

Women's Night-time Safety Charter

What to do if someone asks for help

- Offer to take the person asking for help to a part of the venue not in sight of the public or a potential threat, eg. staff room, kitchen, toilets.
- Ask the person in distress what they want to do. They might just want to alert staff that things are becoming uncomfortable and might need someone to keep watch while they collect possessions. Or they may want staff to call the police if they are concerned about their safety.
- Offer to call the person a taxi, or assist them in calling a friend/family member to come and collect them.
- When the person asking for help is out of sight, ask the person causing distress to leave the venue – if the staff consider it safe to do so.
- Do not allow the person asking for help to leave the venue in sight of the person causing them distress, as this could lead to them being followed and placed at higher risk.
- If the person causing distress becomes angry, consider calling the police for assistance or follow your policy on this issue.

When talking to someone asking for help, remember:

1. Believe what they are saying.
2. Validate that the type of behaviour should not happen here.
3. Explain what you can do; you may need to speak to someone more senior.
4. Check what they have told you, making sure you fully understand the situation.
5. Ask if there is anything they want or need right now.

Stand up against sexual harassment - the 5Ds for bystander intervention, tips to help defuse situations:

- **Direct** – Speak out and respond to negative behaviour. Do this in a calm way to avoid making the situation worse.
- **Distract** – Find a reason to encourage the victim to come to you. For example, say that you need to speak to them about something. This gives them a reason to leave the unsafe situation.
- **Delegate** – If the situation requires further support, tell someone in authority, or ask someone for help.
- **Delay** – If it feels appropriate to do so, delay responding and wait to see if the situation improves. It is never too late to report a situation and to check in with the victim.
- **Document** – Make a record of the harassment, if appropriate and safe. You could do this by using your phone to record it, by taking a photo of the individual causing harm, or by writing notes.