

Creating Conversations Masterclass with Dr Linda Coates and Dr Allan Wade - Founding members of the Centre for Response-Based Practice, Canada)

NSW Health | Education Centre Against Violence (ECAV)

This masterclass was funded by Domestic Violence Service Management (DVSM) as an [Insight Exchange](#) initiative. Insight Exchange centres on the expertise of people with lived experiences of violence and gives voice to these experiences. It is designed to inform and strengthen social, service and systemic responses to Domestic and Family Violence

ATTENDEES - MARCH 2019

53 Individuals

Role	Organisation
Child Protection Educator and DV Counsellor	Child Protection Strategy Unit, Sydney LHD and Community DV Team, Sydney LHD
Clinical Nurse Consultant	CoPMI (Children of Parents with a Mental Illness)
Social Worker	Community Domestic Violence Team - Sydney Local Health District
Social Worker	Community Domestic Violence Team, Sydney Local Health District
Snr Health Educator-Cultural Equity	Cultural Equity, ECAV (Specifically working with migrant and refugee men from Middle East)
Team Leader, Substance Use in Pregnancy and Parenting Service (SUPPS), NBMLHD.	Drug and Alcohol Service, Nepean Blue Mountains Local Health District
Manager Integrated Violence Prevention Response Service	Far West Local Health District
DV Counsellor	Green Valley Liverpool DV Service
Sexual Assault Counsellor	Integrated Violence Prevention and Response Service
Manager, Royal Commission	Ministry of Health
Senior Clinical Advisor Child Protection	Ministry of Health - PARVAN
Clinical Coordinator	New Street Illawarra Shoalhaven, Illawarra Shoalhaven Local Health District
Domestic Violence Coordinator	Northern Sydney Local Health District (NSLHD)
DV & CP Educator	Northern Sydney Local Health District (NSLHD)
Counsellor	NSW Health
Domestic Violence Officer	NSW Health
Manager, Violence and Neglect Integration	NSW Health
Aboriginal Support Officer	NSW Health Education Centre Against Violence (ECAV)
Acting Team Leader Aboriginal Portfolio	NSW Health Education Centre Against Violence (ECAV)
Acting Team Leader for DFV & CE Teams	NSW Health Education Centre Against Violence (ECAV)
Administration Officer	NSW Health Education Centre Against Violence (ECAV)

Role	Organisation
Administration Officer	NSW Health Education Centre Against Violence (ECAV)
Associate director	NSW Health Education Centre Against Violence (ECAV)
Director, ECAV	NSW Health Education Centre Against Violence (ECAV)
Education Officer (Men's Domestic and Family Violence Interventions)	NSW Health Education Centre Against Violence (ECAV)
Educational consultant and advisor on Aboriginal issues and brokerage for communities	NSW Health Education Centre Against Violence (ECAV)
IT Analyst	NSW Health Education Centre Against Violence (ECAV)
Medical Coordinator ECAV	NSW Health Education Centre Against Violence (ECAV)
RTO Compliance and Medical Forensic Administrator	NSW Health Education Centre Against Violence (ECAV)
State-wide Educator	NSW Health Education Centre Against Violence (ECAV)
State-wide Senior Educator Domestic Violence Routine Screening and Child Protection	NSW Health Education Centre Against Violence (ECAV)
Team Leader	NSW Health Education Centre Against Violence (ECAV)
SENIOR ANALYST	NSW MINISTRY OF HEALTH
Clinical Nurse Consultant, Perinatal and Family Drug Health Service	SLHD (RPA)
Child Wellbeing Coordinator and Educator	Southern NSW Local Health District
Social Worker	Substance Use in Pregnancy and Parenting Service (SUPPS) NBMLHD
Child Protection Educator	Sydney Local Health District (SLHD)
Clinical Nurse Consultant Children of Parents with Mental Illness (COPMI)	Sydney Local Health District (SLHD)
DV Social Worker	Sydney Local Health District (SLHD)
Clinical Nurse Consultant, Children of Parents with a Mental Illness	Sydney Local Health District, Mental Health Services
Child Wellbeing Coordinator	Western NSW Local Health District
District Manager Violence Prevention, Response & Women's Health Strategies	Western NSW Local Health District
Violence, Abuse and Neglect Program Manager	Western NSW Local Health District
Child Protection and Domestic Violence Educator	Western Sydney Local Health District (WSLHD)
Integrated Violence Prevention & Response Service Coordinator	Western Sydney Local Health District (WSLHD)
Domestic and Family Violence Practice Manager	Women's and Girls Emergency Centre (WAGEC)
Domestic Violence Case Manager	Women's and Girls Emergency Centre (WAGEC)
Snr Health Educator	Workforce development for the sexual assault sector
* 4 Individuals with roles/organisation not supplied	

What the session means to me:

It has been a long time since I have been challenged in such a way to look at my own practice and what should change. I am excited about going back to my workplace to have these conversations. I am also nervous that we won't do the seriously important messages justice, but I will give it a go. Thankyou. (Substance Use in Pregnancy and Parenting Service (SUPPS) NBMLHD)

This revolutionised my own thinking and approach to violence against women and children, giving me so much to reflect on and explore further. I am excited about how our practice can take a new direction, more responsive to women's experiences and knowledge. (Anonymous)

This training has fundamentally shifted the way I have worked with victims of violence and the way we train professionals about how to do this work. By applying a framework of effects/impacts rather than responses/resistance I know I have 'shut down' people's sharing of what happened. This is brilliant learning. (NSW Health | Education Centre Against Violence)

Great! Courageous! Challenges my language → My focus is clients and colleagues → solutions theory on the individual not the social context – turn it around, social → psychological → biological. (Counsellor – NSW Health)

Thankyou for organising this workshop. It was a very good day – thought provoking. I have realised that we need to make some changes in our courses in relation to the language we use; in particular what really lies behind meaning of the words – resistance to violence, dignity, etc. and the importance to be clear and put into context what is happening between to people being in the violence 'relationship' – I used 'relationships... old habits... Thankyou. (NSW Health | ECAV | State-wide Educator)

The session contained a lot of interesting ideas. I found the discussion on resistance particularly valuable and I will be sure to integrate it into practice. I didn't think violence itself was clearly defined and I thought some of the final discussions about trauma ways was a bit less clearly reasoned and supported. (Anonymous)

Thought provoking. I loved all the messages regarding acts of resistance and how to identify them. I found this afternoon's sessions difficult to try to put in practice and confusing. I wish an alternative was offered a bit more in depth. (Anonymous)

Today has been a day of curiosity, hope and openness to new ideas. With the best of intentions we are often keen to launch in and address 'impacts on' women that we lose sight of the subtle ways we are contributing to the loss of her agency. This is hopeful and wonderful thinking. Also, I have not loved the developing reliance of my workplace and services on 'trauma informed' approaches but haven't felt skilled in challenging this in an articulate way. Today helped me focus on my social work roots – social justice! (Anonymous)

Having seen Allan a few times and familiar with both Linda Coates and his work, I am grateful for another time to comment on the thinking of resistance as a framework its applications therapeutically benefitting the clients; the implications for police, judges and lawyers to re-examine the social contexts and removing the blame from victims. In addition the recognition of mutualised language, the invisibility of perpetrators highlighting the unilateral acts of violence for workers in the field to help redress the balance for and on behalf of victims. Recognising mutualised language in the context of mediums such as TV and newspaper headlines. (NSW Health | Education Centre Against Violence | DFV & CE Team)

Overwhelming appreciation of the incredible knowledge and respect for people in the room who live in violence. Will be thinking so much of the education I provide to health staff now. Thanks to all for providing today. (Anonymous)

Thought-provoking, interesting, affirming, enjoyable and challenging. (Anonymous)

In challenging further dominant medical model ideas outworking in NSW Health. Further infiltrating feminism into the frame alongside all of the forms of oppression actioned in our communities. (DV & CP Educator | Northern Sydney Local Health District (NSLHD))

Mind blown! Still processing and working out what the knowledge means to my practice. I will need more time to critically reflect and sit what fits and what doesn't. Thanks for the communal 'working it out'. (NSW Health | ECAV | Cultural Equity)

This session has really deepened plus challenged my knowledge. It has made me reflect on my language plus the social dynamics that influence language framing of violence. I will continue to reflect on the implications for my policy work plus how I communicate & educate other policy makers. It has motivated me to continue to enquire and learn. (Ministry of Health | Royal Commission)

Your work has informed my practice as a counsellor and educator for many years. It is a personal and professional evolutionary process. I felt that while challenging and directing the work of colleagues is vital – there can be no 'holy cows' - a nod to context, time-frame and our collective growth and changes in understanding versus shaming. These in the audience currently are in the process of change. Hopefully so are our colleagues, moving along in understanding and in re-language. Thanks. Awesome. So grateful. (Anonymous)

Important work on resistance is helpful. So thought provoking and challenging to serve our current practice. Makes a whole lot of sense, and actually seems like common sense – however because we live in a colonial male dominated society and practice within a largely medical model, it can be very tricky to think like this. Ps I do love the Ethan Waters book (Clinical Nurse Consultant, Children of Parents with a Mental Illness | Sydney Local Health District, Mental Health Services)

The conversation is so important, and I need more time to process all the information. It's great and love the idea of the new way of thinking about 'old ways' of working. Thankyou. (NSW Health | ECAV Educational consultant and advisor on Aboriginal issues and brokerage for communities)

Fabulous to have the opportunity to see Linda and Allan bring their extensive knowledge and experience in challenging current theory/practice in working with women and children experiencing violence. It makes you really process/review how we currently educate and deliver services. The session gave me renewed hope and motivation about how we might start to shift culture/practice systemically so that women/victims can be seen, heard and empowered. I really appreciated the practical examples of how we can show how victims resist/respond to violence and importance of language to do this. (NSW Health NSLHD | Domestic Violence Officer)

Progressive/thought provoking, insightful, enriching, reflexive. Daunting thinking about our scope of implementing this into our practice. Hopefulness: For progression. (Domestic Violence Case Manager | Women's and Girls Emergency Centre (WAGEC))

The incredible responses can be hugely monumental and powerful for change. As workers we have to look closely at the language we use and change a way of thinking and working. (Domestic and Family Violence Practice Manager | Women's and Girls Emergency Centre (WAGEC))

Great day thanks. Lots of challenges – some big and some small practice changes. It would be great to keep these discussions going. (Child Protection Educator | Sydney Local Health District)

The session has invited me to reflect on the language I use when working with clients experiencing violence. (Anonymous)

Today's masterclass has provided invaluable information/knowledge that I can take back and share with my colleagues, organisation and community as a whole. Today's session highlights how far we've come in terms of our understanding of DV, but also show that we have a long way to go. Thanks to DVSM for organising such an insightful and challenging event. (DV Counsellor | Green Valley Liverpool DV Service)

The session provided reflections on how our professional literature obscures both acts of violence and the women's resistance to it. The session provided ideas on how we can enquire about the agency used by both men doing violence and people experiencing and responding to violence. I am inspired to use these ideas in my work with young people who have engaged in harmful sexual behaviours. (Clinical Coordinator | New Street Illawarra Shoalhaven, Illawarra Shoalhaven Local Health District)

Great. Frightening how shit the discourse is/has been. Glad I don't have to undo much as I'm not a therapist or Social worker. Viva la revolution. (Anonymous)

It's exciting. Its scary (I have to change and try and help society change) today I am leaving with my head swirling. Language, victims, perpetrators, resistance and trauma – all tumbled up. I would like to speak a week with you Linda and Allan to get more understanding. A big thankyou to everyone. (Sydney Local Health District)

I have loved the opportunity to sit and thinking about 'acts of resistance' and how this challenges my current thinking – how I work (because of my training). I find it freeing and excited to have the political

aspects of this work discussed – and I still have a lot to think about. I feel I would love to sit and listen more and more. I love also the practical ways of shifting the responsibilities to the users of violence. (Senior Health Worker | Workforce development for the sexual assault sector)

A great class to take many things into practice. I'll particularly endeavour to better and more informed MBCP interventions by women's resistance. (NSW Health | ECAV | Education Officer (Men's Domestic and Family Violence Interventions))

Thankyou. A great day. This session means I need to think and review and read and watch much more so that I can share these messages with others in the rural health district in which I live and work. Our language needs to change, and I feel inspired and empowered to work with others to help me change. Now I need to look more closely at trauma and trauma informed practice. (Child Wellbeing Coordinator and Educator | Southern NSW Local Health District)

Thinking and talking about resistance as opposed to strength and resilience is helpful and empowering. The power of language – wow!! I thought I knew this and could see this but now I realize I was missing so much! I will be thinking much more carefully about what I write down. Dismissing the trauma ideas? ... I'm not quite convinced on this... yet? Thankyou! (Social Worker | Community Domestic Violence Team - Sydney Local Health District)

An openness to trail other ideas and concepts. An ability to connect with survivors on a deeper level. An opportunity to re-learn language approaches that may be more appropriate to clients. A thoughtful way in which to help highlight and re-affirm a client's dignity! Acceptance that we are not perfect and are always willing to learn with our clients. Alongside our clients. Thankyou. Great day. (DV Social Worker | Sydney Local Health District)

It will be a slow process but change and changing thinking is always worth the effort and the stumbles and confusion to progress. To continue moving. Thankyou! (Coordinator | Blue Mountains Women's Domestic Violence Court Advocacy Service)

"I am quitting 'trauma' counselling." Profound. Yay! Connects Micro-macro practice. Hoot! Relief (Phew!). Radical (Though shouldn't be). Links the political to the personal. Social Justice. Thankyou! Awesome! Hurray. Wow! Psychological theories weren't working for me and now I know why! (Anonymous)

5 Resources from DVSMs [Insight Exchange](#) initiative distributed to all participants:

- [Follow My Lead](#) – an awareness raising resource
 - [Voices of Resistance](#) – one of the 4 narratives of lived experience of Domestic and Family Violence
 - [Voices of Reflection](#) – one of the 4 narratives of lived experience of Domestic and Family Violence
 - ['The Fact Pattern'](#) – an example of improved accuracy and evidence
 - [Guide to Selecting a Counsellor](#)
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