and their current residential arrangements</li> <li>evidence of any claimed incidents of harm, including threats made in writing (such as email or text message or messages using social media apps)</li> <li>letters of support by family members</li> <li>evidence of attempts to relocate in the receiving country.</li> </ul>                                                                                                                                                                  |  |
|  | Image and text        |  <p>Considerations when assessing evidence</p> <p><b>Considerations when assessing evidence</b></p>                                                                                                                                                                                                                                                                                                                                                                                                       |  |
|  | Paragraph             | <ul style="list-style-type: none"> <li>Is the person making the statement a competent person (registered psychologist / counsellor)?</li> <li>Are they just retelling the story of the applicant or manufacturing it to support the DFV or GBV claim?</li> <li>Is the applicant extremely vulnerable and unable to provide documents?</li> <li>Are the claims made by the applicant consistent with information contained in any police/court reports?</li> <li>Is the provided evidence enough to satisfy you that the claimed DFV or GBV has occurred or will occur in future?</li> </ul> |  |
|  | Note                  | Evidence and related considerations are addressed in more detail in the 'Credibility and evidence' modules of the PODM ET.                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |  |
|  | Paragraph and heading | <p><b>Section 36(2) of the <i>Migration Act</i></b></p> <p>When assessing a protection claim, remember that s36(2) of the Migration Act is focused on:</p> <p>1. A risk of harm that could occur in the applicant's receiving country not Australia. So while their claim might involve experiences of violence by an ex-partner in Australia, it</p>                                                                                                                                                                                                                                       |  |

|  |                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |  |
|--|-----------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
|  |                 | <p>won't always be the case that the abusive person shares the same nationality or immigration status or will be residing with the visa applicant overseas.</p> <p>2. s36(2) <i>Migration Act</i> is a future-looking test that requires a decision maker to consider the likelihood of the behaviour happening into the future. For example, if a person was charged with assault 10 years ago in Australia but, since that time, there have been no other incidents between the applicant and abusive person, that would raise some questions as to the likelihood of the violence taking place in the future.</p> |  |
|  | Image and text  | <p>Knowledge check</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  |
|  | True / False    | <p>You cannot consider DFV and GBV claims when assessing a PV application unless the applicant is able to provide evidentiary documentation from a court.</p> <p>False</p>                                                                                                                                                                                                                                                                                                                                                                                                                                           |  |
|  | Continue button |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |  |

## New Chapter

| # | Instruction<br>Heading, Paragraph,<br>Image, Table, Knowledge<br>Check, Interactive, Image<br>names, Video URLs, Useful<br>Information | Content<br>This is the content will be placed directly into Rise                                                                                                                                                                                                                                                                                                                                                                                                                              | Wisdom/Client Clarification<br>Questions and Comments |
|---|----------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------|
|   | Heading                                                                                                                                | Self-care and protecting your mental health                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                       |
|   | Image and text                                                                                                                         | <p><b>Take good care of yourself</b></p> <p>Looking after yourself and being able to step back and psychologically distance yourself from applications that include DFV and GBV claims is of utmost importance.</p> <p>Which is why, having looked at how to consider DFV and GBV claims in PV assessments, we also want to remind you about self-care.</p>  <p>Caption: Hot tip: Practice mindfulness</p> |                                                       |
|   | Paragraph with heading                                                                                                                 | <p><b>Help yourself first before you help others</b></p> <p>It is important for you to be aware of how your work might affect your wellbeing. It is crucial to be proactive and take steps to reduce any negative impacts from your work, to actively practice self-care. If you start feeling symptoms of trauma or burnout,</p>                                                                                                                                                             |                                                       |

|  |                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |  |
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|  |                | remember that this is not a sign of a weakness or a reflection on your professional abilities.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |  |
|  | Paragraph      | <p>Working on PV applications</p> <p>DFV or GBV claims</p> <p>This can be challenging and may have an impact on your mental wellbeing. If you're feeling overwhelmed, it is important to reach out for support, whether through professional counselling, peer support groups or your supervisor. This may include debriefing with your supervisor after a particularly challenging interview. Taking care of your mental health is essential not only for your wellbeing but also for the quality of support you provide to those in need.</p> <p>If you are experiencing any form of family, domestic or gender-based violence, or if you experience feelings of distress when engaging with this material, we encourage you to contact the Domestic and Family Violence Contact Officer Network or the Employee Assistance Program (EAP). If not comfortable contacting internal services, we encourage you to call <b>1800RESPECT</b> on <b>1800 737 732</b> or to access the <b>1800RESPECT website</b> linked below. There is also a range of other support options available to you listed at the bottom of this page.</p> |  |
|  | Image and text |  <p>Caption: Online resource</p> <p>1800RESPECT is available for free, 24 hours a day, 7 days a week to support people impacted by domestic, family or sexual violence.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |  |
|  | Button         | Button: 1800RESPECT.ORG.AU< <a href="https://www.1800respect.org.au">https://www.1800respect.org.au</a> >                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |  |

|   |                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                             |
|---|--------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|
| 7 | Text on image      |  <p>"Self-care is not self-indulgence, it is self-preservation."<br/>~ Audre Lorde</p> <p><b>"Self-care is not self-indulgence, it is self-preservation."<br/>~ Audre Lorde</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                             |
| 8 | Image and text     |  <p>Caption: Accordion activity</p> <p>Below are three common examples of the impact working on applications with domestic or gender-based violence can have on you.</p> <p>Click on the plus signs for more information.</p>                                                                                                                                                                                                                                                                                                                                                                            |                                                                                             |
| 9 | Accordion activity | <p><b>Emotional toll</b></p> <p>Exposure to distressing narratives of victims' situations can lead to emotional exhaustion, compassion fatigue and burnout.</p> <p>A person's world view (belief systems) can be significantly changed because of hearing those stories. Also called <b>vicarious trauma</b>, it is cumulative, building up over time. More recently the term '<b>moral injury</b>' has been used in place of vicarious trauma. Decision makers may know someone in their personal lives, or be survivors of domestic violence themselves, and already carrying an emotional load. An example may be unreasonably suspecting all males to be perpetrators of DFV/GBV.</p> | <p>Released by Department of Home Affairs<br/>under the Freedom of Information Act 1982</p> |



### Secondary trauma

Engaging deeply with victims' stories can result in secondary traumatic stress, where you may experience symptoms like those of the victims, such as **anxiety, intrusive thoughts or emotional numbness**.

Secondary trauma symptoms mimic those of **PTSD** and can affect your personal life and relationships.

Please click on the below link to read more about trauma.

### [Vicarious trauma and burnout](#)

### Compassion stress

Compassion stress is something we should be aware of as it is the natural outcome of knowing about **trauma experienced by a client, friend or family member, rather than a pathological process**.

|                   |                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                              |  |
|-------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
|                   |                                                                                                                                                                                                                                                                                                    | <p>This term is a non-clinical, non-pathological way to characterise the stress of helping or wanting to help a trauma survivor.</p> <p>What we know about compassion is that unlike will-power, compassion won't be depleted, but it can become difficult to access.</p>  |  |
| Image and text    |  <p>Caption: Matching activity</p> <p>There are 4 statements below for you to consider.</p>                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                              |  |
| Matching activity | <p>Match the first half of the statement on the left to the correct answer on the right. Use the dropdown arrows on the right to select the matching number on the left. You can also drag a box on the left hand to the correct response on the right - make sure the two blue lines overlap.</p> |                                                                                                                                                                                                                                                                                                                                                              |  |

Used by Department of Home Affairs  
under the Freedom of Information Act 1982

CHOICE 1:

Symptoms of secondary trauma can include

MATCH 1:

ruminating, exhaustion and being triggered.

CHOICE 2:

After having worked on dozens of PV applications with male perpetrators of DFV claims,

MATCH 2:

the decision maker now thinks that men are bad by nature.

CHOICE 3:

You are all hyped up and yell at the kids and dog at home because

MATCH 3:

you are stressed about the mess in the house. This is not an example of the cost of working on DFV and GBV cases.

CHOICE 4:

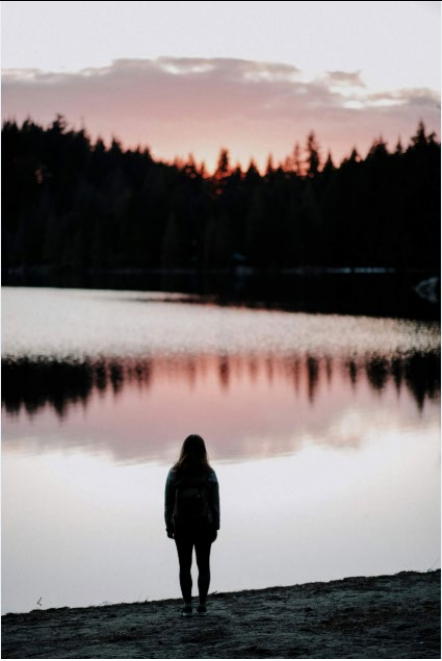
You feel bad about what the applicant has been through and

MATCH 4:

really want to help the trauma survivor.

FEEDBACK:

|  |                        |                                                                                                                                                                                                                                                                                                                                                                                                    |  |
|--|------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
|  |                        | Thank you! That is correct.                                                                                                                                                                                                                                                                                                                                                                        |  |
|  |                        | Incorrect. Please try again.                                                                                                                                                                                                                                                                                                                                                                       |  |
|  | Continue button        |                                                                                                                                                                                                                                                                                                                                                                                                    |  |
|  | Paragraph              | <p>What are some of the things you do to look after yourself?</p> <p>There are 7 pillars of self-care. Take a moment to reflect on how each of the pillars resonates with you, and what options and opportunities you might like to explore further as a preventative measure as you invest in your own well-being.</p>                                                                            |  |
|  | Image Centred, Caption |  <p>7 Pillars of Self-Care</p> <p>Knowledge and health Literacy</p> <p>Mental Wellbeing</p> <p>Physical Activity</p> <p>Healthy Eating</p> <p>Risk Avoidance</p> <p>Good Hygiene</p> <p>Rational Use of Products and Services</p> <p>Caption: Source: Australian Self-Care Alliance - 7 Pillars of Self-Care</p> |  |
|  | Text on image          |  <p>Your brain is the best tool you have.<br/>Use it to your advantage!</p>                                                                                                                                                                                                                                     |  |
|  | Heading                | Effective coping strategies                                                                                                                                                                                                                                                                                                                                                                        |  |

|  |                    |                                                                                                                                                                                                                                                                                                                                                                                                                       |  |
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|  | Image and text     |  <p>Caption: Reflective practice is a great coping strategy</p> <p>Reflective practice is the ability to reflect on one's actions so as to engage in a process of continuous learning. Studies have shown that self-care and mindfulness practices can decrease burnout, improve workplace satisfaction and maintain compassion.</p> |  |
|  | Image and text     |  <p>Caption: Accordion activity</p> <p>Expand each section of the accordion for more information on reflective practices.</p>                                                                                                                                                                                                      |  |
|  | Accordion activity | <p>Click on the arrows below to expand each section for more information on reflective practices</p>                                                                                                                                                                                                                                                                                                                  |  |

**ITEM 1: Reflective practice**

Reflective practice refers to the process of thinking about your work with the view to understand and evaluate both the work and your responses to it.

**ITEM 2: Pause, Notice, Reflect, Respond**

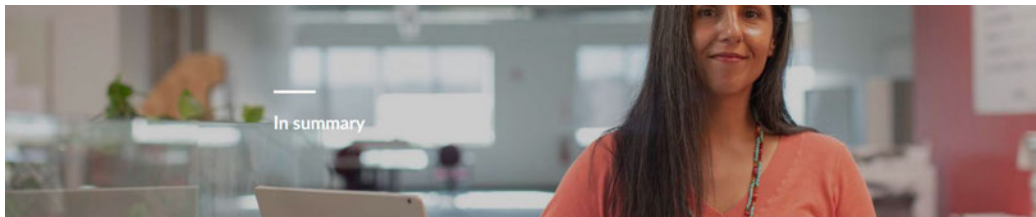
This is a great technique where you can write down your thoughts during or following stressful or anxious situations.

**ITEM 3: Long-term benefits**

Reflective practice can also assist when dealing with a stressful and anxious situation in the long-term.

Continue button

|  |                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                   |
|--|----------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | Image and text |  <p>Caption: Online resources</p> <p>Here are a selection of some mindfulness apps available in Australia that may help you enhance your mental wellbeing. These apps cater to different preferences and needs, so you might want to try a few to see which one resonates with you the most.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                   |
|  | List           | <p>ITEM 1:</p> <p><a href="https://awakenedmind.com/mindfulness-app">Awakened Mind</a>&lt;&lt;<a href="https://awakenedmind.com/mindfulness-app">https://awakenedmind.com/mindfulness-app</a>&gt;&gt;: developed in Australia, this app claims to help you be less stressed, more resilient and happier. Especially useful is the red 'Help me now' button that takes you straight to breathing exercises to choose from. The app includes background information and is tailored to specific needs.</p> <p>ITEM 2:</p> <p><a href="https://www.smilingmind.com.au/mindfulness">Smiling Mind</a>&lt;&lt;<a href="https://www.smilingmind.com.au/mindfulness">https://www.smilingmind.com.au/mindfulness</a>&gt;&gt;: also developed in Australia, this app is aimed at both adults and children. It offers free <a href="#">mindfulness</a> programs categorised by age and setting, making it accessible for everyone.</p> <p>ITEM 3:</p> <p><a href="https://www.headspace.com/headspace-meditation-app">Headspace</a>&lt;&lt;<a href="https://www.headspace.com/headspace-meditation-app">https://www.headspace.com/headspace-meditation-app</a>&gt;&gt;: known for its user-friendly interface, Headspace provides guided meditations tailored to various needs, including sleep and stress relief. It offers a free trial with a subscription model for more content.</p> <p>ITEM 4:</p> <p><a href="https://www.mycompass.org.au/">myCompass</a>&lt;&lt;<a href="https://www.mycompass.org.au/">https://www.mycompass.org.au/</a>&gt;&gt;: Black Dog Institute researchers designed and developed this mental health tool for times of stress, overwhelm or when</p> | <div data-bbox="1906 979 1980 1539" data-label="Page-Footer" style="writing-mode: vertical-rl; transform: rotate(180deg);">       Released by Department of Home Affairs<br/>under the Freedom of Information Act 1982     </div> |

|  |                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |  |
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|  |                 | <p>you feel a bit down or anxious. It can help you identify unhelpful thoughts, feelings and behaviours and learn strategies to deal with them.</p> <p>ITEM 5:</p> <p><a href="https://www.calm.com/">Calm</a>&lt;&lt;<a href="https://www.calm.com/">https://www.calm.com/</a>&gt;&gt;: this award-winning app offers a variety of guided meditations, sleep stories and breathing exercises. It's designed to help reduce stress and improve sleep quality. Available for free with optional in-app purchases.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  |
|  | Image and text  | <p>In summary</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |
|  | Bulleted list   | <ul style="list-style-type: none"> <li>• Find out what works best for you - everyone is different, and different things work for different people.</li> <li>• Talk to your supervisor or team leader to debrief your experience.</li> <li>• Don't ignore or suppress your reactions to triggers like emotions, memories, or thoughts. Consider seeking professional help and advice from the Employee Assistance Program (EAP).</li> <li>• The Wellbeing Check Program supports the ongoing psychological health and wellbeing of employees dealing with difficult or challenging material or clients, and those who are exposed to potentially traumatic information including abhorrent or objectionable material and direct or indirect trauma. For further information please see &lt;&lt;<a href="https://intranet.bcz.gov.au/myhr/work-health-safety/getting-support-at-work/wellbeing-check-program#tab=1">https://intranet.bcz.gov.au/myhr/work-health-safety/getting-support-at-work/wellbeing-check-program#tab=1</a>&gt;&gt; Wellbeing Check Program</li> <li>• Reach out to departmental support services such as Mental Health First Aid Officers, Peer Support Officers, and Healthy Minds Staff Support Services on MYHR.</li> <li>• Talk to your GP about seeing a mental health professional. If recommended, create a self-care plan to manage any symptoms you experience. Commit to actively seeking more support if you need it.</li> </ul> |  |
|  | Continue button |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |  |

## New Chapter

| # | Instruction<br>Heading, Paragraph,<br>Image, Table,<br>Knowledge Check,<br>Interactive, Image<br>names, Video URLs,<br>Useful Information | Content<br>This is the content will be placed directly into Rise                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Wisdom/Client Clarification<br>Questions and Comments |
|---|-------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------|
|   | Heading                                                                                                                                   | Wrap up                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                       |
|   | Image                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                       |
|   | Heading                                                                                                                                   | Internet resources                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                       |
|   | Paragraph                                                                                                                                 | <ul style="list-style-type: none"> <li>• <a href="#">Lifeline – call 13 11 14 Support Toolkit</a> for DFV counselling</li> <li>• <a href="#">1800RESPECT</a> free, 24/7 support for people impacted by DFV or sexual violence</li> <li>• <a href="#">The Benevolent Society Domestic and Family Violence Support</a> – supporting children, women and men experiencing DFV</li> <li>• <a href="#">Healthy minds</a> – Provides details of internal staff support services such as EAP and support officers. Also provides details on external support services.</li> <li>• <a href="#">inTouch</a> provides services, programs and responses to DFV in migrant and refugee communities</li> <li>• <a href="#">Safe and Equal</a> is the peak body for specialist DFV services that provide support to victim survivors in Victoria</li> <li>• <a href="#">Women's Legal Service Victoria</a></li> <li>• <a href="#">Free help, referrals &amp; counselling for men: MensLine Australia</a></li> <li>• <a href="#">White Ribbon Australia   Stop men's violence against women</a></li> </ul> |                                                       |

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|  |                | <ul style="list-style-type: none"> <li>• <a href="#">Sexual, Domestic &amp; Family Violence -ACON – We are New South Wales’ leading HIV and LGBTQ+ health organisation.</a></li> <li>• <b>Full Stop Australia:</b> National Violence and Abuse Trauma Counselling and Recovery Service aka 1800 FULL STOP.</li> </ul> <p>Links:</p> <p><a href="https://toolkit.lifeline.org.au/topics/domestic-and-family-violence/about-domestic-and-family-violence">https://toolkit.lifeline.org.au/topics/domestic-and-family-violence/about-domestic-and-family-violence</a></p> <p><a href="https://www.1800respect.org.au/">https://www.1800respect.org.au/</a></p> <p><a href="https://www.benevolent.org.au/services-and-programs/family-parenting-support/domestic-and-family-violence-support">https://www.benevolent.org.au/services-and-programs/family-parenting-support/domestic-and-family-violence-support</a></p> <p><a href="https://intranet.bcz.gov.au/myhr/work-health-safety/healthy-us/healthy-minds-staff-support-services">https://intranet.bcz.gov.au/myhr/work-health-safety/healthy-us/healthy-minds-staff-support-services</a></p> <p><a href="https://intranet.bcz.gov.au/newsandnotices/Pages/wellbeing-wednesday-exercises-for-self-awareness-and-personal-growth.aspx">https://intranet.bcz.gov.au/newsandnotices/Pages/wellbeing-wednesday-exercises-for-self-awareness-and-personal-growth.aspx</a></p> <p><a href="https://intouch.org.au/">https://intouch.org.au/</a></p> <p><a href="https://safeandequal.org.au/">https://safeandequal.org.au/</a></p> <p><a href="https://www.womenslegal.org.au/">https://www.womenslegal.org.au/</a></p> |  |
|  | Image and text | <p><b>Domestic and Family Violence Support Section</b></p> <p>The Department of Home Affairs established the DFVS section on 01 July 2021 to:</p> <ul style="list-style-type: none"> <li>• provide a centralised point of contact on visas for DFV support services</li> <li>• assist temporary visa holders to regularise their visa status under the migration law framework</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  |

|                |                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |
|----------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
|                |                                                                                                                                                                                                                                                   | <ul style="list-style-type: none"> <li>gather and analyse data and feedback to inform future policy responses to further assist temporary visa holders who are victims of DFV.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                             |  |
| Paragraph      | <p>Link:<br/> <a href="https://immi.homeaffairs.gov.au/visas/domestic-family-violence-and-your-visa/contact-us/dfv-contact-form">https://immi.homeaffairs.gov.au/visas/domestic-family-violence-and-your-visa/contact-us/dfv-contact-form</a></p> | <p>The primary focus of DFVS is to support clients experiencing DFV so that they do not feel compelled to remain in a violent or abusive relationship due to concerns regarding their visa status.</p> <p>DFVS regularly engages with, and receives referrals from DFV support services, migrant and legal services, Australian Red Cross, DFV sector advocacy groups, community organisations, government agencies and individual clients.</p> <p><b>Referrals to DFVS</b></p> <ul style="list-style-type: none"> <li><a href="#">DFV Contact Form</a></li> <li>Direct emails to: <a href="mailto:dfvs.temp.visa@homeaffairs.gov.au">dfvs.temp.visa@homeaffairs.gov.au</a></li> </ul> |  |
| Note           |                                                                                                                                                                                                                                                   | If DFV or GBV becomes apparent after you have been allocated an application, you are to escalate to your supervisor for advice and their awareness.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |  |
| Image and text |                                                                                                                                                                                                                                                   |  <p>Caption: Resource downloads</p> <p><b>Other resources you may wish to download and explore</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |

|  |              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  |
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|  | Button stack | <p><b>UNHCR Handbook on Procedures and Criteria for Determining Refugee Status</b></p> <p>Section B, <i>Establishing the Facts</i>, provides guidance on assessing claims that cannot be proven by evidence and independent research. You will also find PVP – Part 13 Assessing Credibility a good resource.</p> <p>Button: UNHCR Handbook&lt;&lt;<a href="https://www.unhcr.org/media/handbook-procedures-and-criteria-determining-refugee-status-under-1951-convention-and-1967">https://www.unhcr.org/media/handbook-procedures-and-criteria-determining-refugee-status-under-1951-convention-and-1967</a>&gt;&gt;</p> <p><b>UNHCR Policy on the Prevention of, Risk Mitigation and Response to Gender-based Violence, 2020 (PDF) - UNHCR Australia</b></p> <p>This Policy consolidates the significant progress made by UNHCR and partners to prevent, mitigate and respond to GBV. The policy covers all UNHCR Operations and all people of concern. It applies to all stages of the programme cycle, throughout the displacement continuum, in emergencies and protracted displacement settings, as well as in mixed flows and onward movements, and situations of statelessness.</p> <p>Button: UNHCR Policy&lt;&lt;<a href="https://www.unhcr.org/au/media/unhcr-policy-prevention-risk-mitigation-and-response-gender-based-violence-2020-pdf">https://www.unhcr.org/au/media/unhcr-policy-prevention-risk-mitigation-and-response-gender-based-violence-2020-pdf</a>&gt;&gt;</p> <p><b>Gender-based violence - UNHCR Australia</b></p> <p>GBV is a serious violation of human rights and a life-threatening health and protection issue. When people flee their homes, they are often at greater risk of physical, sexual and psychological violence, such as rape, sexual abuse, trafficking and forced prostitution.</p> <p>Button: UNHCR – GVB&lt;&lt;<a href="https://www.unhcr.org/au/what-we-do/safeguard-human-rights/protection/gender-based-violence">https://www.unhcr.org/au/what-we-do/safeguard-human-rights/protection/gender-based-violence</a>&gt;&gt;</p> |  |
|  |              | <p><b>Congratulations, you have now completed this module.</b></p> <p>We hope you have gained some valuable insight into the correct handling of PV applications that include domestic, family and gender-based violence claims.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |  |

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|  | End of Course block |                                                        |  |
|  | Button              | <b>Click the End Course button to exit the course.</b> |  |

## OFFICIAL

## «IF Claim Set Paragraphs Chooser = "DV GBV"»

**Domestic/Gender-based violence**

In your application, you claim that you have been **subject to violence by your «Perpetrator»/ threatened with harm by your «Perpetrator»**. However, you did not include detailed information of these claims, in particular when and where the events took place and who was involved in them, and you also did not provide any documents or other evidence in support of these claims.

Due to the lack of details and evidence, I am concerned about the genuineness of your claims. Therefore, to assist me in deciding whether these claims are genuine, I invite you to provide further information and evidence in support of your claims including:

[Remove any points that are not applicable – DELETE THIS TEXT]

- Details of your «Perpetrator» including their full name/s and last known addresses and any available documentation to support these details.
- Details of your relationship with your «Perpetrator», including how you met, when your relationship commenced, the date of your marriage and when your relationship ended.
- Details of the threats or acts of harm by your «Perpetrator», including dates, what was said or done, how it was communicated (for example; in person, telephone, email) as well as any evidence to support your claims.
- When and how were you last threatened or harmed by your «Perpetrator».
- When and how did you last speak to your «Perpetrator» and what was the nature of your contact.
- You claim your «Perpetrator» was physically abusive. Did you seek medical treatment for this abuse? If so, provide the times and locations of any medical assessments and details of the treatment you received.
- Did you speak to your family about your situation and if so, did you receive any support?
- Have the authorities ever become involved in your relationship? If so, provide details, including the date, time and location of each involvement and what happened.
- Did you ever make a police report or apply for a protection order against your «Perpetrator»? If so, provide details, including date, time, location and what happened.
- Did you seek help from government and/or non-government support services available in «Receiving Country» or Australia for victims of domestic violence? If so, provide further information regarding this.
- Did you relocate within «Receiving Country» in an attempt to escape the violence? If so, provide details of the different states and regions you relocated to in «Receiving Country», including dates, addresses and details of whom you were staying with prior to your relocation to Australia.
- Details of your children's current residence arrangements including whom they are currently residing with, in particular their full names, addresses and contact details and any available documentation.

You are also invited to provide copies of any documents which support your claims. Documents you may provide include, but are not limited to:

[Remove any points that are not applicable – DELETE THIS TEXT]

- A copy of your marriage certificate;

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- A copy of your divorce certificate;
- A copy/Copies of the birth certificate/s of your child/ren;
- Evidence of your relationship with your «Perpetrator» such as evidence of joint bank accounts, joint lease agreements, correspondence and photographs;
- Evidence of your communication with your children;
- Evidence of your «Perpetrator»'s identity;
- Evidence of the actual harm and/or threats of harm you experienced in «Receiving Country»;
- Evidence of the actual harm and/or threats of harm you experienced in Australia;
- Evidence of having sought assistance or protection from the authorities or non-government support services in «Receiving Country» and/or in Australia;
- Evidence of having sought to relocate within «Receiving Country»; and
- Evidence of having sought medical assistance in «Receiving Country» and/or in Australia for the harm you suffered.

**«IF DV/GBV Inconsistent information = "Relationship status" OR DV/GBV Inconsistent information = "Residential address" OR DV/GBV Inconsistent information = "Children"»**

**Inconsistent information** [Remove any/all options if not applicable – DELETE THIS TEXT]

**«END IF»**

**«IF DV/GBV Inconsistent information = "Relationship status"»**

In the relationship status section of your application, you selected 'Never Married or been in a de facto relationship' as your relationship status. However, in your claims you stated that you have suffered violence perpetrated by your «Perpetrator». Therefore, I am inviting you to provide further information or comments about these conflicting statements in your application.

**«END IF»**

**«IF DV/GBV Inconsistent information = "Residential address"»**

In your application, you only listed one address of residence in «Receiving Country». However, in your claims, you stated that you had relocated several times in «Receiving Country» to try to escape from your «Perpetrator». Therefore, I am inviting you to provide further information or comments about these conflicting statements in your application.

**«END IF»**

**«IF DV/GBV Inconsistent information = "Children"»**

In your application, you stated that you do not have any children. However, in your claims you have stated that you and your children have suffered violence perpetrated by your «Perpetrator». Therefore, I am inviting you to provide comments or information about these conflicting statements in your application.

**«END IF»**

**«END IF»**

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### Domestic/Gender-based violence

In your application, you claim that you have been **subject to violence by your «Perpetrator»/ threatened with harm by your «Perpetrator»**. However, you did not include detailed information of these claims, in particular when and where the events took place and who was involved in them, and you also did not provide any documents or other evidence in support of these claims.

Due to the lack of details and evidence, I am concerned about the genuineness of your claims. Therefore, to assist me in deciding whether these claims are genuine, I invite you to provide further information and evidence in support of your claims including:

**[Remove any points that are not applicable – DELETE THIS TEXT]**

- Details of your «Perpetrator» including their full name/s and last known addresses, contact details-and any available documentation to support these details.
- Details of your relationship with your «Perpetrator», **including how you met, when your relationship commenced, the date of your marriage and when your relationship ended.**
- Details of the threats or acts of harm by your «Perpetrator», including dates, what was said or done, how it was communicated (for example; in person, telephone, email) as well as any evidence to support your claims.
- When and how were you last threatened or harmed by your «Perpetrator».
- When and how did you last speak to your «Perpetrator» and what was the nature of your contact.
- You claim your «Perpetrator» **was** physically abusive. Did you seek medical treatment for this abuse? If so, provide the times and locations of any medical assessments and details of the treatment you received.
- Did you speak to your family about your situation and if so, did you receive any support?
- Have the authorities ever become involved in your relationship? If so, provide details, including the date, time and location of each involvement and what happened.
- Did you ever make a police report or apply for a protection order against your «Perpetrator»? If so, provide details, including date, time, location and what happened.
- Did you seek help from government and/or non-government support services available in «Receiving Country» or Australia for victims of domestic violence? If so, provide further information regarding this.
- Did you relocate within «Receiving Country» in an attempt to escape the violence? If so, provide details of the different states and regions you relocated to in «Receiving Country», including dates, addresses and details of whom you were staying with prior to your relocation to Australia.
- Details of your children's current residence arrangements including whom they are currently residing with, in particular their full names, addresses and contact details and any available documentation.

You are also invited to provide copies of any documents which support your claims. Documents you may provide include, but are not limited to:

**[Remove any points that are not applicable – DELETE THIS TEXT]**

- A copy of your marriage certificate;
- A copy of your divorce certificate;

- A copy/Copies of the birth certificate/s of your child/ren;
- Evidence of your relationship with your «Perpetrator» such as evidence of joint bank accounts, joint lease agreements, correspondence and photographs;
- Evidence of your communication with your children;
- Evidence of your perpetrator's identity and contact details;
- Evidence of the actual harm and/or threats of harm you experienced in «Receiving Country»;
- Evidence of the actual harm and/or threats of harm you experienced in Australia;
- Evidence of having sought assistance or protection from the authorities or non-government support services in «Receiving Country» and/or in Australia;
- Evidence of having sought to relocate within «Receiving Country»; and
- Evidence of having sought medical assistance in «Receiving Country» and/or in Australia for the harm you suffered.

**«IF DV/GBV Inconsistent information = "Relationship status" OR DV/GBV Inconsistent information = "Residential address" OR DV/GBV Inconsistent information = "Children"»**

**Inconsistent information** [Remove any/all options if not applicable – DELETE THIS TEXT]

**«END IF»**

**«IF DV/GBV Inconsistent information = "Relationship status"»**

In the your relationship status section of your application, you selected '*Never Married or been in a de facto relationship*' as your relationship status. However, in your claims you stated that you have suffered violence perpetrated by your «Perpetrator». Therefore, I am inviting you to provide further information or comments about these conflicting statements in your application.

**«END IF»**

**«IF DV/GBV Inconsistent information = "Residential address"»**

In your application, you only listed **one** address of residence in «Receiving Country». However, in your claims, you stated that you had relocated several times in «Receiving Country» to try to escape from your «Perpetrator». Therefore, I am inviting you to provide further information or comments about these conflicting statements in your application.

**«END IF»**

**«IF DV/GBV Inconsistent information = "Children"»**

In your application, you stated that you do not have any children. However, in your claims you have stated that you and your children have suffered violence perpetrated by your «Perpetrator». Therefore, I am inviting you to provide comments or information about these conflicting statements in your application.

**«END IF»**

## FOI Request - FA 25/05/01586

## Questions:

Departmental guidance, policy positions, training materials, internal correspondence within the Department of Home Affairs, working documentation and/or policy directives with respect to:

**1. Requesting the contact details of domestic violence perpetrators of visa applicants, with respect to assessing and conducting assessments (including interviews and requests for further information under s 56 of the Migration Act 1958 Cth) in determining protection visa applications;**

| PVPG section                                                                            | Description                                                                                                                                                                                                                                                                           | Content                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|-----------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">9.1.7 Deciding applications made by family groups - Schedule 2 criteria</a> | <p>The officer may invite the applicant to provide additional information about the genuineness of a claimed relationship.</p> <p>Generic guidance, not specific to family violence perpetrators, about requesting information under s56 in regard to family groups - Q1 related.</p> | <p>9.1.7. DECIDING APPLICATIONS MADE BY FAMILY GROUPS – SCHEDULE 2 CRITERIA</p> <p><b>Time of decision criteria</b></p> <p>If an officer is uncertain about the genuineness of a claimed relationship, they can invite an applicant to provide additional information about their claimed relationship under section 56 of the Migration Act. After receiving the invitation, the applicant will have a prescribed period to provide further information regarding the relationship (see section 58 of the Migration Act and regulation 2.15 in relation to prescribed periods within which further information or comments are to be given in response to an invitation to provide further information).</p> |

|                                                                            |                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
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| <p><a href="#"><u>11.1.4 The invitation to attend an interview</u></a></p> | <p><b>The officer may request information from the applicant about their application.</b></p> <p><b>PVPG does not provide guidance on the specific information to be requested.</b></p> <p><b>Generic guidance, not specific to family violence perpetrators, about requesting information under s56 - Q1 related.</b></p> | <p>11.1.4. THE INVITATION TO ATTEND AN INTERVIEW</p> <p>An officer may invite an applicant, under s56 or s57, to attend an interview to discuss their PV application and their protection claims. The letter states that the purpose of the interview is to obtain more information from the applicant about their application. The request to attend an interview could be an invitation to give additional information under subsection 56(2) of the Migration Act, or an invitation to comment on relevant information under subsection 57(2).</p>                                                                                                                |
| <p><a href="#"><u>12.4. Seeking further information, s56</u></a></p>       | <p><b>The officer may seek further information if there is doubt about an applicant's claimed membership of a family unit.</b></p> <p><b>Generic guidance, not specific to family violence perpetrators, about requesting information under s56 - Q1 related</b></p>                                                       | <p>12.4. SEEKING FURTHER INFORMATION, S56</p> <p>Under s56(1), an officer may, but is not required to, seek additional relevant information before deciding an application, and any .....</p> <p>V12.4.1. WHEN TO SEEK FURTHER INFORMATION</p> <p>Section 56(2) enables officers to invite applicants to submit further information and provides that they may issue this invitation orally or in writing.</p> <p>Officers are not obliged under s56 to undertake further investigations or invite more information from applicants and may make a decision based on the available information. However, if they are not satisfied with the information provided</p> |

|                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
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|                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | by an applicant, it may be appropriate or necessary to use the provisions in s56 to seek further relevant information.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <a href="#">13.3. PV applications lacking particulars of claims or information about claims</a> | <p><b>Where PV applications lack particulars of claims or information about the claims, the officer must still comply with the procedural fairness requirements.</b></p> <p><b>The officer should consider inviting the applicant to give further information under s56(2).</b></p> <p><b>Generic guidance, not specific to family violence perpetrators, about requesting information under s56 where claim involves a perpetrator of harm but lack of evidence- Q1 related</b></p> | <p>13.3. PV APPLICATIONS LACKING PARTICULARS OF CLAIMS OR INFORMATION ABOUT CLAIMS</p> <p>Applications that lack particulars of claims or information about the claims will usually have one or more of the following features:</p> <ul style="list-style-type: none"> <li>....</li> <li>the applicant claims fear of a particular type of harm (e.g. being killed, being beaten) but does not explain why or provide evidence of that harm or specify the person or organisation that will be the perpetrator of that harm, or</li> <li>....</li> </ul> <p>However, a PV application may lack particulars of claims because the applicant faced barriers in expressing their claims. For examples of applicants who may face barriers in making claims and guidance on: assessing claims lacking in details by those applicants, seeking further information relating to the claims, and factors to take into consideration in conducting the assessment, refer to Annexure 6: Gender and Sexual Orientation.</p> <p>Where an application lacks particulars of claims or information about the claims, the officer must still comply with the procedural fairness requirements in <a href="#">Subdivision AB</a> of Division 2 of Part 3 of the Migration Act when they are making a decision. Therefore,</p> |

|  |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
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|  |  | <p>before deciding whether to grant or refuse to grant a PV to an applicant with such an application, the officer should consider:</p> <ul style="list-style-type: none"> <li>• whether to invite the applicant to give further information under subsection <a href="#">56(2)</a> of the Migration Act, or</li> <li>• whether there is 'relevant information' as defined in subsection <a href="#">57(1)</a> that they are required to provide to the applicant for comment on it under subsection <a href="#">57(2)</a>.</li> </ul> <p>For guidance on <a href="#">s56</a> and <a href="#">s57</a> and the other sections in Subdivision AB of Division 2 of Part 3 of the Act, refer to <a href="#">Part 10 – Further information/comment and procedural fairness requirements</a>.</p> |
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**2. Requesting evidence from third parties (including known or alleged domestic/family violence perpetrators of visa applicants) in assessing and conducting assessments of protection visa applications;**

| PVPG section                                           | Description                                                                                                                                                                                                     | Content                                                                                                                                                                                                                                                                                                                                         |
|--------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">12.4. Seeking further information, s56</a> | <p>The officer may seek further information if there is doubt about an applicant's claimed membership of a family unit.</p> <p>Officers may use the provisions of s56 to seek further relevant information.</p> | <p>12.4. SEEKING FURTHER INFORMATION, S56</p> <p>Under <a href="#">s56(1)</a>, an officer may, but is not required to, seek additional relevant information before deciding an application, and any additional relevant information they obtain must be taken into account in the decision.</p> <p>12.4.1. WHEN TO SEEK FURTHER INFORMATION</p> |

|                                                               |                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
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|                                                               | <p><b>Generic guidance, not specific to family violence perpetrators, about requesting information under s56(1) which is 'any information' - Q2 related.</b></p>                                                                                                                                                                       | <p>Circumstances in which an officer may wish to seek further information or comment from an applicant (orally at interview, by telephone or in writing by submission) include:....</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <p><a href="#">15.2.2. Evidence that may be available</a></p> | <p><b>Evidence may come from independent sources or third person testimony.</b></p> <p><b>Evidence may be obtained from experts by the Department.</b></p> <p><b>Generic guidance, not specific to family violence perpetrators, about requesting information from third parties - independent experts - medical - Q2 related.</b></p> | <p>15.2.2. EVIDENCE THAT MAY BE AVAILABLE</p> <p>An officer should take care to collect whatever relevant evidence is available before considering the credibility of an applicant's claims. This evidence may come from the applicant or from independent sources.</p> <p>Other forms of evidence from independent or Departmental sources may also be available to officers. These may include: country information about conditions and laws in an applicant's country of origin, or reports from experts such as document examination reports or medical reports.</p> <p><b>Independent/expert evidence</b></p> <p>Independent evidence includes country information confirming the conditions and laws in the applicant's country of origin that are current and relevant to the claims. For further guidance, refer to:</p> <ul style="list-style-type: none"> <li>• section <a href="#">10.1.1 - Country of origin information</a></li> <li>• <a href="#">Use of Country of Origin Information</a> - PI (VM-3245).</li> </ul> |

|  |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
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|  |  | <p>Evidence may also be provided by experts with necessary qualifications or credentials, such as medical officers or psychologists. Such evidence is generally in the form of written reports and may be submitted by applicants or obtained from experts by the Department. Experts are expected to give objective, unbiased advice in relation to matters within their expertise and state the facts upon which their advice is based. The evidence will generally not be independent if it is just a letter of support for the applicant's claims.</p> <p>Officers:</p> <ul style="list-style-type: none"><li>• are to have due regard to expert reports when they are making findings of fact on an applicant's claims, and</li><li>• should determine relevance and weight to be accorded to the report but should not substitute their own opinions for those of a reliable expert.</li></ul> <p>If an officer does not accept the conclusion or advice of an expert, they need to provide clear reasons and details of the evidence for not accepting that information in the decision record.</p> |
|--|--|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

### 3. Circumstances under which:

(c) Safeguards or safety measures with respect to assessing a protection visa application where the applicant has experienced or is experiencing domestic or family violence.

| PVPG section                                                             | Description                                                                                                                                                                                                                                                                                                                                          | Content                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
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| <a href="#">11.1.3. Considering if an interview would be appropriate</a> | <p><b>Consider if an interview would be appropriate -</b><br/> <b>If there would be a risk to the safety of the applicant, during or after an interview (for example, domestic violence reprisal)</b></p> <p><b>Generic guidance that includes consideration of a person who may be at risk for domestic violence reprisal, - Q3(c) related.</b></p> | <p><b>11.1.3. CONSIDERING IF AN INTERVIEW WOULD BE APPROPRIATE</b></p> <p>The officer should also consider if an interview would be appropriate, even if an interview is likely to be the most efficient and effective method of obtaining information from the applicant, in the following circumstances:</p> <ul style="list-style-type: none"> <li>• if the applicant has been a victim of torture and/or trauma and the additional information the officer needs is about medical treatment relevant to the torture or trauma - such as details of the treatment; or</li> <li>• if the applicant is known to have a fear of dealing with authoritative figures due to claimed past negative experiences - such as interrogation possibly combined with torture or detention; or</li> <li>• if the applicant is at risk of self-harm due to or during an interview; or</li> <li>• if there would be a risk to the safety of the applicant, during or after an interview (for example, domestic violence reprisal); or</li> <li>• if there would be a risk to the safety of the interviewing officer; or</li> </ul> |

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|                                                                                     |                                                                                                                                                                                                       | <ul style="list-style-type: none"> <li>if there is evidence that the applicant would be incapable of participating in an interview because, for example: <ul style="list-style-type: none"> <li>of physical incapacity due to a medical illness or condition or a disability,</li> <li>of mental incapacity due to a psychological issue, or</li> <li>they are an unaccompanied child, particularly if they are very young.</li> </ul> </li> </ul>                                                                                                                                                                                                                                                                                                                                                                           |
| <a href="#">11.6. When there is a potential risk of self-harm or harm to others</a> | <p><b>Guidance to officers on potential risks during interview with a PV applicant.</b></p> <p><b>Generic guidance, but safety included in where interview may need to cease - Q3(c) related.</b></p> | <p>11.6.4. IF THE INTERVIEW CANNOT CONTINUE</p> <p>If the interview is unproductive because the applicant is distressed, it may not be reasonable to continue. The officer should consider terminating the interview and:</p> <ul style="list-style-type: none"> <li>decide whether to schedule another interview at a later date, or</li> <li>send an invitation to the applicant to provide further information in writing, including responses to any remaining interview questions, under <a href="#">s56</a>, or</li> <li>send a letter to the applicant giving them details of any information that is 'relevant information' as defined in subsection <a href="#">57(1)</a> of the Act and inviting them to comment on that information under subsection <a href="#">57(2)</a>.</li> </ul> <p>11.6.5. COUNSELLING</p> |

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|                                                     |                                                                                                                                                                                                                                                                                                                          | <p>Officers should advise applicants who are distressed and may be victims of torture or trauma that counselling is available from support organisations such as:</p> <ul style="list-style-type: none"> <li>• the NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors,</li> <li>• the Victorian Foundation for Survivors of Torture Incorporated, or</li> <li>• equivalent organisations in other states/territories.</li> </ul> <p>However, officers must not give applicants the impression that a finding on their PV application depends on whether they are a victim of torture and trauma and / or whether they seek counselling.</p> <hr/> |
| <a href="#">25.2 Recognising barriers for women</a> | <p><b>This section highlights the barriers affecting women applying for PV.</b></p> <p><b>The PVPG reminds officers to take appropriate steps in assessing and addressing women's claims and to approach such cases with sensitivity.</b></p> <p><b>Generic guidance that includes consideration of a person who</b></p> | <hr/> <p>25.2 RECOGNISING BARRIERS FOR WOMEN</p> <p>Gender-based claims are claims that are specific to the applicant's gender or gender identity. Gender-based claims can encompass a range of claims and experiences in which gender is a relevant consideration. These may relate to an applicant's assigned sex, gender, sexual orientation and/or gender identity. Gender-related claims may be raised by women or men, although they are more commonly raised by women.</p>                                                                                                                                                                                               |

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|  | <p>may be at risk for family violence, - Q3(c) related.</p> | <p>Most forms of harm or human rights abuses are the same for men and women. However, there are some forms of harm that are used more frequently, or solely, against women. Such harm includes sexual violence, sexual exploitation, family violence, domestic slavery, human trafficking, forced pregnancy, forced abortion, forced sterilisation, forced marriage, 'honour' crimes, female genital mutilation and punishment for transgression of social mores. Due to the personal nature of gender-based claims, it is important that officers approach such cases with sensitivity.</p> <p>Officers should be aware that women may face multiple obstacles when applying for a PV or Humanitarian visa, including any one or more of the following dot points below.</p> <ul style="list-style-type: none"><li>• Social and cultural shame in lodging their applications or putting forward their own claims as it might be considered inappropriate for women to be outspoken or to come forward with information (some female applicant's claims may not be clearly articulated in PV applications due to these factors, or they may not be recorded as raising their own claims for protection).</li><li>• They may not realise that their experiences give rise to claims of persecution or discrimination as their experiences may not be a crime in their country of origin or may be accepted practice within their community or family. Therefore, applicants may not know that an incident is relevant to their claims and fail to disclose it. Officers should consider all information provided in the application or at interview and consider claims that are not</li></ul> |
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|  |  | <p>explicitly raised by the applicant but clearly arise on the material before the decision maker.</p> <ul style="list-style-type: none"><li>• Low literacy; illiteracy or language barriers may prevent some women from being able to clearly and confidently express their experiences, complete forms on their own or obtain information about the application and assessment process.</li><li>• Women may not have the same level of access to information, freedom of movement or financial resources as men to seek asylum and lodge a visa application.</li><li>• In families where the male is head of the household and has responsibility for the family's official dealings, the claims of female family members may not be known, mentioned or given any weight by either the male head of the household or the female family member herself.</li><li>• Women may have difficulties providing information at interview or in response to an invitation in writing where their experiences are too traumatic to describe or difficult to explain, and they may worry about how these experiences will be perceived by an interpreter or officer.</li><li>• Women who have experienced rape or other sexual assault may fear reprisals from other family members for failing to protect their virginity or marital dignity, or for disclosing the claims to a third party. They may be unwilling to disclose information about these experiences or downplay or deny claims that have already been disclosed.</li><li>• The presence of strangers, family or friends, particularly males, combined with fear and mistrust of authority (including the</li></ul> |
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|  |  | <p>interviewing officer), can seriously inhibit an applicant's willingness to divulge their experiences at interview.</p> <p>Due to these barriers, it is important that officers take appropriate steps to ensure women's claims relating to discrimination and persecution are acknowledged as having been heard and are appropriately assessed.</p> <p>An awareness of the conditions affecting women in the applicant's country of origin (and/or countries of transit) and the circumstances which may give rise to persecution, will provide useful context and enable officers to better target their research and investigation of the applicant's claims (including at interview). Relevant areas for research may include (as suggested by the <a href="#">UNHCR Guidelines on the Protection of Refugee Women</a>):</p> <ul style="list-style-type: none"><li>• the position of women before the law, including their standing in court, the right to lay a complaint and give evidence, divorce and custody law, the right to own property, the right to have or refuse an abortion;</li><li>• the political rights of women, including the right to vote, to hold office and to belong to a political party;</li><li>• the social and economic rights of women, including the right to marry the person of her choice, the right to an education, a career, and a job or remunerated activities, the status of a widow or divorcee, freedom of dress;</li><li>• the incidence of reported violence against women, the forms it takes (such as sexual assaults, "honour" killings), protection</li></ul> |
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|                                                 |                                                                                                                                                                                                                                                                                          | <p>available to women and the sanctions or penalties on those who perpetrate the violence; and</p> <ul style="list-style-type: none"> <li>the consequences that a woman may face on return to the country in light of the circumstances described in their claims.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <a href="#">25.5 Preparing for an Interview</a> | <p><b>Guidance to officers in preparing to interview an applicant about sensitive claims including in relation to domestic or family violence.</b></p> <p><b>Generic guidance that includes consideration of a person who has claims involving family violence, - Q3(c) related.</b></p> | <hr/> <p>25.5 PREPARING FOR AN INTERVIEW</p> <p>Given the challenges of interviewing an applicant about sensitive claims, as with all cases, it is important to create a safe and non-judgmental interview environment that allows the applicant to feel secure enough to discuss the details of their claims. An open and reassuring environment will help establish trust and will assist the disclosure of sensitive personal information. An applicant will more likely discuss their claims fully, thereby facilitating a more efficient and comprehensive assessment of the claims by the officer.</p> <p>As with any application, officers should be familiar with the applicant's claims and relevant country of origin information before an interview. This will enable them to question the applicant effectively and identify any gaps in their story or claims that are inconsistent with available country information.</p> <p>If gender-related claims have been included in the application, every effort should be made to ensure the interviewing officer and the interpreter are the same sex as the applicant (or the same gender of which the applicant identifies). Officers should be mindful of cultural and social norms when considering applications by family groups, and should consider whether separate interviews may be required (for example where a female has raised sensitive,</p> |

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|                                                                                                |                                                                                                                                                                                                                                                                                                                   | gender based claims including in relation to domestic or family violence). Under the guidelines in <a href="#">Part 9 - Interviewing</a> , a request for a joint interview can be refused if an officer considers that separate interviews are necessary. The request and the reason for refusal should be documented by the officer.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <a href="#">25.16 Assessing female gender-based claims under the Protection Visa framework</a> | <p><b>Guidance on how to assess female gender-based claims, including claims of domestic or family violence, under the protection visa framework</b></p> <p><b>Guidance related to female gender-based that includes consideration of a person who has claims involving family violence, - Q3(c) related.</b></p> | <hr/> <p>25.16 ASSESSING FEMALE GENDER-BASED CLAIMS UNDER THE PROTECTION VISA FRAMEWORK</p> <p>Gender is not, in and of itself, a ground for persecution under paragraph <a href="#">5J(1)(a)</a> of the Act. For example, a PV applicant who fears being killed by a violent husband must demonstrate, for the purposes of satisfying the refugee assessment, that she fears being persecuted for reasons of her race, religion, nationality, political opinion or membership of a Particular Social Group (PSG). She must also show that she fears harm of a type commensurate with the definition of 'persecution' and that the authorities in her country of origin cannot or are unwilling to protect her from this harm.</p> <p>A woman may be persecuted in a gender specific manner for reasons unrelated to gender (e.g. raped because of her membership in a political party), she may be persecuted in a non-gender specific manner, but because of her gender (e.g. flogged for refusing to wear a veil), or she may be persecuted in a gender specific manner because of her gender (e.g. subjected to female genital mutilation). This could mean there may be other or multiple paragraph 5J(1)(a) reasons, and not just fear of persecution for</p> |

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|  |  | <p>reasons of membership of a PSG. For more information about membership of a PSG based on gender, see <a href="#">Refugee Law Guidelines</a> - PI (LS-1814) – section 6.6 Membership of a PSG - Gender based PSG claims.</p> <p>When considering whether the persecution feared by an applicant involves serious harm (as required by paragraph <a href="#">5J(4)(b)</a> of the Act, officers should be mindful of the considerations concerning serious harm outside of those examples listed in subsection <a href="#">5J(5)</a> of the Act. This includes serious mental harm, and multiple harmful acts which may cumulatively amount to serious harm. For further information see <a href="#">Refugee Law Guidelines</a> - PI (LS-1814) – section <a href="#">3.11 Serious harm</a>.</p> <p>If a woman faces harm for any reason but the State refuses to protect her because of her gender, then it may amount to persecution. Officers should be mindful of this when considering persecution reasons in paragraph <a href="#">5J(1)(a)</a> of the Act.</p> <p>However, the complementary protection framework does not require persecution for one of the reasons prescribed in paragraph 5J(1)(a). Being at real risk of significant harm is sufficient to meet the criteria for the grant of a protection visa under the complementary protection framework set out in paragraph <a href="#">36(2)(aa)</a> of the Act. Therefore, if they find a gender-based claim does not fall within one of the paragraph 5J(1)(a) categories, officers should then assess whether the claim</p> |
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|  |  | <p>constitutes 'significant harm' as defined in the complimentary protection framework.</p> <p>Domestic and family violence</p> <p>If an applicant with claims of family violence has separated from the alleged perpetrator (for example their spouse) the family violence would generally be expressed as a form of harm rather than a component of a PSG. For example, the PSG could be characterised as 'separated woman in country [X]' fearing persecution in the form of domestic violence or other harm on the basis of being a separated person in that society. In these cases, consideration of whether a person has faced family violence is not necessary to determine whether the person is a member of such a PSG or if such a PSG exists. The central aspects to these PSG claims are:</p> <ul style="list-style-type: none"><li>• the applicant is separated;</li><li>• a PSG exists, of which the applicant is a member, where the characteristic involves divorced or separated spouses or partners;</li><li>• the characteristic is innate or immutable; or it is so fundamental to their identity or conscience, they should not be forced to renounce it; and</li><li>• there is a real chance of persecution, which may or may not be in the form of family violence, in all areas of the receiving country because the applicant is a member of that PSG.</li></ul> |
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|  |  | <p>Experience of past harm may be an indicator as to whether there is a real chance of persecution in the reasonably foreseeable future. For example, if an applicant claims to fear harm in the form of family violence if returned to the receiving country because the spouse remains there and the spouse or family will seek retribution for the separation, evidence of past violence may reasonably go to establishing the veracity of that claim. Even if incidents of claimed past harm are considered not to be credible or substantiated by evidence, the officer must address the real chance of persecution occurring in the reasonably foreseeable future.</p> <p>The real chance of harm occurring must relate to all areas of the receiving country (see paragraph <a href="#">5J(1)(c)</a> of the Act, and the <a href="#">Refugee Law Guidelines</a> – Chapter <a href="#">3.13 Real chance in all areas of the receiving country - s5J(1)(c)</a>). Furthermore, under subsection <a href="#">5J(2)</a> of the Act, a person does not have a well-founded fear of persecution if effective protection measures are available to the person in the receiving country. ‘Effective protection measures’ are defined in section <a href="#">5LA</a> of the Act. For further information on ‘available effective protection measures’ see the <a href="#">Refugee Law Guidelines</a> – Chapter <a href="#">3.14 Available effective protection measures</a>.</p> <p>Therefore, the adequacy of effective state protection (subsection <a href="#">5J(2)</a>, section <a href="#">5LA</a> and paragraph <a href="#">36(2B)(b)</a> of the Act), and an assessment of whether the State is reluctant to be involved or turns a ‘blind eye’ to the harm are among the key considerations when assessing domestic/family violence related claims as well as</p> |
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|  |  | <p>whether there is a real chance of harm occurring in all areas of the receiving country.</p> <p>For more information about effective state protection in the context of domestic violence, refer to the <a href="#">Refugee Law Guidelines</a> – section <a href="#">3.14.3 Willing to offer protection – s5LA(1)(b)</a>.</p> |
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| <a href="#">Record ADD2017/2431883: Domestic and Family Violence (DFV) resource kit</a> | <b>A resource kit for PV officers available on SharePoint (PODM support – Interview Tools)</b> | <a href="#">HUMANITARIAN PROGRAM - INTERVIEW TOOLS</a><br><a href="#">Record ADD2017/2431883: Domestic and Family Violence (DFV) resource kit</a> |
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