

Participating in Insight Exchange

The purpose of this document is to provide detailed information to people who are considering participating in Insight Exchange. Included in this document is information about:

- Insight Exchange
- How Insight Exchange works
- What to expect when participating in Insight Exchange.
- The process and the steps involved in participating
- Frequently Asked Questions about Insight Exchange

About Insight Exchange

Insight Exchange

Insight Exchange is designed to strengthen social responses to Domestic and Family Violence.

The **INSIGHT** component invites people with lived experiences of Domestic and Family Violence to share their experience through a safe and ethical process that affirms agency and upholds dignity.

The **EXCHANGE** component shares a person's insights in a de-identified way with individuals, communities and organisations. Fully accurate insights can better inform our awareness, responsibility, and how we all respond to Domestic and Family Violence.

www.insightexchange.net

Insight Exchange is an initiative of Sightlines the Professional Services Division of Domestic Violence Service Management (DVSM). DVSM is a registered charity, which aims to prevent and to provide support for people experiencing Domestic and Family Violence (DFV), homelessness and other safety and wellbeing needs. Our work contributes to and relies on a broader social and systemic commitment to be more aware of, informed about, and active in preventing and reducing violence. Insight Exchange is owned and funded by DVSM.

How Insight Exchange Works



Why Insight Exchange is important

Currently people with lived experience of Domestic and Family Violence have a range of mechanisms through which to share their experience. Each of these are important however each have limitations in that they do not seek out, explore and give voice to peoples resistance and responses to violence. In addition many of the current mechanisms for sharing lived experience of abuse have no specific link to social change initiatives that inform prevention and improved social, service and system responses.

Who can share their experiences through Insight Exchange

Any person who has experienced (or is currently experiencing) Domestic and/or Family Violence and who are 18 years of age or older are able to share their experiences through Insight Exchange. Participation is free of charge.

What to expect from participating in Insight Exchange

Conversations about Domestic and Family Violence commonly focus on the violence used by the perpetrator and the impact on the person experiencing violence. We know from evidence that this is only part of the facts.

Insight Exchange seeks to gain a more accurate account of what has occurred. The interview will do this by asking about and getting a better understanding of the ways in which you resisted and responded to the violence used against you.

This requires that the interviewer ask questions to gain an understanding of all aspects of the context in which the incident/s occurred including who was present and how people responded to you.

Gaining a more accurate account is important because it challenges the idea that people subjected to violence are 'passive victims'. A more accurate account can also reveal the deliberate, strategic and intentional use of violence by the perpetrator.

The questions the interviewer will ask include:

- Where the violence happened.
- How you responded and resisted the violence.
- How other people responded to you and your response to them.
- How your responses might have changed over time (to the perpetrator and to others).
- We also want to understand a bit about you and your background, because understanding who you are is also important to understanding the decisions you have made.

If you would like more information about the ideas that will guide and underpin our interview, then you may like to watch the following clips on the Insight Exchange Website:

- Dignity and violence: <https://vimeo.com/288468075>
- Responses to violence: <https://vimeo.com/286827073>

Further videos about the ideas that guide our interview process are available <https://www.insightexchange.net/creating-conversations/>

Insight Exchange – Our best hopes and our acknowledgement

We acknowledge that whilst our best hopes are that participation in Insight Exchange is positive, we cannot assume to know or measure all that participation may mean to someone at the time or over time.

We also acknowledge that despite our best efforts to assemble with a participant a more accurate representation of some of their experiences, we can never fully understand all that their experiences of violence mean to them now or through their life. We understand that no one's life experience can ever be fully represented in language or any other form.

Insight Exchange – Participate

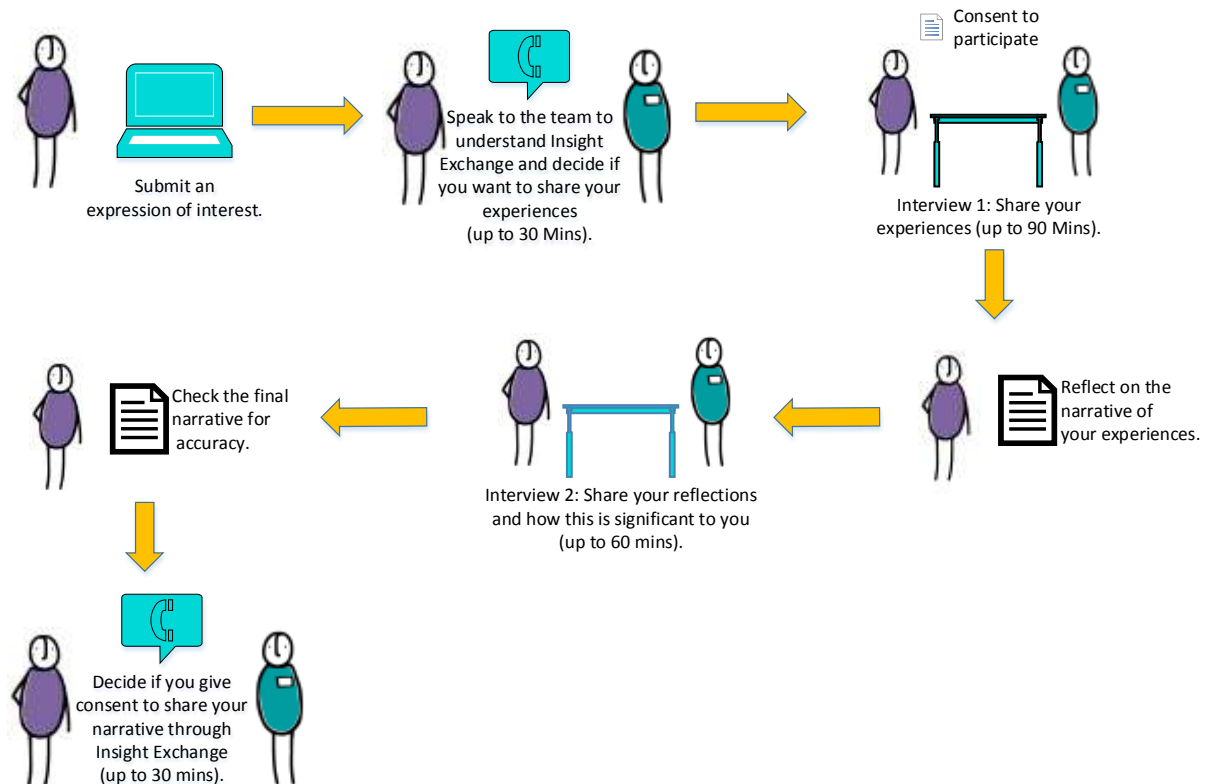
If you are interested in participating in an Insight Exchange please go to the Participate page on the Insight Exchange website <https://www.insightexchange.net/participate/>

Participating in Insight Exchange– Process overview

Sharing your experiences of Domestic and Family Violence through Insight Exchange is designed to be safe and ethical and we will seek your consent at all points throughout the process.

The diagram below provides an overview of the steps involved.

Insight Exchange Interview Process



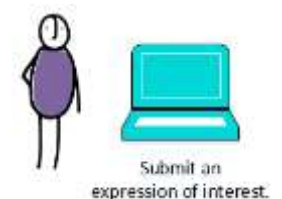
Steps in engaging with Insight Exchange

1. Expression of Interest (EOI)

Complete an Expression of Interest form. The purpose of this form is to:

- Ask of your hopes for participating in Insight Exchange.
- Ask you for information about how we can contact you safely.
- Provide you with a link to the participant information pack.
- You can find a link to the Expression of interest form here:

<https://www.insightexchange.net/participate/>



2. Phone Meeting: Discussing ethics, consent and exploring safety

The purpose of this conversation is to enable you to decide if you wish to begin participating in Insight Exchange. The conversation will cover:

- The purpose of Insight Exchange.
- Any safety considerations that we need to be aware of in relation to a person's participation.
- Ways to mitigate those risks.



- On balance whether you decide if you want to participate or not.
- A time for an interview.

3. Interview 1: Sharing your experience

If you choose to go ahead and share your experiences then we will invite you to attend an interview with a trained team member in the Insight Exchange project.

The purpose of the interview is to capture an accurate account of how you have responded to and resisted violence and how your actions may have been important in upholding your dignity.

The interview will be conducted within 90 minutes and will be in a conversational manner. The interview will take the following format:

- Introductions.
- An explanation of what we will be asking you and why.
- An assurance that you are not required to share anything that you do not feel comfortable sharing.
- You will then be asked if you are comfortable starting the interview. If you are we will ask you to sign the consent form to participate.
- The Interview will then commence.



4. Your Reflections on the what you have shared (Narrative)

Your interview will be transcribed and a copy of the transcription and audio will be sent to you to a safe email address of your choice. You will be asked to listen/read the interview and then to complete a survey that will help you to gather your first thoughts about what you have shared.

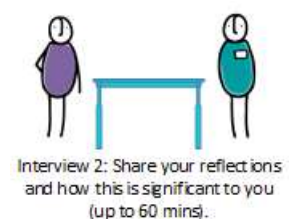


5. Interview 2: Reflecting on what is significant and important to you

The purpose of interview 2 is to understand any reflections or important perspectives that you have from participating in the Insight Exchange Process so far.

We will also ask you additional questions to ensure that we understand how these reflections are important to you.

You will be asked to confirm if your experiences have been captured in an accurate way and if there is anything that you wish to change, remove or add.



6. Narrative assembly

The written narrative of your experiences will be assembled and edited from the transcribed interviews which we will then share with you.

We will ask you to read the narrative to ensure it is an authentic representation of your experiences. You will be invited to attend a final meeting (via phone or in person) to discuss the assembled narrative.



7. Narrative accuracy and de-identification

The purpose of the final meeting is to review the assembled narrative of your experience together to ensure it is accurate and that the manner in which it has



been de-identified considers your safety and the people you care for. At the end of this meeting we will ask you if you give your consent for your narrative to be shared through Insight Exchange.

Insight Exchange: Frequently Asked Question

Q: What are my rights as a participant of Insight Exchange?

A: If you do decide to participate, you have the right to:

- Decline to answer any particular question asked during the interview process.
- Ask for the recorder to be turned off at any time during an interview.
- Your information being stored securely and to be kept strictly confidential, except as required by law.
- Withdraw from participating at any time.
- Ask any questions or provide feedback about any aspect about the Insight Exchange process.
- Participate in a safe and ethical process.
- Request that your de-identified transcript be destroyed and not used for further research.
- Request that your de-identified narrative be removed from Insight Exchange.
- To have your privacy and confidentiality respected.
- Request that the experience you have shared be accurately reflected in a de-identified way, which ensures you will not be individually identifiable.

Q: What if I agree to share my experiences with Insight Exchange but change my mind at some point during the process?

A: Your participation in Insight Exchange is voluntary and you may withdraw from participating at any time, with our full support and understanding. We ask that you notify us if you wish to withdraw so that we can delete information you have shared in a timely manner.

Q: Will it be possible to recognise my identity from my narrative?

A: It is a requirement of participating in Insight Exchange that all the people and organisations that are contained within your interview are de-identified. This includes:

- a) You as the person who has experienced violence.
- b) The person who has perpetrated the violence.
- c) Any other people identified through the course of the interview (children, family members, friends, colleagues etc.).
- d) Social responders identified through the course of the interview (e.g. support services, health services, Police, employers, businesses, education institutions etc.)

We will work with you to ensure that you and the people in your narrative are not identifiable.

Q: What will happen with the information (narrative) that I share with insight Exchange?

A: At the completion of your participation with Insight Exchange, you will be asked if you give your consent for your narrative to be shared publicly through the Insight Exchange project. If you give your consent your narrative (de-identified) will be publicly available to support people to better understand and respond to Domestic and Family Violence. Insight Exchange will draw on the narratives collected to support individuals, communities, institutions and organisations to work toward creating a society that responds to people who have experienced violence with dignity and respect and to make society safer for all people. Your narrative may be shared in a range of formats

for example reports, transcripts, visual representations and through a range of channels for example online, in forums, at events and as part of workshops.

Q: Can I tell other people about the opportunity to participate in insight Exchange?

A: Yes, you are welcome to let other people know about the opportunity to participate in Insight Exchange.

Q: Can I use my narrative of violence for my own purposes?

A: Participants are able to use their de-identified Insight Exchange narrative for their own purposes. However if a narrative is used in a manner that identifies the participant and/or any other persons or parties it includes then they may be liable for legal action.

Q: Is there any opportunity for ongoing support or engagement with insight Exchange after I have shared my experiences?

A: Participation in Insight Exchange is limited to your engagement in the interview process. Participation might lead to a desire to seek additional support, or further interest in a process of seeking justice or other forms of social action. In this instance we will offer to assist you to identify what you would like to do and possible next steps

Q: Is participating in Insight Exchange a form of counselling or therapy?

A: No. The purpose of the interviews is to have a structured conversation that enables you to share your experience as part of a social change initiative. Participating in Insight Exchange is not a form of counselling or therapy. Some people find the supported process of talking in a safe context about their experiences and how they have resisted and responded to violence to be helpful or useful.

Q: Will the process of talking about the violence I have experienced through Insight Exchange be distressing?

A: The Insight Exchange interviewer is trained in facilitating conversations about violence in a safe and ethical manner. It is our experience that people often find the process of talking about their resistance and responses to violence to be an emotional experience. It is normal for a person to have emotional responses (such as sadness, anger, disgust, happiness, surprise and courage) during an interview. The role of the insight exchange step by step process, of checking in and seeking feedback throughout, is to ensure that any participant does not experience undue or overwhelming distress as a result of their participation. You may stop an interview or withdraw your participation from Insight Exchange at any time.

Q: Will being involved in Insight Exchange make me unsafe?

A: Your safety and wellbeing is most important. As part of the process of participating in Insight Exchange we will ask you if you think there are any safety considerations associated with your participation. We will work with you to identify ways to mitigate any identified risks to your safety and the people you care for. We will ask you to decide whether or not you feel that you are able to participate in a way that you are comfortable with.

Q: How will I benefit from participating in Insight Exchange?

A: The purpose of Insight Exchange is to support individuals, communities, institutions and organisations to work toward creating a society that responds to people who have experienced

violence with dignity and respect and to make society safer for all people. Your participation may be of benefit to you in that it may provide a sense that you are contributing to this change. For some people it may also be personally beneficial to have an accurate description of your efforts to uphold your dignity. Your participation may not result in any personal benefit for you.

Q: What happens if I want to retract or change the narrative I have shared with Insight Exchange?

A: If you wish to change or retract your narrative, we are able to either remove or alter the narrative that you have contributed to Insight Exchange.

Q: Will I be able to control how other people use my de-identified narrative once it is shared live through Insight Exchange?

A: No, we cannot take any responsibility and do not have any control of how your de-identified narrative might be used by third parties who access Insight Exchange. We will provide guidelines on proper and respectful use.

Q: How can I contact someone from insight Exchange?

A: You can contact someone from Insight Exchange via the Insight Exchange website keep in touch page <https://www.insightexchange.net/about/contact-us/>

Q: How can I make a complaint about Insight Exchange?

A: If you would like to make a complaint about Insight Exchange, please go to the DVSM website contact us page <http://www.dvnsdsm.org.au/contact/>

Q: How can I stay up to date about Insight Exchange?

A: We will publish regular updates about Insight Exchange on the Insight Exchange Updates page of the Insight Exchange website. Please go to the updates page <https://www.insightexchange.net/about/insight-exchange-updates/>

Insight Exchange: Participant Consent Form

Insight Exchange is an initiative of Domestic Violence Service Management (DVSM) www.dvnsdsm.org.au, a registered charity, which aims to prevent and to provide support for people escaping/experiencing Domestic and Family Violence (DFV) and homelessness.

By participating in Insight Exchange I understand that:

- My interview will be audio recorded.
- My narrative will be used to strengthen individual, community and organisational responses to violence.
- My interview will be transcribed by a third party transcription service.
- My personal data and the information I share during my participation will be de-identified and securely stored.
- My identity and the identity of all individuals and organisations identified in the narrative of my experiences will be removed.
- The audio recording will be destroyed after the transcription and de-identification.
- All intellectual property remains the property of DVSM
- I may revoke my consent at any time before publication. However I understand that after publication I am not able to withdraw my consent.
- While Consent to publish cannot be revoked, I am able to request that DVSM (as publisher) does not make further use of my contribution in future publications. I understand that all existing publications used by DVSM and by third parties will not be recalled.
- I do not have any control of how my de-identified narrative might be used by third parties who access Insight Exchange.
- Insight Exchange interviewers are mandatory reporter's in relation to the safety and protection of children and risk of significant harm to self and others. In such circumstances mandatory reporting requirements override privacy and consent considerations. Whenever possible Insight Exchange interviewers will make steps to notify me if a report has been or will be made.

I understand that I have the right to:

- Decline to answer any particular question asked during the interview process.
- Ask for the recorder to be turned off at any time during an interview.
- Withdraw from participating at any time.
- Ask any questions or provide feedback about any aspect about the Insight Exchange process.
- Participate in a safe and ethical process.
- I may revoke my consent at any time before publication. However I understand that after publication I am not able to withdraw my consent.
- Have my privacy and confidentiality respected.

I understand that at the completion of the narrative of my experiences, I will be asked if I give my consent for my narrative to be shared prior to it being publicly available through Insight Exchange.

Declaration by participant

I have read the participant information pack and have had the details of the Insight Exchange project explained to me in a language that I understand. My questions have been answered to my satisfaction, and I understand that I may ask further questions at any time.

Participant Name – printed: _____

Participant Signature: _____ **Date:** _____

Declaration by Insight Exchange Interviewer

I have given a verbal explanation of the Insight Exchange project, its procedures and have asked the participant if they have safety concerns associated with their participation in Insight Exchange. I believe that the participant has understood that explanation.

Interviewer Name – printed: _____

Interviewer Signature: _____ **Date:** _____

Insight Exchange: Consent to Publish Form

Insight Exchange is an initiative of Domestic Violence Service Management (DVSM) www.dvnswsm.org.au, a registered charity, which aims to prevent and to provide support for people escaping/experiencing Domestic and Family Violence (DFV) and homelessness.

Declaration by participant

I give my consent for my de-identified narrative of my experiences to be shared publicly through Insight Exchange.

I understand that:

- My narrative may be:
 - Published in all formats (including print, electronic, and websites)
 - used on the Insight Exchange website,
 - shared through social media platforms
 - used in part or in its whole during presentations, workshops and other events that aim to support people to understand violence and the role they play as social responders.
- I will not have any control of how my de-identified narrative might be used by third parties who access Insight Exchange.
- I may revoke my consent at any time before publication. However understand that after publication I am not able to withdraw my consent.
- While Consent to publish cannot be revoked, I am able to request that DVSM (as publisher) does not make further use of my contribution in future publications. I understand that all existing publications used by DVSM and by third parties will not be recalled.
- My identity, the identity of all individuals, the identity of organisations and other relevant information (e.g. locations, dates etc) contained in the narrative will be de-identified. I understand, however, that complete anonymity cannot be guaranteed.

I have had the details of the Insight Exchange Consent to Publish form explained to me in a language that I understand. My questions have been answered to my satisfaction, and I understand that I may ask further questions at any time.

Participant Name – printed: _____

Participant Signature: _____ **Date:** _____

Declaration by Insight Exchange Interviewer

I have given a verbal explanation of the Insight Exchange project the consent to publish form. I believe that the participant has understood that explanation.

Interviewer Name – printed: _____

Interviewer Signature: _____ **Date:** _____