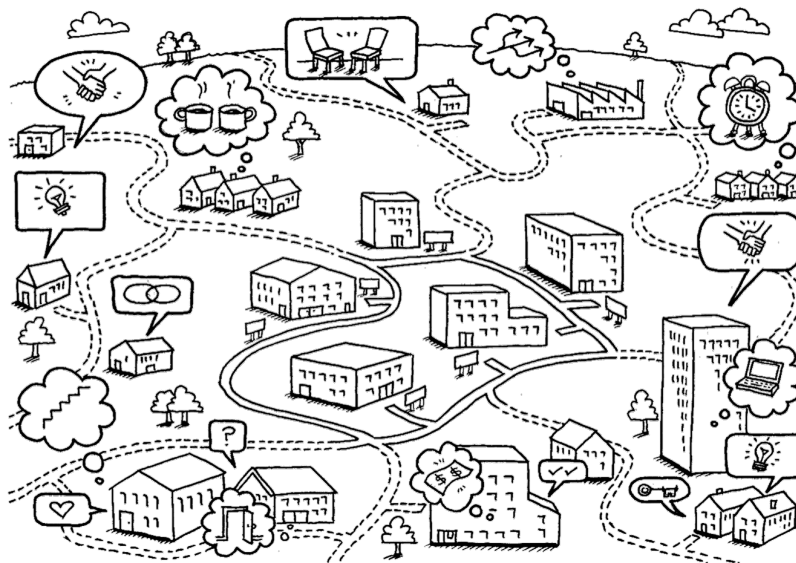


“Is anyone listening?”

Victim-survivors of domestic, family and sexualised violence are everywhere. Many don't tell anyone.



Every response matters. Any role. Every industry.

...Explore where and how we are supporting responders to build on understanding and uplift responses.

INSIGHT EXCHANGE ENGAGEMENT REPORT

A cumulative report on the breadth and depth of engagement with Insight Exchange since inception.

NOV 2017 – JUN 2023

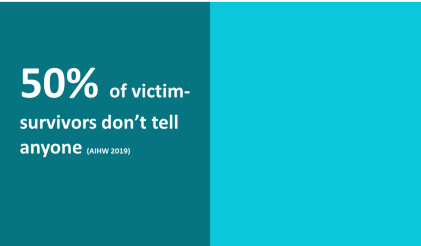
www.insightexchange.net

Seeing Possibilities

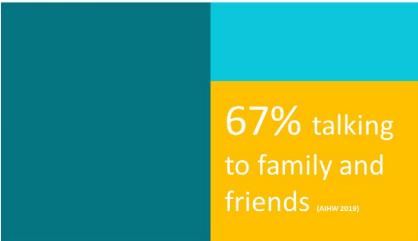
It may be the first, only or last time a victim-survivor of domestic, family and sexualised violence (DFSV) reaches out.
Every response matters.
There is no one preference or path for support. Every responder, community and industry matters.



Key ecosystem data:



According to the Institute of Health and Welfare (AIHW), almost half of women who experienced violence from a current partner did not seek advice or support from anyone.



For those who did seek support following violence from a current partner, 67 per cent of women sought advice or support from a friend or other family member. This was more than any other response.



UN Women estimates that between 55 and 70 per cent of people experiencing domestic and family violence are in the paid workforce.



With rare exceptions everyone is a customer or client somewhere, using these products and services as part of their day-to-day life.



For many reasons, people experiencing domestic, family or sexualised violence are not always safe to (or may not choose to) use traditional statutory and specialist services when seeking support.

In fact, according to the Institute of Health and Welfare (AIHW), 8 in 10 women who experienced violence from a current partner, did not contact the police.



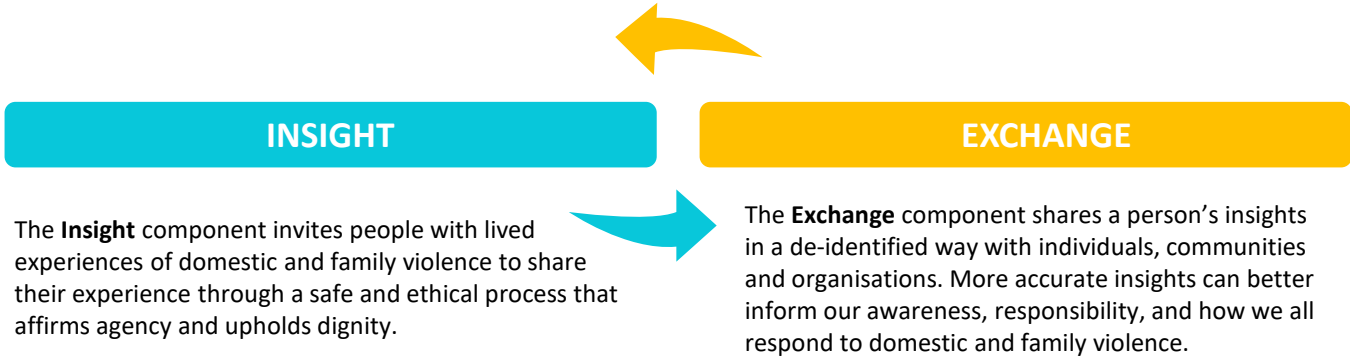
INSIGHT EXCHANGE

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About Insight Exchange

Insight Exchange centres on the expertise of people with lived experience of domestic and family violence and gives voice to these experiences. Insight Exchange is designed to inform and strengthen social, service and systemic responses to domestic and family violence.

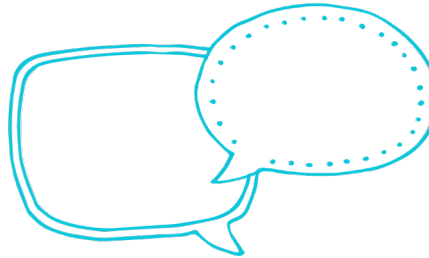
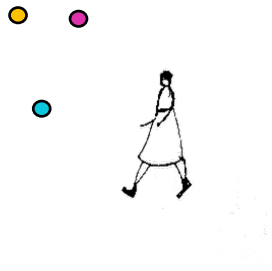


Below is a list of the four interdependent components of Insight Exchange.

My Lived Experience	My Insights Shared	Our Social Responsibility	Our Social Action
Through Insight Exchange I have the opportunity to share my lived experience of domestic and family violence in an accurate way through a safe, ethical and supported process.	Insight Exchange shares my lived experience, highlighting my responses and resistance to violence and where 'social responses' were helpful, unhelpful or harmful.	Through Insight Exchange we (all) have the opportunity to gain a more accurate understanding of lived experience of domestic and family violence and the role we play as social responders.	Through Insight Exchange we (all) have the opportunity to strengthen our responses to domestic and family violence as individuals, communities and organisations.

Insights | My lived experience

Victim-survivors of domestic, family and sexualised violence are invited to share their insights with Insight Exchange through the 'Be a participant' option and through other channels listed below.



Be a participant guide

Participation can be from anywhere in Australia. Interviews take place (in-person and/or virtually depending on locations) with skilled interviewers in the Insight Exchange team. You can read more detail in the [Participation Guide](#).

If you are interested in participating, please contact us or complete the [Expression of Interest](#) form.

Share responses and feedback

Victim-survivors of DFSV are invited to share their response to materials through de-identified channels, for example:

- Consultation Surveys
- Response Surveys – quantitative and qualitative responses to booklets & modules
- Resource development
- Research participation



Participants experiences of the interview

Participants are invited to share their experience of the interview process to affirm ad/or improve our approach. Below are examples of the participants comments:

“ **The complete process was exceptional.**

I wouldn't change anything.

The interviewer listened throughout and clearly explained security, privacy and confidentiality processes and assured me I could drop out any time I wanted to. I liked that she told me often that her interview would be led by what I had to say. This made me feel heard and safe.

I gave solid 100s! The interviewer is amazing at her role. She is kind and empathetic and does an excellent job of building rapport and then continually seeking consent in a conversational way. She is calm, warm and provides space. What could easily be a difficult process was simple and supportive and empowering.

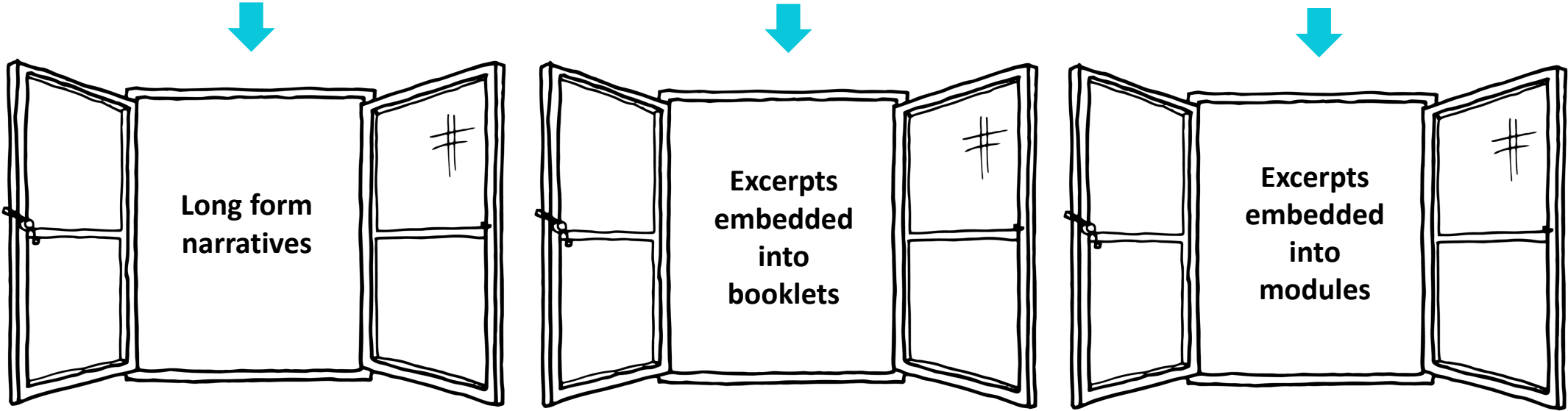
The interview ran really well, it was well paced, respectful and felt safe. The interviewers did a wonderful job supporting me throughout the process.

”

Lived experience insights shared

Insight Exchange materials centre from the direct voices of victim-survivors of domestic, family and sexualised violence. Lived experience insights feature in published narratives or excerpts embedded into booklets and modules.

Participants lived experiences are shared primarily through the following outputs...



Dear Participants

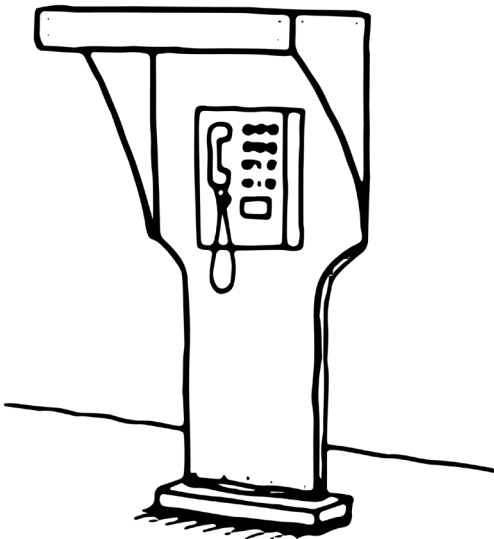
People who have read, viewed or engaged with the lived experience insights shared through Insight Exchange can share a de-identified message to participants through the '[Dear Participants](#)' resource.



Listening and responding

Every response matters

We can all stand against violence and abuse from wherever we are in society. All our initiatives are designed to support responders across the ecosystem. We organise and map Insight Exchange work against a social response continuum described below.



Every person matters

silent

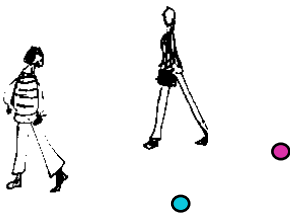
How well and in what ways do we serve victim-survivors who are silent?



silenced

How well and in what ways do we serve victim-survivors who are silenced?

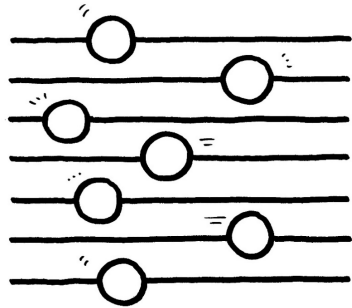
(Silenced by people (perpetrator/s and/or responders), services, policy, data, systems, law, constitution, injury, poverty, exclusion, threat & death).



SOCIAL RESPONSE CONTINUUM

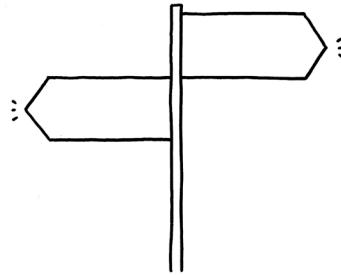
Universal services and organisations e.g., workplaces, businesses, education, community	Extra or early Supports e.g., HR, Employee Assistance Programs	Human Services (Govt, Non-Govt) e.g., Health, Support Services and Helplines	Specialist Domestic, Family and Sexualised Violence Services	Statutory Services/Systems
--	---	---	--	----------------------------

Options



Perpetrators of violence 'choose' to use violence and are afforded many 'options' to conceal their actions and evade responsibility.

Choices



Yet...victim-survivors are judged for the 'choices' they make in an ecosystem of adverse 'options'.

Know the difference.

We need to widen the options for victim-survivors and challenge the choices of people choosing to perpetrate abuse.

People experiencing domestic, family and sexualised violence rely on multiple parts of a complex information and support ecosystem for their safety and wellbeing.

Our response

Portfolio: Focus Areas FY22/23

Workplace responses

Understanding and responding to sexual harassment

Clubs industry responses

Hospitality consortium

Understanding and responding to strangulation

Understanding and responding to economic abuse

Arts Lab

Mexico Portfolio (includes international advisory group)

Future Leaders Program

Workplace Responses

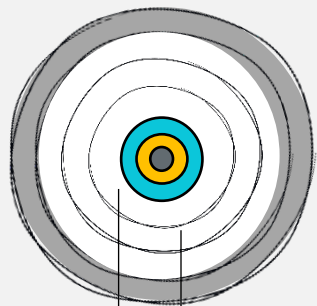
The response of the workplace is important to victims of domestic, family and sexualised violence for many possible reasons including their sense of self, social connections and safety. Importantly, having an income supports economic safety, keepings more options on the table for victims considering their future.

Between 55 and 70 per cent of people experiencing domestic and family violence are in the paid workforce.

UN Women, 2017, 'Taking the first step: Workplace responses to domestic and family violence'.

Workplace Responses

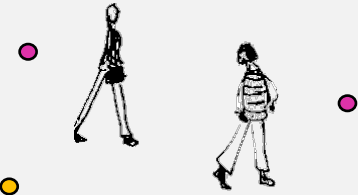
[Employees, Contractors, Volunteers]



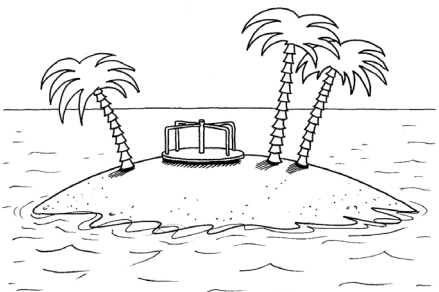
Obligations*

Social Responsibilities

* 'Obligations' refer to the current context of technical requirements in the industry. The moral and ethical social responsibilities feature in the next concentric sphere.



There is no such place as referral island.



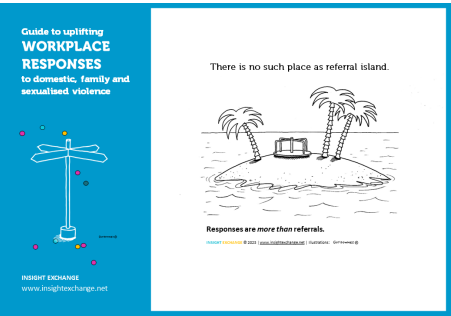
Responses are *more than* referrals.



Guide (new)

In response the voices of victim-survivors of DFSV who are in the workplace (Insights Paper, 2020) we developed the [guide to uplifting workplace responses to DFSV](#). Informed by the Insights Paper the guide focuses on respondents top three wishes:

- 1. People in the workplace to be compassionate and non-judgmental
- 2. Workplaces to provide more, or better, tangible support and
- 3. Improved understanding and awareness of domestic and family violence



Workplaces need to be flexible and supportive in their response to the needs of people subjected to domestic, family and sexualised violence and abuse.

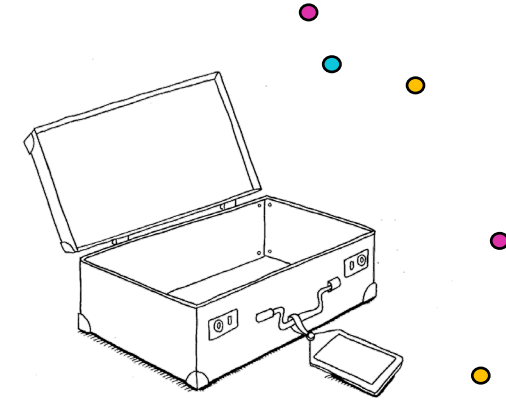


“In the workplace guide it states tangible things that we could do to help. I suppose we don’t necessarily have to have specific things in place but share the message as much as possible that as a firm we are understanding, non-judgmental and willing to assist. And then if someone does speak up about it, we are adaptable and ‘follow their lead’ in finding out what they need?”

(Small Business – Legal)



Reflections in response to the ‘Guide to uplifting workplace responses to DFSV’



‘Support Options’ that assume or expect victims to ‘leave violence’ add to the danger and pressures.

Let’s support safety guided by what victim-survivors need now & next.....



GUYDOWNES ©

My Support Options (new)

If you are experiencing domestic, family and sexualised violence and working, making decisions about your next steps relies on knowing what your options are. In some workplaces it can be difficult to find out what support options are available to you and how to access them.

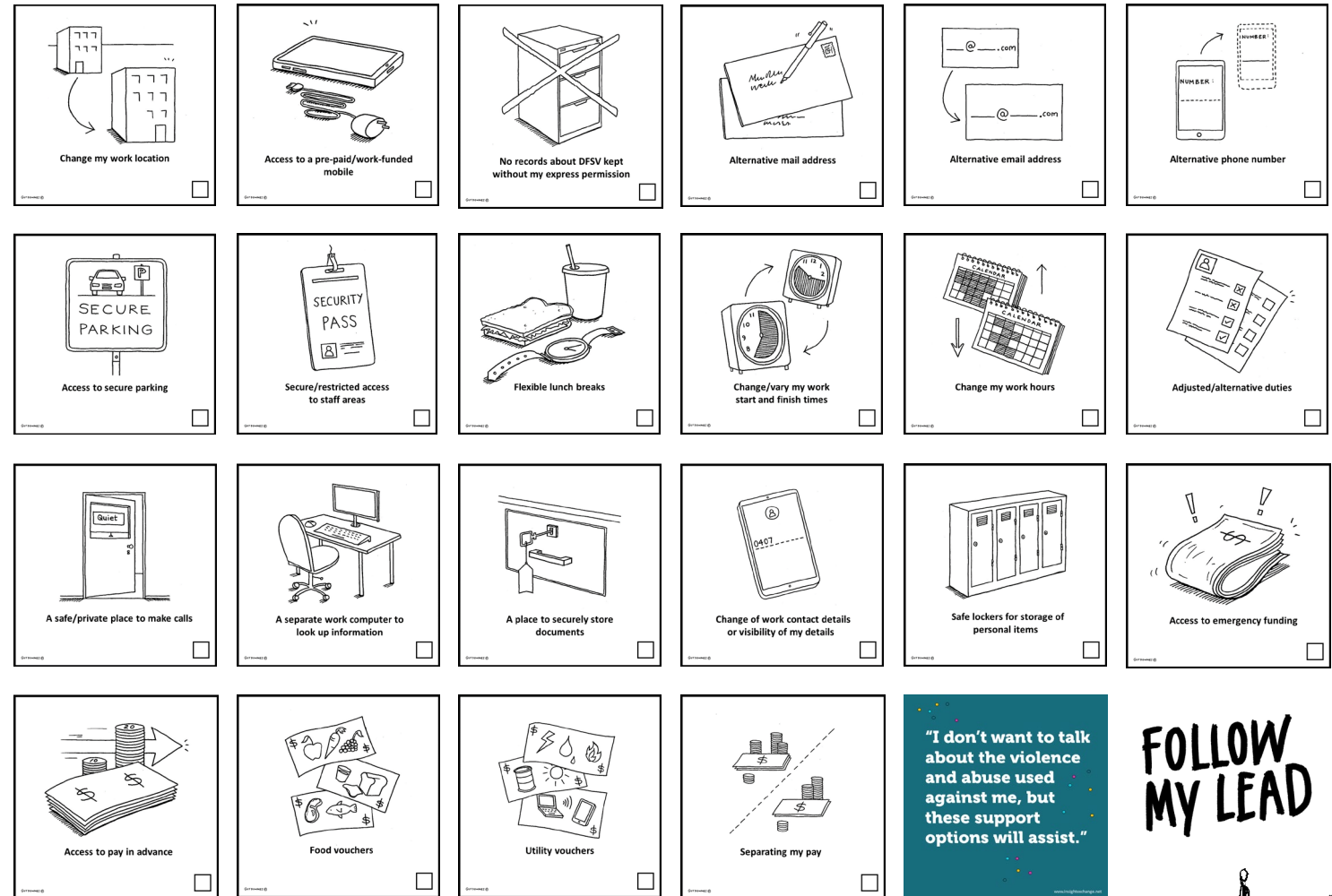
MY SUPPORT OPTIONS



My Support Options (samples adjacent) is designed to share with you examples of what victim-survivors of domestic, family and sexualised violence have wished for and/or asked for from their workplace. The options were identified in the publications listed (see [My Support Options](#) page). The support options are ideas not advice. They are not exclusive or exhaustive.

You can browse through the list at your own pace and decide which (if any) of the options you will search for or ask about in your workplace.

If your workplace doesn't provide the support option/s you need - they may be able to support you with something similar or provide support in how access the option elsewhere.



Explore more on the **My Support Options** landing page

www.insightexchange.net/my-support-options/



**FOLLOW
MY LEAD**



GUYDOWNES ©

...every community matters...

We reached out to share materials through these avenues.

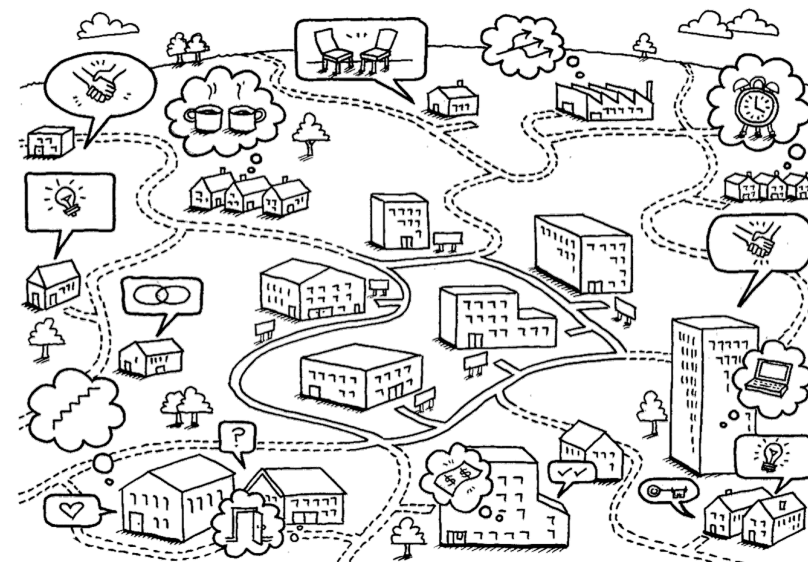
Prior to the implementation of the National employment standard changes to allow everyone 10 days domestic family violence leave we reached out to a range of organisations, e.g., member-based unions/associations, Local Councils and Small Businesses Associations sharing a range of resources including **Seeing Possibilities**, **Small Business Kits** and **Guide: Uplifting Workplace Responses to Domestic, Family and Sexualised Violence**.

- 527 Local Councils/Shires across Australia
- 50 Small Business Associations
- 20 member organisations (Unions, Associations, Foundations) with an estimated* membership of 1, 226, 500. (*estimated from membership numbers published on websites)

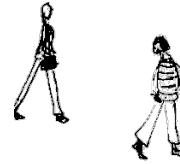
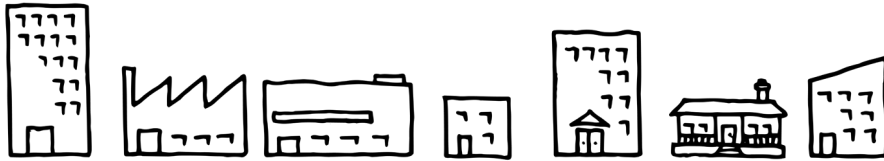
In addition to workplaces providing paid DFV leave, we want to positively challenge and support ways the workplace can openly and discreetly provide more nuanced and practical support for victim-survivors who are in the workforce.

"Thanks so much - we have shared this with our board and on our socials - thanks so much - this is a great offering!"

(Music Industry)



...every industry matters...



We have also engaged through the following events/forums/workplace presentation and communication channels:

- **Employee Assistance Professional Association Australasia** annual conference (n=100)
- Lunch and Learn Presentation – **Kingston Reid** (Specialist workplace law firm) (n=39)
- **Success Her Way** networking event – Voices of Insight Collection (n=35)
- Networking event, **Women in Tax – Adelaide** – Voices of Insight Collection (n=50)
- **Australian football league** (corporate) and HR teams of 18 Australian Football League clubs (n=20)
- **Human Resources Management @ Work** (voluntary network HR Professionals) – Short talk (n=15 from 11 organisations)

In response, organisations have shared Insight Exchange resources internally/externally. Examples include the following...

- Guide: Uplifting workplace responses to domestic family and sexualised violence
- Foundations and Foundations Applied modules
- Any responder module
- Insight Exchange animations

These one-on-one interactions have included organisations in following sectors of the response continuum, national sports administration, human resources consulting, beauty industry, not for profit support services, charities, councils, and federal government agencies.



Small Business Starter Kit

We collated and published a free (donated) [Small Business - Starter Kit](#) 'The kit is designed to support your foundational understanding about domestic, family and sexualised violence and the meaningful difference you can make as a small business to your employees and customers.'

"We recently conducted a review of our organisational response and support to family and domestic violence. We engaged with Insight Exchange who provided valuable insights and resources in which informed and strengthened our response to best support our team members, who experience such violence.

Hearing from the expertise of people with lived experience, we recognised that everyone's experience is unique and what one individual needs, may differ to the support required for another.

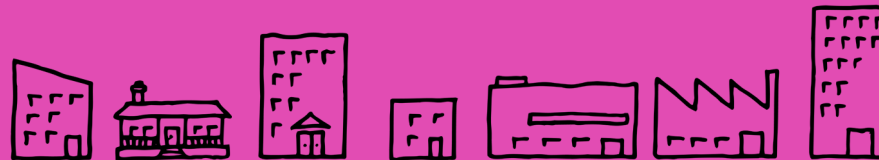
We have since expanded our support options available, shifting from a 'one size fits all' approach to providing a more flexible and supportive response, focused on ensuring team members have the right support, at the right time."

**Capability, Development & Wellbeing Lead,
Sporting Industry**

"The overall outcome of the collection and presentation was extremely positive. People left with a broader understanding of how to identify people who may need support. Whether they are a victim themselves or know one they now have a source where they can go if they need further guidance or help.

Personally, it opened my eyes up to how unaware I was of domestic and family violence. I thought I had a decent understanding, but it was made clear that the average person who might seem ok could be going through something terrible behind closed doors. It is an empowering feeling knowing that I could possibly help someone one day with the knowledge that was shared by Insight Exchange."

(MGI Adelaide Network- Success her way)



Reflections from responding Workplaces



Employee Assistance Programs

Employee Assistance Professional Association of Australasia (EAPAA) provider members (76) throughout Australasia oversee over 11,500 organisations, providing coverage to 9.4 million direct employees.

Source: Engagement Rate of the Employee Assistance Professional Association of Australasia (Inc.) October 2021



EAP Masterclasses - Foundations

We continued to support Employee Assistance Program providers in Australia and New Zealand by providing free (donated) masterclasses for EAP practitioners that present the Insight Exchange Foundations and Foundations Applied with a 2-person panel from the Insight Exchange team for Q&A.

117 attendees from May to November 2022 representing **twenty-five** EAP providers:

- | | |
|--|--------------------------|
| 1. Acacia Connection* | 14. Eudoxia |
| 2. Access EAP* | 15. Human Psychology |
| 3. Access Wellbeing Services | 16. Instep |
| 4. Amanda Mitchell Consulting | 17. Lifework |
| 5. Assure Programs* | 18. Newport and Wildman |
| 6. Benestar* | 19. OCP* |
| 7. Centrecare | 20. Olivio |
| 8. Centacare Catholic Family Services – Adelaide | 21. Positive solutions* |
| 9. Connection EAP* | 22. Raise MH |
| 10. Converge international* | 23. The Forum |
| 11. Drake | 24. Vitae |
| 12. EAP services | 25. Wellbeing consulting |
| 13. EASA Darwin | |

(The 22 attendees in the previous Engagement Report (FY21/22) were from the EAP providers marked with *)

In addition to the above, three Foundations Masterclasses were held, and the invitation widened to include counsellors, psychologist, mental health social workers and EAP practitioners and a further 13 participants attended.

“I would like to say this is the best I’ve seen, and I would love to watch it again/share with colleagues”

(EAP Practitioner)

“Just letting you know that I very much enjoyed the session and have sent on your details to our EAP team”

(EAP Practitioner)



EAPs Looking back and looking forward

FY22/23 we continued to offer free (donated) access to EAPs to the Foundations Masterclasses.

The ‘[EAP Foundations](#)’ resource was collated and hosted on the [workplace responses](#) landing page for any EAP. The EAP Foundations are designed to support EAPs to build on understanding and responses to domestic, family and sexualised violence (DFSV).

FY23/24 we will now close our direct work with EAPs having made the materials freely available on the Insight Exchange website and having provided free supported access to explore and discuss the materials. Our focus on supporting responding workplaces will be sustained.

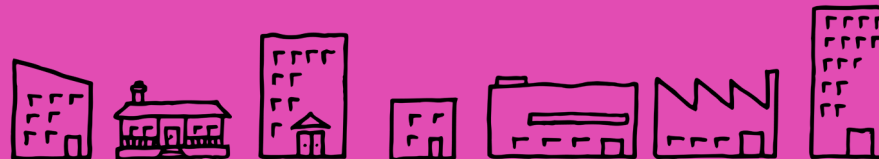
...un-silencing ourselves as responding individuals and organisations can make a meaningful difference...

“We had our EOFY dinner and celebration on Friday night and I had another staff member disclose and we had a very long, good chat. I can’t believe the impact that Insight Exchange has made on our small organisation.

The staff member spoke about our presentation that we did in the office and how that gave her the confidence to share – because she knew from the presentation that we are a safe and respectful workplace, and she knew from me leading the presentation that I had absorbed so much from Insight Exchange and that she would be safe with me.

Due to the debt that she is left with, ‘[name]’ still has a daily struggle that will be ongoing but now that we discussed it, I know and understand what she is going through, and I can adjust our workplace response accordingly.”

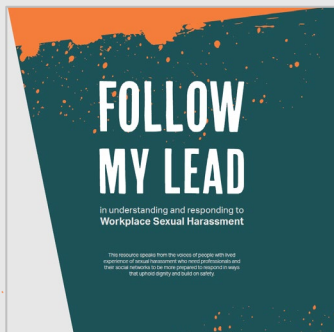
Small Business – Legal



Reflections from responding Workplaces

Workplace Sexual Harassment

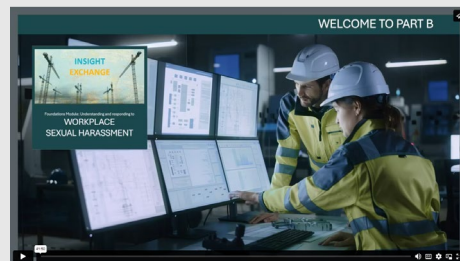
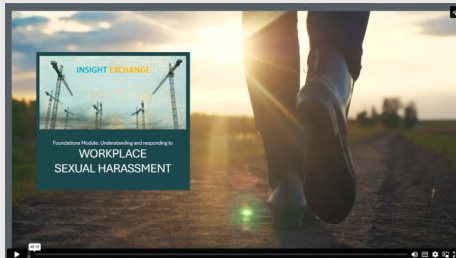
“The right of workers to be free from sexual harassment is a human right, a workplace right and a safety right.”
(Australia’s Sex Discrimination Commissioner)



What we understand about sexual harassment informs what we think, what we notice, what we ask about, and what we do and don’t do. So, building on our understanding is important for informing any social, cultural or systemic change.

We invite you to build on your understanding and responses through these free (donated) options below.

In FY22/23 we developed the new information and reflection resource: [Follow My Lead - Workplace Sexual Harassment](#).



In FY22/23 we developed the new digital modules – Understanding and responding to workplace sexual harassment – ([Part A](#) 50mins) | ([Part B](#) 40mins). The concepts in this module encompass urban, regional, rural and remote workplaces, however we take a focus on lived experiences and insights in areas outside of major cities.

References used in the module are listed in the [References List](#)

Looking back and looking forward

www.insightexchange.net/sexual-harassment/

FY22/23

We developed the booklet and module. We shared the release of these at a *Creating Conversations* Event (May 2023) involving people working in Mental Health and Suicide Prevention, Research, Service responses for men who use violence, Clubs, Forensic Medical, Support Service, Community Restorative Work, Australian Human Rights Commission, National Helpline, Arts, Research, Security, Corrective Services, Local Health District, Hotel Industry, Restorative Justice, University Teaching, & Police.

FY23/24

The module can be viewed independently.
The module can be embedded (short application required) into eLearning systems – no fee to access can be applied.

Free (donated) virtual sessions for teams (digital module + Q&A with Insight exchange team panel) is being prioritised to the following industries:

- Meat Industry
- Mining Industry
- Agricultural Industry
- Forestry Industry
- Regulators and Law Bodies

Express your interest via [\[contact@insightexchange.net\]](mailto:contact@insightexchange.net)

Clubs Industry

Clubs are a connection point for many individuals and communities across Australia. The 2015 National Clubs Census estimated there are over **6,000 clubs** in Australia, and more than **13m members**, and **300m+ visits** annually.

The clubs’ industry has a significant role to play in responding to domestic, family and sexualised violence.



The readiness and quality of **Club** responses to domestic and family violence matter. Every Club. Any community.

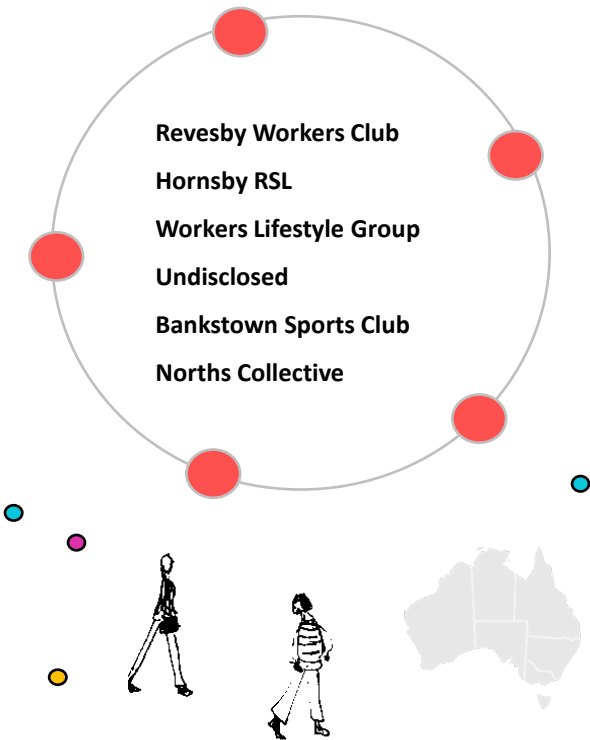
Clubs can make a meaningful difference through their **workplace responses and customer/client responses** supporting thousands of employees and community members who may need access to information and to support. Clubs can strategically refine and evolve how they contribute to a more cohesive **ecosystem response**.

Employees and customers with **lived experience of domestic, family and sexualised violence can make vital insight-informed contributions**. Their voices and insights must be central in shaping how clubs respond in the short and long term.

Clubs Industry Network

Insight Exchange invited 5-6 clubs to participate in a small network to build on understanding of and responses to domestic, family and sexualised violence.

The network operated from Nov 2022 – Jun 2023 meeting virtually on a monthly basis. Insight Exchange team and guests share information across the ‘In focus’ areas listed on the adjacent table



In focus:
Understanding prevalence and support seeking data
Responding to people who use violence
Economic Abuse
Understanding and responding to strangulation
Women leaving the criminal justice system
Workplace Responses

Within the sessions we explored together the following Insight Exchange resources - Foundations / Foundation Applied, Introductory Modules for Industry, Navigating Workplace Responses Website, Guide to Uplifting Workplace Responses - which included My Support Options , Workplace Intranet Guide , The dangers of strangulation (animation) + Module: Understanding and responding to strangulation + module)

De-identified examples of insights and reflections within the network are presented on the next page.

Looking back and looking forward

FY21/22 we donated a 12M role to build industry wide awareness of the need to understand and respond to domestic, family and sexualised violence.

FY 22/23 we supported a small network of clubs to build on understanding across focus areas and to uplift workplace responses in their club/venue.

FY23/24 we will be inviting Clubs/Venues to apply the ideas, evolving the work internally and sharing ideas across the industry.

"I found the sessions over the last 6 months to have a tremendous impact on me. I had very limited knowledge of the factors impacting someone experiencing family and domestic violence (FDV). The change of mindset to 'follow my lead' has actually impacted my approach to multiple aspects of my outlook as both a WHS Manager and a member of the HR Team. I now see myself using this for all types of workplace issues and leading with empathy rather than trying to come to conclusions or just be a fixer. To me, this indicates the significant impact Insight Exchange, and the network has provided my outlook.

Involvement in Insight Exchange has helped me now share those insights with colleagues when managing staff that present with personal issues. I am trying to change the mindset of 'someone is unreliable' or 'someone isn't focused' – to, 'ok we have noticed there has been a change, let's check in and see and ask if they are ok, and then follow their lead about how much they want to share, or what support they need.'"

One thing we will **start** doing:

"My first goal is to set up the intranet link. We have a FDV Policy and EAP, but I want to add the Insight Exchange links and other FDV key contacts. All remaining managers/leaders to complete the introductory module. Include material in our health and wellbeing week."

One thing we will **keep** doing:

"Continue to upskill our managers on engagement with staff and checking in."

One thing we will **stop** doing:

"Leading from judgement."



Insights and responses from
Clubs' Industry Network

Example 1

GUYDOWNES ©

"Creating DFV as a front of mind issue for myself and the Club. Creating conversations in how we can improve, how we can identify and how we can help."

One thing we will **start** doing:

"Continue on the journey. We have updated our DFV policy, and now to make that available and transparent as possible to facilitate discussions as required."

One thing we will **keep** doing:

"The Club has a staff hardship fund (\$500k) that was set up during COVID to assist people through difficult times financially. Funds given to staff to assist in genuine times of need with no requirement to be paid back. That hardship fund will continue to assist staff in all needs including DFV."



Insights and responses from
Clubs' Industry Network

Example 2

GUYDOWNES ©

"The resources provided by Insight Exchange have allowed me to have greater insight into the lived experiences of victims of domestic, family and sexualised violence.

As a result, I have been able to share this knowledge with our management team so we can know how to better provide support to employees and foster a safe work environment.

I am so thankful to those who have shared their personal stories to be included in these resources."

One thing we will **start** doing:

"We will start sharing knowledge and ideas with others in our industry to support and encourage continued learning.

It is important we speak with one another so we can learn about what has been successful in our industry, and what we can all do to improve ourselves even further."

One thing we will **keep** doing:

"We will keep promoting resources to our employees so they can learn how to be a better responder, but also so they can be more educated on what is considered a form of domestic, family and sexualised violence.

We have learnt the important of people knowing that is classed as controlling, and the resources we now have means we can continue to educate and help."

One thing we will **stop** doing:

"We will stop **NOT** talking about Domestic, Family and Sexualised Violence. We will be respectful of the sensitive nature of the topic; however, we will stop avoiding the difficult conversations and instead focus on having the right conversations in safe environments."



Insights and responses from
Clubs' Industry Network

Example 3

GUYDOWNES ©

Hospitality Consortium

Hotels, security and retail industries share many customers.

Drawing from the Insight Exchange *Futures Framework*, building on understanding of and uplifting responses to domestic, family and sexualised violence starts with workplace responses.

Insight Exchange have been supporting 3 interdependent businesses who can meaningfully influence industry leadership over time. The businesses include one hotel group (founder), one security provider and one retailer. They are different business models and of different scale, yet they share a commitment to individually and collectively stand against violence and abuse.

By working together as group, and with Insight Exchange support, the consortium can uplift the overall quality of responses to employees, guests and community experiencing domestic, family and sexualised violence.

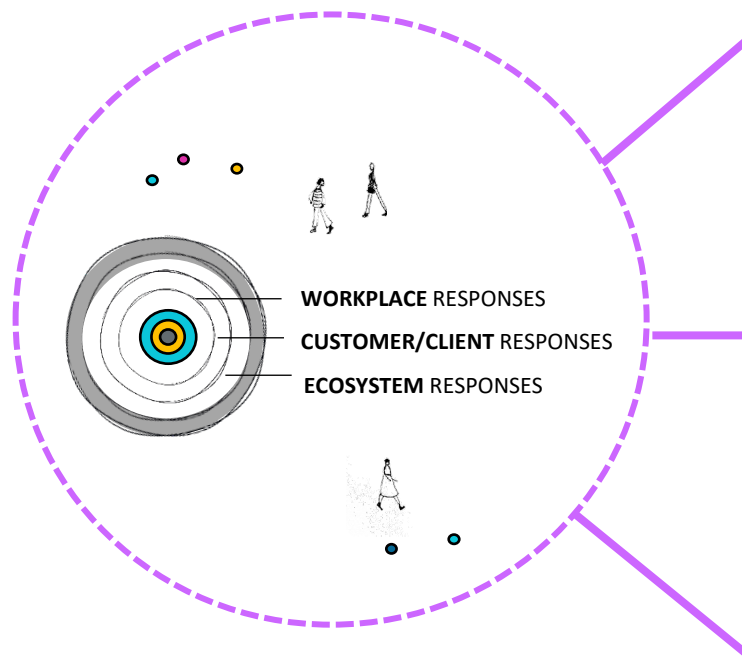
Looking back and looking forward

In FY22/23

In Oct 2022 we commenced with a cross-sector conversation exploring prevalence and support seeking data, sharing industry insights and engaging in content focused on understanding of and responses to:

- Strangulation
- Economic Abuse
- Workplace Sexual Harassment

Regular sessions with each business have been used to explore and respond to the Insight Exchange [Guide: Uplifting workplace responses to domestic, family and sexualised violence](#).



In FY23/24

We will continue to evolve the communication mapping kit designed to plot out communication channels re understanding and responding to DFSV. Businesses are invited to plot and review where they communicate out and listen to employees, customers and the broader ecosystem about DFSV.

As each business builds on its workplace responses, we will move to supporting uplift in responses to shared customers.

Hotel Industry

The Accommodation Association represents over **3,500 businesses** contributing **\$13 billion** to the Australian economy. There are **113,500 people employed** in the accommodation industry.

The Hotel Industry has a significant role to play in responding to domestic, family and sexualised violence.

Security Industry

The security industry in 2022 has over **6,889 businesses** contributing **\$11 billion** to the Australian economy. With **153,000 licensed security professionals** the security industry is significantly larger than both the Australian police force and defense forces.

The security industry has a significant role to play in responding to domestic, family and sexualised violence.

Retail Industry

Retail Groups are a contact point for millions of individuals across communities in Australia. The Australian Retailers Association (ARA) represents the **\$360bn sector** which **employs one in ten Australians**.

The Retail Industry has a significant role to play in responding to domestic, family and sexualised violence.

Insights & Responses

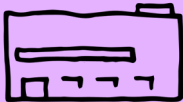
In the first seven months of working together the following insights have been shared by the 3 businesses participating in the Hospitality Consortium.
Here are example of responses from the security industry and on the following page from the hotel industry .

“This has been a great help for our security company. We have worked closely with Insight Exchange to develop and implement new policies and strategies around domestic violence and mental health.”

“We have **started** by involving all our sub contractors in the updated and more specific culture we are bringing to the security and training industries.”

“We will **keep** learning, keep involved with Insight Exchange and keep getting the message out there all-around Australia.”

“We will **stop** and not use any contractor that does not abide by our culture regarding domestic violence and mental health.”



Reflections from Security Industry

"My key insight overall has been the importance and value in using the learning programs created by Insight Exchange. The learning programs have assisted us to given an understanding of the victim/survivors' environment and how as an organisation can begin a conversation to further develop a framework of safety built on trust and respect."

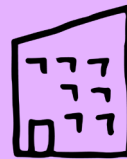
"We have **started** by sharing the learning programs widely across our business."

"The research conducted has been thorough and detailed and as a victim-survivor I have felt safe to share my story and personal insights in an environment where I am believed which is helped me on my journey to healing."

"We will be **continuing** the conversations across all levels of our business to educate, support and breakdown barriers so we can build a safe environment. We will continue to share information and data to support the learning.."

"We will continue to **question** 'one size fits all responses' and ensure solutions can be tailored and flexible."

"We will keep seeking the input of those with direct, lived experience and taking guidance on how to shape responses. Helping to reduce the risk of re-traumatisation and supporting victim-survivors to be safe and healthy to be able to recover from trauma and the impacts of all forms of violence."



Reflections from Hotel Industry

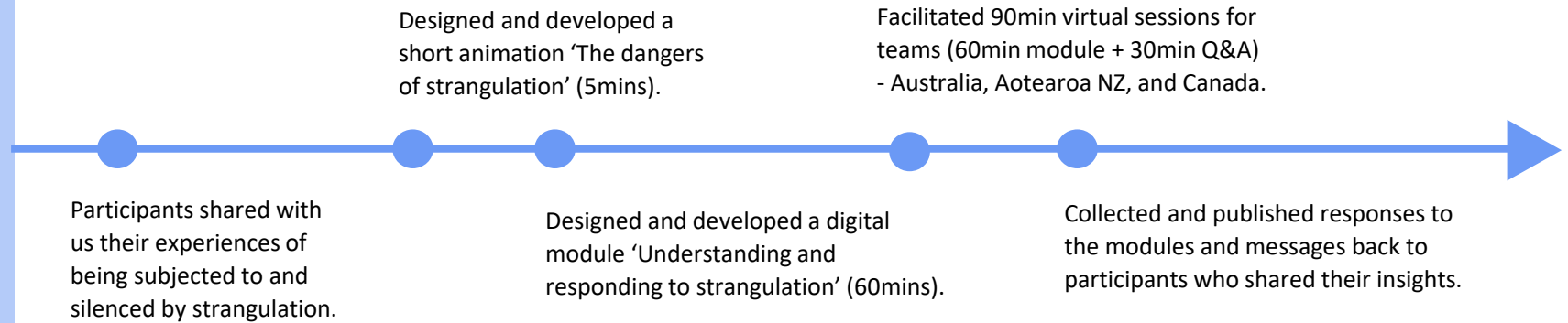
Understanding and responding to strangulation



Strangulation is a serious form of violence perpetrated against children, young people and adults.

The perpetration of strangulation is a serious problem globally.

So, how can we improve our understanding of and responses to strangulation?



The perpetrator of strangulation needs to only subject the same pressure on the victims neck, as it takes to open a can of soft drink, to render them unconscious very quickly.



"Has there been any pressure put on your neck?"



"The body can respond differently to strangulation and assaults... Did you feel the need to change your clothes?"



GUYDOWNES ©

Short animation:

View, share and embed the short animation (5mins) re [the dangers of strangulation](#)



Count of viewings between Oct 2022 – June 2023 (9months)

▶ **2,183**

“ Seeing the animation gave me the knowledge and confidence to ask the questions about strangulation.

[VANS Social Worker]

”

Foundations Module

[Building understanding of and responses to strangulation](#)

This 60min module is freely available for individuals to view (includes Auslan sign-language).



Count of viewings between Oct 2022 – June 2023 (9months)

▶ **773**

“I felt that this module was excellent on a number of levels. Not only was it extremely well presented and professional but the deep insights re. the power of language in the family violence space were incredibly practical. The team and I were all equally impressed.”

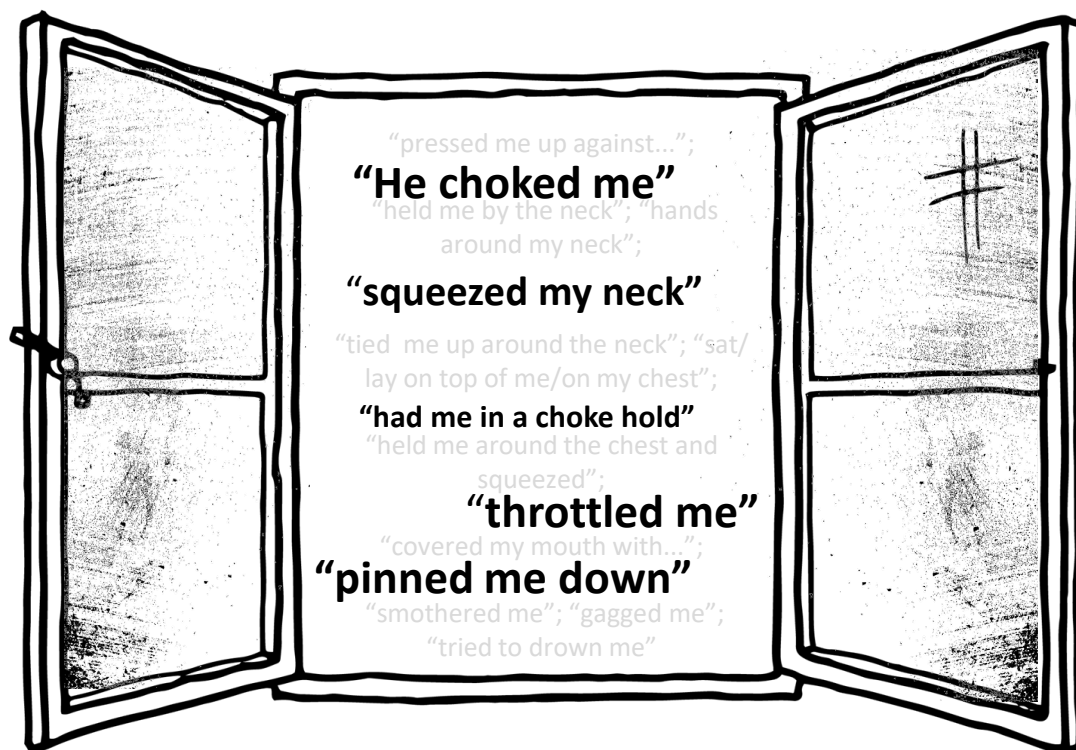
[Alcohol and Other Drugs Worker]

“Fantastic information and the animation helped with engagement.”

[Health]

“Brilliant, most definitely needed and full of information, statistics and useful evidence-based work to share with others.”

[Men’s Behaviour Change Program]



“ This module is very important in understanding the impacts of strangulation as a deliberate action by people who use violence. ”

[Integrated Violence, Abuse and Neglect Counselling]

Virtual session with Q&A

Virtual sessions held between Nov 2022 – June 2023 (8months) included attendance from

1,558

individuals

144

teams

from organisations in Australia, New Zealand and Canada have booked into the 90min virtual sessions with Q&A before end of June 2023.

See Pages [27-29](#) for team bookings and additional presentations.

Page [30-33](#) present some of the responses to the module.

AUSTRALIA



1,418

Sessions were attended by an overall total of **1,418** individuals

- **1,239** individuals participated in the **91** team booking sessions
- **46** individuals participated in the Health Professionals sessions
- **133** individuals participated in the Sessions for Safety Action Meeting members

Explore the list of [Teams in Australia](#) who booked into the session.

New bookings are open for the July – Dec 2023 period.

[Booking Link](#)



Additional presentations (Australia)

Queensland

- Listen, Connect, Reflect Conference (Brisbane, QLD)

South Australia

- South Australia Police (Virtual, SA)

New South Wales

- Central Coast DFV Services Forum (Wyong, NSW)
- Hunter Region/Newcastle DFV Services Forum (Raymond Terrace, NSW)
- Lithgow Community and Services Trauma Conference (Lithgow, NSW)
- Domestic Violence Conference - Sydney Institute of Criminology, Sydney University (Sydney, NSW)
- NSW Health Education Centre Against Violence Team (Parramatta, NSW)
- NSW Health Emergency Care Institute/ Agency for Clinical innovation Webinar for Emergency Departments (virtual, statewide)
- NSW Health Violence, Abuse and Neglect Community of Practice (Virtual - Statewide)
- Staying Home Leaving Violence (SHLV) (DCJ) (Sydney, NSW)
- Southern Region DFV Forum for NSW Police (Kiama, NSW)
- Creating Conversations (Hotel, Security, Retail, Police) (Insight Exchange) (Sydney, NSW)
- Future Leaders (Insight Exchange)

AOTEAROA NEW ZEALAND

41 Team Bookings

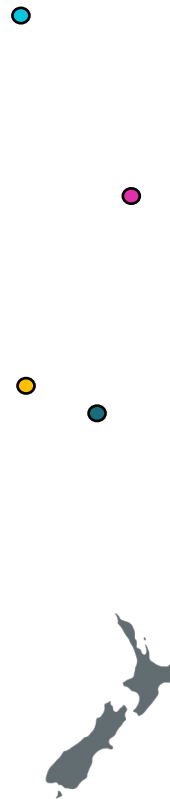
111

- | | |
|---|---|
| 1 Eastern Refuge Society | 26 Family Works Presbyterian Support South Canterbury |
| 2 Midcentral DHB | 27 Te Puawaitanga ki Otautahi |
| 3 Whanau Awhina Plunket | 28 Self Employed |
| 4 Presbyterian Support Upper South Island | 29 Te Paepae Arahi Trust |
| 5 (undisclosed) | 30 Shine |
| 6 Ngati Whatua Orakei Marae (KMOT) | 31 (undisclosed) |
| 7 Ministry of Justice | 32 (undisclosed) |
| 8 (undisclosed) | 33 Kate Steele Therapy |
| 9 Te Wakahuia Manawatu trust | 34 Health HB |
| 10 Wellington Rape Crisis | 35 (undisclosed) |
| 11 The Kats Pyjamas | 36 Private Practice |
| 12 Waihopai Runaka | 37 (undisclosed) |
| 13 Shama Ethnic Women's Trust | 38 Roopu a Iwi Trust |
| 14 Shama Ethnic Women Trust | 39 (undisclosed) |
| 15 Ministry of Justice | 40 Family VIP Services |
| 16 Police | 41 EIT students |
| 17 Ngati Porou Oranga | |
| 18 ATWC Otahuhu Auckland | |
| 19 (undisclosed) | |
| 20 Oranga Tamariki | |
| 21 Ministry of Justice | |
| 22 Ministry of Justice | |
| 23 Barnardos | |
| 24 Ministry of Justice | |
| 25 Tautoko Mai Sexual Harm Support Services Trust | |

Sessions were attended by an overall total of **111** individuals.

New bookings are open for the July – Dec 2023 period.

[Booking Link](#)



CANADA

12 Team Bookings

29

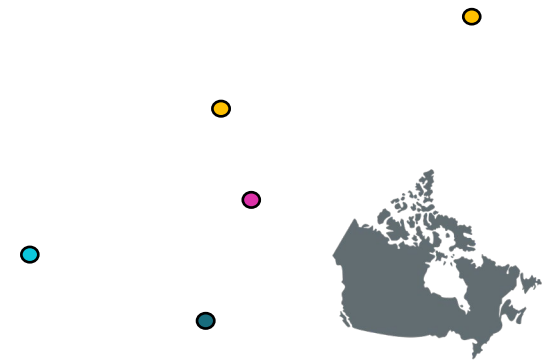
There are 12 team bookings from these 11 organisations/institutions

- 1 Interior Health Canada
- 2 Interior Health Authority Sexual Assault Forensic Examiners
- 3 Centre for Response Based Practice Interior
- 4 Violence Against Women Coordinating Committee
- 5 Representative for Children and Youth BC
- 6 Ministry of Child and Family Development
- 7 Liard Aboriginal Women
- 8 Fear is not love
- 9 Min CFD
- 10 Interior Community Services
- 11 Moose Jaw Military Family Resource Centre

Sessions were attended by an overall total of **29** individuals.

New bookings are open for the July – Dec 2023 period.

[Booking Link](#)



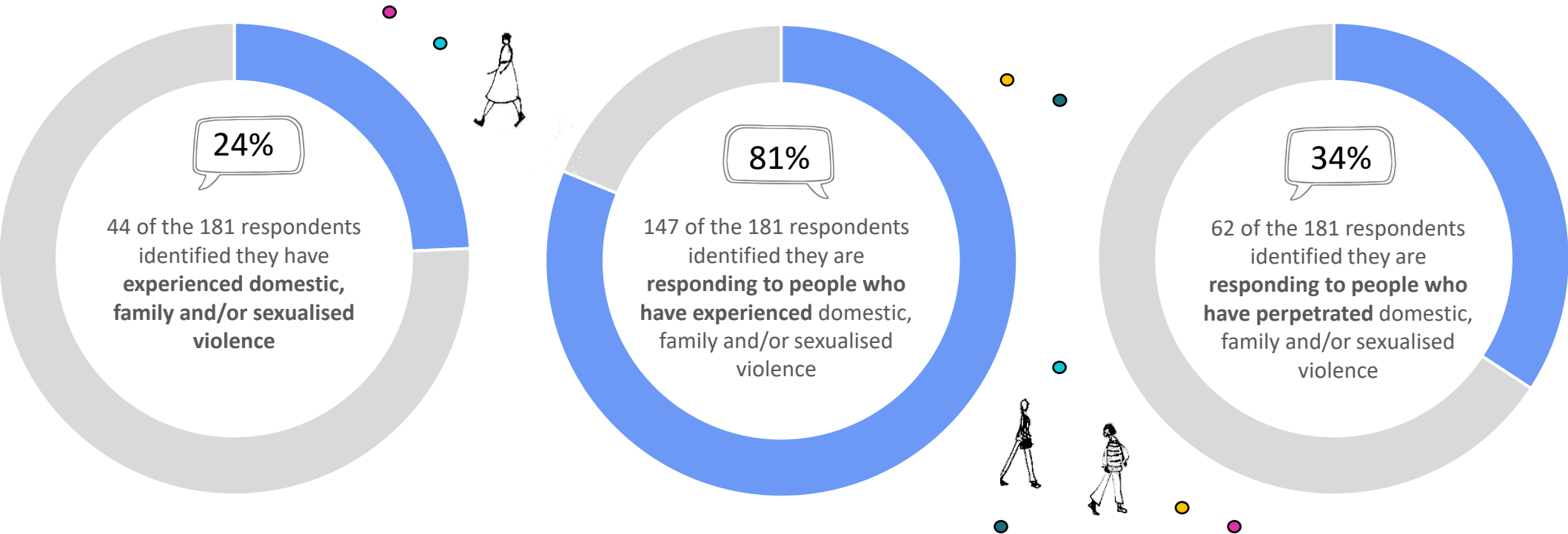
Responses to the module

In the period of Nov 2022 – June 2023 we received 181 responses to the module. Respondents are a combination of participants who attended the team virtual sessions and people who viewed the module independently.

The following 3 graphs present how the 181 respondents identified, some identifying in more than one of the 3 descriptions presented. 5 of the 181 respondents said they prefer not to say.

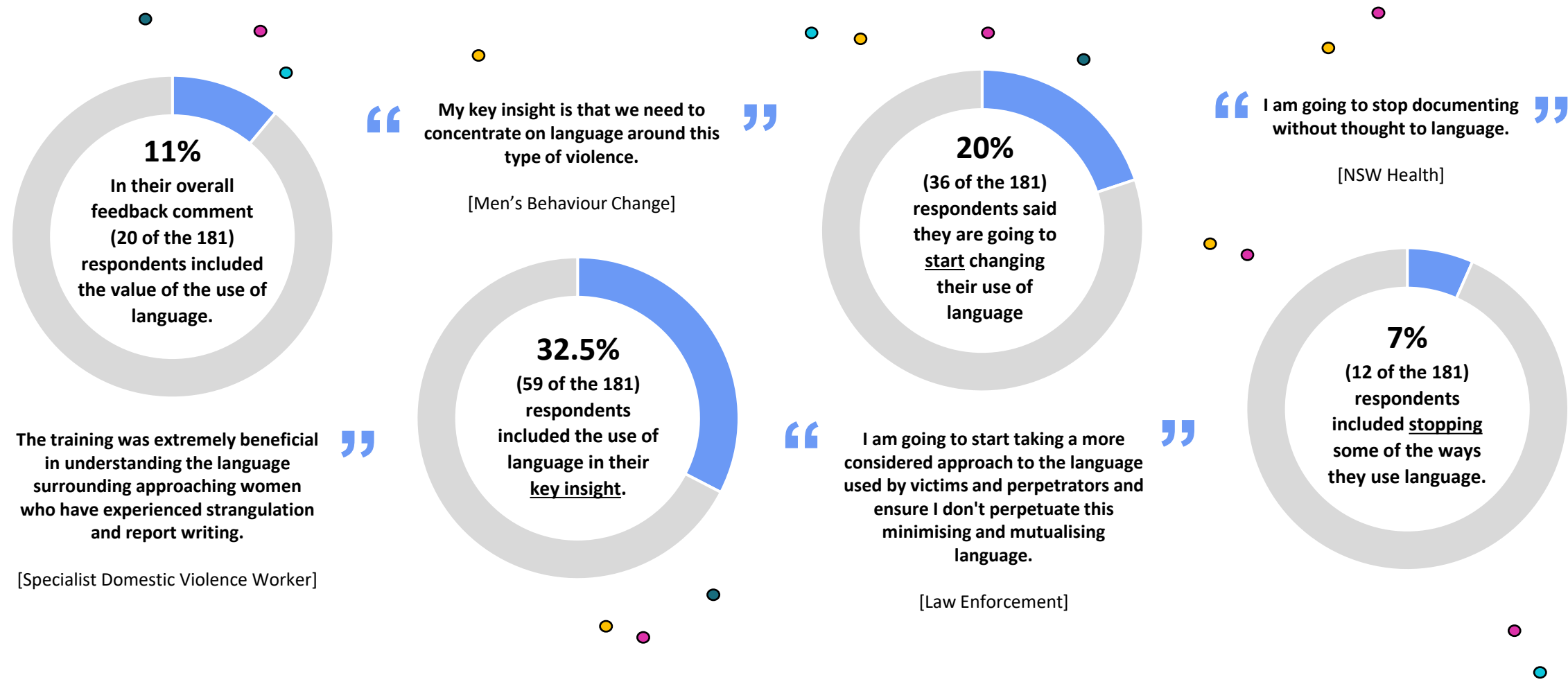
“ This was presented really well, interactive with both visual and AUSLAN representation. The text was supported beautifully with images and although a heavy topic... It was presented in a way that was empowering as a health professional to advocate for the victims of domestic violence. ”

[Victim-survivor of DFSV working in Mental Health Drug and Alcohol]



Language Matters

In the 5 central questions in the response survey, a focus on language featured across responses to 4 of the 5 questions. The graphs below show the data summary and a corresponding example quote.



Examples of responses to the module

"This was excellent. I learnt a lot of useful knowledge about how to respond and better understand this issue. I was thinking about the workshop for days and thinking of ways I could help share my learnings."

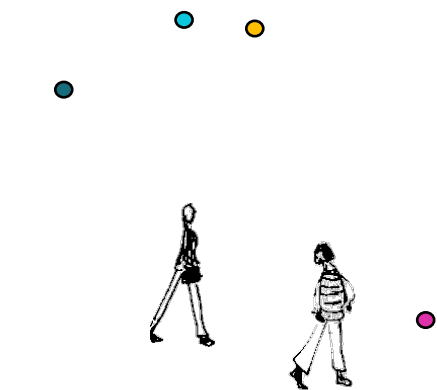
"The presentation is very informative, and I greatly appreciate the use of victim survivors' voices and experiences."

"I thought it was fabulous, very easy to understand and to stay focused. I loved that it covered the Foundations as well."

"Fantastic presentation- brilliant at locating responsibility, acknowledging resistance of victim-survivors and using appropriate language."

"A confronting but equally informative session. It gives more understanding about language used in relation to strangulation."

start	keep	stop
I am going to start doing these things:	I am going to keep doing these things:	I am going to stop doing these things:
Become more in tune and aware of victim's narratives.	Listening to gain trust.	Assuming
Telling my patients that I have time, so they don't have to rush.	Asking my patients if there was any pressure applied to their neck.	Filling silent space with talking.
By gently asking the questions and sharing the video and advocating for clients when applicable.	Keep watching my language and understand and help to show the resistance to violence and promote safety / dignity of victims.	I am going to stop assuming that people are aware of the dangers of strangulation. I will gently ask the questions and refer them to the GP if they disclose any form of pressure to the neck during physical violence.
Continue to train staff, highlight this for staff providing front line care in Emergency Department.	Training clinical staff and medical staff.	Avoid having the hard discussions around morbidity and mortality and non-fatal strangulation.
Asking questions differently regarding strangulation.	Asking follow up questions and being curious about the victim-survivor experience.	Feeling uncomfortable to ask further questions.

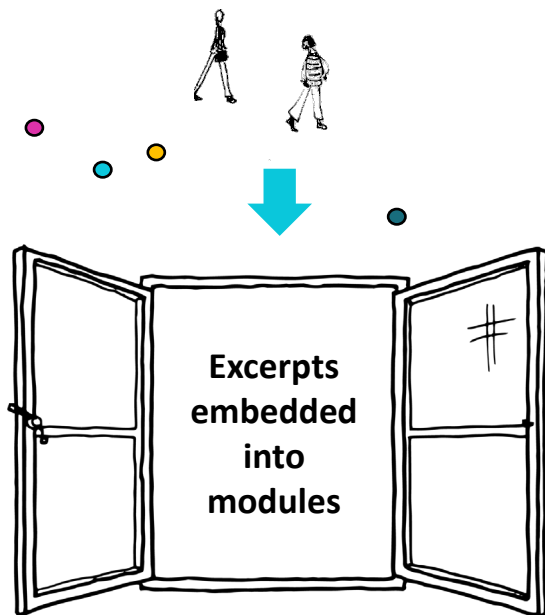


Insights & wishes (Full Set)

The following links present the responses, insights and wishes of people who viewed the module independently or via a virtual session with Q&A.

- Read '[My Key Insight](#)'
- Read '[Start Keep Stop](#)' summary

Organisations can [apply to embed](#) the module on eLearning platforms (no fees).



What were some of the responses to the lived experience insights being shared through the module on understanding and responding to strangulation?

Read more from the collection of [messages to participants](#) who shared their lived experience insights.

Examples of messages from respondents to people who shared their lived experience insights....

"Your voices and experiences are essential and critical to our work. Without your voices we would be uninformed. Thank you for being brave and sharing with us and trusting us with this. We hope we can repay you by being better at our work and listening all the time."

(Bushfire Recovery)

"Thank you. Thank you for your vulnerability in sharing your experiences. Thank you for giving a voice to what is far too often unseen and unknown. Thank you for allowing us to learn from your victim-survivor experience so that we can continue to learn and understand more in how we provide support for women and children victim-survivors of violence."

(DFSV Training and Clinical Quality Development)

"Thank you, Thank you. A few days after this watching this presentation I gave a lift to teenager on my way to work. During our car ride, we were chatting, and I noticed she had bruises on her neck. I felt confident to ask her about them in a gentle way, mindful of my language and trying to determine if she was safe. Before attending this presentation, I would have treated this differently - by either assuming they were 'love bites' or not feeling confident on how to ask. Understanding the seriousness of this issue, I feel more confident to approach it clearly, and with care."

(Social Worker)

I wish

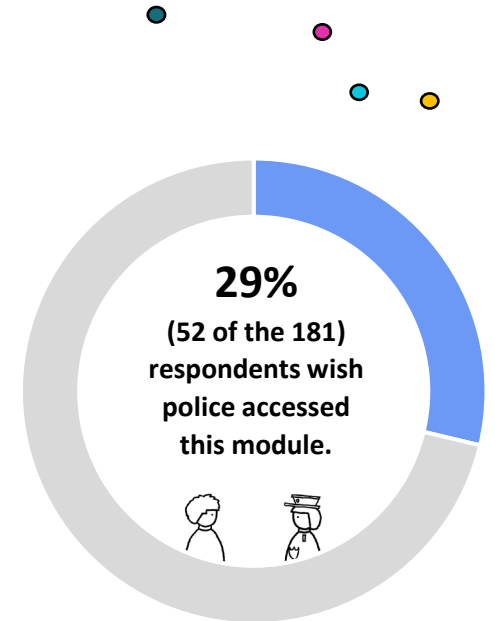
I wish the following sectors, industries, systems of professions accessed the Foundations Module: Understanding and responding to **strangulation**.



Aged Care Sector
All Sectors Of Society
Allied Health
Ambulance & Paramedics
Antenatal clinic midwives and doctors
Anyone who can hold the perpetrator responsible for their actions
Australian Federal Police
AOD Teams
Carers Services
Centrelink Services
Child Care Centres
Child Protection Services And Systems
Children Services
Churches
Community Centres
Construction
Corporates
Court Advocates
Corrections Staff
Dentists
Disability Sector
Domestic Violence Workers
Domestic Violence Liaison Officers
Department of Communities and Justice
Education - Schools, Uni, TAFE Etc,
Emergency Department Staff
Family Support Services

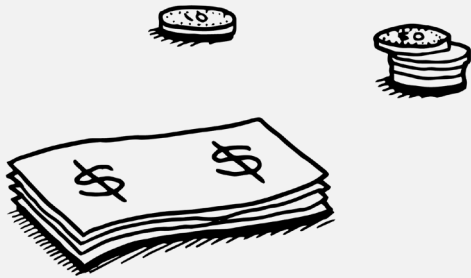
Fashion
Fire Fighters
Gamblers Help
General Practitioners (GPs)
Hairdressers & Beauticians
Health Sector
Hotels Airports
Housing Service Providers
Immigration Offices
Lawyers & Family Law Courts
Judicial System
Judges
Legal Aid
LGBTIQA+ Communities
Local Health Districts
Magistrates
Media and Design
Medical Professionals
Medical Centres
Mental Health Services
Midwifery and Antenatal Services
Mines
Multicultural Service Providers
NDIS Support Coordinators/Workers
NSW Health
Nurses
Non-Gov Service Providers

Orange Door Staff
PACFA, ACA, APS , ASW - all the Governing Bodies Of
Counsellors, Psychologist and Social Workers
Pediatricians
Paramedics
Police & NSW Police Child Abuse Squad
Policy Makers
Pre-schools Corporate
Prosecutors
Physiotherapists
Religious
Rural and Remote Communities
Sexual Assault Forensic Medical Examiners
SHLV Programme Services; Counsellors
Social Media And Media - Developers/Owners
Social Workers & Australian Association Of Social Workers (AASW)
Social Clubs
Sports
Street Outreach Workers
Surgical Departments
Teen Parent Schools
Trades
Vets
Violent Offender Programs, Probation and Parole
Workplaces
Youth Services



Economic Abuse

The prevalence of economic abuse is widespread. Victim-survivors of domestic, family and sexualised violence are so often subjected to economic abuse. Urgent and practical uplift across the ecosystem is needed to stop the use of and excuses about economic abuse and to improve immediate and long-term responses to victim-survivors including children.



Looking back and looking forward

FY22/23 we featured Centre for Women's Economic Safety (CWES) founder and guest speaker Rebecca Glenn to build on understanding of economic abuse through these two Insight Exchange initiatives:

- (1) Creating Conversations session in Oct 2022 (with guests from Hotels, Security, Retail, Police)
- (2) Future Leaders session in late 2022 (with tertiary students)

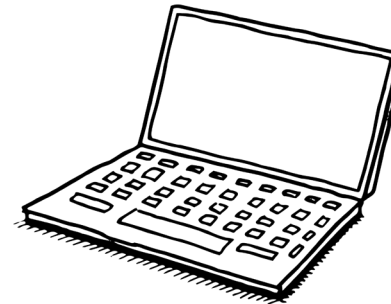
Insight Exchange has funded the development of two resources led by CWES (see adjacent)

FY23/24 we will be supporting the release of the resource 'Introduction to Economic Abuse' through our communications. We will also be signposting responders in the financial services sector to the modules available through CWES.

Insight Exchange will be sustaining a focus on economic abuse through Creating Conversations sessions and a new resource focused on children's experiences of 'preventable poverty' through unpaid child support.

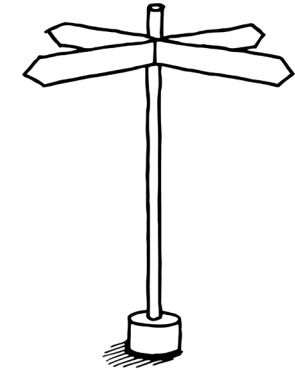
Coming soon

Free Digital Module: Introduction to Economic Abuse



A collaboration by CWES and Insight Exchange hosted on both platforms

CWES is developing a range of tailored resources to uplift understanding and responses to economic abuse.



One of the resources '*Responding to Economic Abuse*' has been funded by Insight Exchange and developed by Centre for Women's Economic Safety to inform and uplift responses in the financial services sector.

This fee-paying resource will be available through CWES.

Arts Lab

The Arts Lab was established in 2020.

It is designed for the following purposes:

- To provide ways to engage with lived experience insights about domestic and family violence beyond relying on the written word.
- To illuminate visual metaphors and symbols used by Insight Exchange participants as part of how they describe their lived experience.
- To generate new visual representations of violence in public imagery that centre on dignity and are informed by lived experience insights.
- Use imagery to ignite curiosity and engagement across sectors and community toward listening to and reflecting on insights from people with lived experience of domestic and family violence.

A poster for an 'Evening pop-up session (virtual) with Q&A ARTS LAB'. It features a red and white abstract graphic at the top left. The text includes 'INSIGHT EXCHANGE', 'Evening pop-up session (virtual) with Q&A', 'ARTS LAB', 'Lived experience insights of domestic, family and sexualised violence', 'Tuesday 30th May 2023 18:30 – 20:00 (90mins) (AEST)', 'Join the Future Leaders participants for a pop-up virtual session focused on the importance of visual discourse re domestic, family and sexualised violence.', 'The content and Q&A features Insight Exchange Associate [Dr Leticia Funston](#) & Collaborating Artist [Louise Whelan](#)', 'Artwork: © Louise Whelan', 'INSIGHT EXCHANGE © 2023 | [www.insightexchange.org](#)', 'FREE (Donated)', 'Limited places – bookings essential', and 'Book here' with a cursor icon.

INSIGHT EXCHANGE

Evening pop-up session (virtual) with Q&A

ARTS LAB

Lived experience insights of domestic, family and sexualised violence

Tuesday 30th May 2023
18:30 – 20:00 (90mins) (AEST)

Join the Future Leaders participants for a pop-up virtual session focused on the importance of visual discourse re domestic, family and sexualised violence.

The content and Q&A features Insight Exchange Associate [Dr Leticia Funston](#) & Collaborating Artist [Louise Whelan](#)

Artwork: © Louise Whelan
INSIGHT EXCHANGE © 2023 | [www.insightexchange.org](#)

FREE (Donated)

Limited places – bookings essential

[Book here](#)



In May 2023 we hosted a pop-up virtual session (evening) featuring collaborating Artist Louise Whelan to explore visual discourse about domestic, family and sexualised violence with Q&A

To open up ways to connect with and hear from victim-survivors of DFSV who are silent we established in April 2023 'The Creative Book Exchange' (See Page [38](#))



In exploring how, through the arts, we can illuminate experiences of and reflections about being silenced, we commissioned a small collection of works focused on **strangulation**. (See Page [36](#))

Voices of Insight Collection

The Voices of Insight Collection resides in 3 states in Australia.

The collection is shared within these events to support and evoke reflection about people's lived expertise in resisting and responding to violence and to support conversations within and across industries.

In FY22/23 the collection has been shared within the following events...



Queensland

- Listen, Connect, Reflect Conference – Foyer gallery and workshop

*A copy of the collection has been donated for mobile use to the Conference Collective - Micah Projects, Women's Health and Equality Queensland, Immigrant women's support service, Women's Legal Services Qld and DVConnect.

New South Wales

- Creating Conversations (Insight Exchange Cross- Sector Event)
- Uniting Harris Community Centre Ultimo (Exhibition and Creative Book Exchange workshop)
- African Women's Event Granville (Exhibition and Presentation)
- Joining Families Refugee Day (Exhibition and Presentation)

South Australia

- Success Her Way (Short talk & VoI Collection)
- Women in Tax (Short talk & VoI Collection)

The silencing of strangulation

The **Arts Lab** collections illuminate visual metaphors and symbols used by Insight Exchange participants as part of how they describe their lived experience. This collection of five original artworks by collaborating artist Louise Whelan feature in the *Foundations Module - Understanding and responding to strangulation*. The anonymous voice of a person's lived experience of strangulation is presented in text across the collection.

The images can be viewed in lightbox here:
www.insightexchange.net/strangulation/



Arts Lab Strangulation Collection | Artworks © Louise Whelan.
These artworks were developed with Insight Exchange and each image is protected by copyright.

"What I like about the art works (VOI Collection) is that they really draw you in, the artworks make you want to read about the experiences, and you can really feel what's happening."

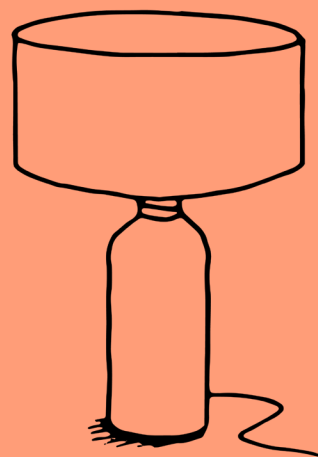
(Anon)

"The images are not threatening, they are so engaging."

(Anon)

"You have made something so beautiful out of something so awful."

(Anon)



Reflections in
response to the
Arts Lab

"Thanks to the generous contribution of the No Hidden Door and Voices of Insight collections, we were able to establish a 'pop up' gallery for the conference delegates to interact with throughout the event. Reflections shared by professionals, academics, policy writers and victim survivors who participated in the Insight Exchange conference workshop, have acknowledged the dignity the Arts Lab collections provided to the insights shared.

The collections honoured the experiences through creative means, providing an excellent visual account of lived experience. A considered and non-confronting way to bring awareness and create discussions who will have a far greater impact. Local stakeholders are considering future exhibitions and opportunities to continue the sharing of insights."

Listen, Connect, Reflect – Ending Violence Against Women and Children Conference 2023, Partnered Organisers, Micah Projects.

The Creative Book Exchange



An invitation to participate in creating and/or contributing to a tangible (non-digital) collection of handmade artist books. The books are not subject to digital obsolescence.

Through the arts, 'The Creative Book Exchange' allows for a creative and discrete approach to exchanges of insights, experiences, expressions, observations, interpretation and excerpts of violence and resistance to violence.

© Insight Exchange & collaborating Artist Louise Whelan



“ **Yes! We are from the world, our stories matter, our stories, experiences, and lives are actually ‘material’ to create archives from experience-based memory, we don’t need institutional or state authority.** ”
(Participant)

The Creative Book Exchange has been designed by an artist. The invitation to participate is open, there is no need to consider yourself an artist to take part.

You can participate in one, any or all of the options.

- 1. Watch how to make book parts
- 2. Create parts of the books
- 3. Circulate books & directly add insights
- 4. Send in your insight



Scan the static QR code to open Insight Exchange.
www.insightexchange.net
Insight Exchange website has a quick-exit button.

Explore more about The Creative Book Exchange on the dedicated landing page
The Creative Book Exchange



Mexico Portfolio

“The INEGI (National Statistics Institute), in the National Survey about Relationships in Homes Dynamics, indicates that 49.7 per cent of Mexican women suffer from sexualized violence since the age of 15. And 70 percent, has experienced violence in some of its forms in partner, family, school, workplace (formal and informal), community and digital spaces.

According to INEGI, in the ENDIREH, 78.3 percent of women that suffer violence from their partners do not seek advice or support. Anywhere, or with anyone.

For those who seek support when experiencing violence from their partners, 80 percent have sought out some family member, and 40 per cent a friend.

This is more than any other place.

UN Women highlights that violence against women occurs in the home, in public spaces and also in the workplace. With 50% women in the workforce, workplace responses cannot be underestimated.

UN Women highlights that "Gender inequalities have also concentrated women at the bottom of the global value chain — in the lowest paid jobs, in piece-rate, subcontracted work, and insecure forms of self-employment, with little or no access to decent work and social protection."

According to INEGI, only 13 per cent of women suffering violence from their current partners actually contacted the police."

Excerpt from [Construyendo Posibilidades](#) (8mins) (Español)

Looking backwards

Open the set of resources developed via the dedicated [Español](#) landing page.

Content developed in FY22/23

- La naturaleza social e interaccional de la violencia
- Construyendo Posibilidades
- Sígueme a Mí
- Mi Kit de Seguridad
- ¿Qué es la violencia interpersonal y familiar?
- Mi Dignidad – Mi cuerpo es mío
- Guía para elegir terapeuta
- Colección Voces de Insight
- La carta imperfecta

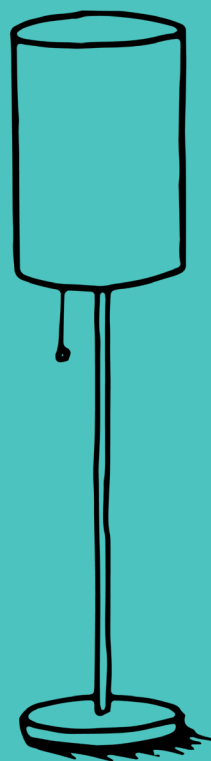
Gracias por tu compromiso para conservar la integridad de este trabajo sin costo (donado).
Lee aquí el folleto [Usando Insight Exchange](#)

Looking forward

FY23/24

Portfolio in development

- Animation – I am I can
- Video - Foundations and Foundations Applied
- Guide to uplifting workplace responses
- My Support Options
- Talk
- Fear
- Video – Understanding and responding to Strangulation



"My intent in sharing the materials is for information about responding to be more accessible and hopefully filling in the gaps left in the system to respond to interpersonal violence.

My intention is to reach out to every person having to resist or wanting to respond in ways that build safety and uphold dignity."

"Being part of Insight Exchange in México has been a game changer. Ideas, even brilliant ideas, do not help unless they are accessible and relevant to victim-survivors.

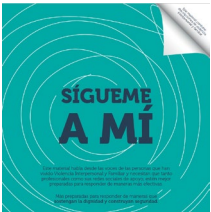
Every time we publish a material my exhilaration is uncontainable: out in the world there is a response that opens a door in the dead-end maze of confusing and unhelpful institutional and systemic responses; each time we inform centering the knowledge and expertise of victims-survivors experiences we challenge the suffocating labyrinth of repetitive and debilitating existing responses; every time a material reaches a social responder we interrupt the idea that violence is exceptional and an invitation is opened to take safety and dignity as our social responsibility.

We need this work, and I am incredibly thankful to be part of it".

Reflections from the Mexico Team



Booklets



Sígueme a Mí
Spanish with Mexico support contacts



Mi Dignidad
Spanish with Mexico support contacts



Mi Kit de Seguridad
Spanish with Mexico support contacts



Guía para elegir terapeuta
Spanish with Mexico support contacts



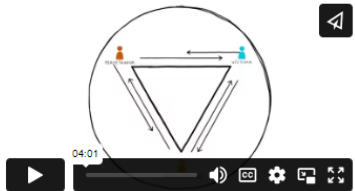
Colección Voces de Insight



¿Qué es la violencia interpersonal y familiar?

Animations

Animations (Español)



Ve aquí la animación [La naturaleza social e interaccional de la violencia](#) (3mins) (Español)



Ve aquí la animación [Construyendo Posibilidades](#) (8mins) (Español)



Ve aquí la animación [Sígueme a Mí](#) (4mins) (Español)

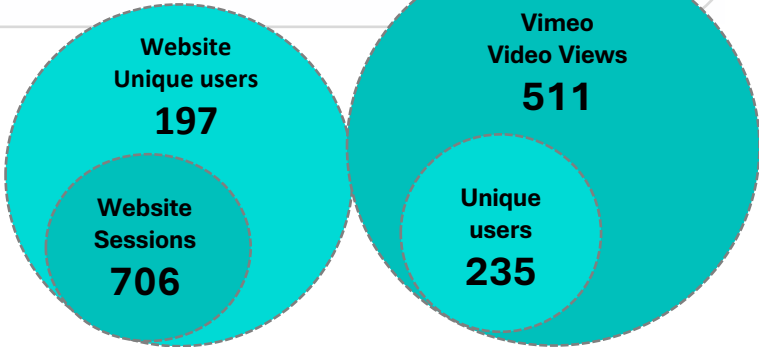


Una introducción a [Mi Kit de Seguridad](#) para personas reflexionando sobre sus relaciones (2:45mins)



Una introducción a la herramienta para tomar [decisiones](#) de Mi Kit de Seguridad (3:52mins)

Early Digital Engagement



Insight Exchange Website

Insight Exchange Vimeo Channel

"I have been using 'Mi Kit de Seguridad' to think about the future. It helps to imagine that maybe I will live a different life at some point in the future. I guess I like that... I don't think I've ever thought about myself that way... That I know things and I have strategies, that was really important in the way I feel about myself. I also like the part that I can keep it in my head and not have to share or explain to anyone".

Community response (Anon) to Mi Kit de Seguridad
(My Safety Kit)

"It was just so important that I've read this... like having confirmation that everything that I know happened it did happen, and not only was it real, it was really, really bad, horrible... I don't want to ever go back. I only wish we had this information earlier... because a lot of the things that my sister and mum did out of love and trying to support me, actually distanced me from them.

There's a part of the experiences of violence that no one understands, is a very lonely experience... in some ways... helpless. I felt accompanied in that part when I read this... No, I don't why or how... I'll think about it".

Community response (Anon) to Sígueme a Mí
(Follow My Lead)

Reflections from readers in Mexico

"In March we started a 3-month workshop, we are a group of students responding to violence. We used 'Sígueme a Mí' and 'Mi Kit de Seguridad'. The materials were a very important didactic bridge to connect theory with practice, and it was also very valuable to have the first-person voice of the victims.

We worked with the printed and online materials, that helped us to think about specific situations with people we accompany. We did the exercise of thinking about people based on their contexts, experiences, their networks, their support and their responses and resistances".

Community response (Anon) to Sígueme a Mí
(Follow My Lead) & Mi Kit de Seguridad (My Safety Kit)



Looking back and looking forward

International Advisory Group

We established a small International Advisory Group to support the development of the Mexico portfolio.

The group connect monthly to co-develop resources initiated by the Mexico team for local and broader readership.

The two key resources developed together include:

(1) 'An imperfect letter' (adjacent)

An imperfect letter which was published in English and Spanish in May for the purpose of broader release to children from August 2023 forward.

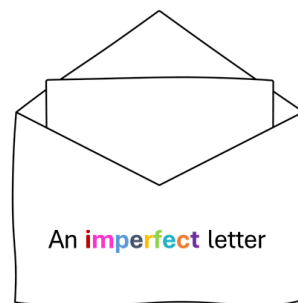
(2) 'Being Safety' (adjacent)

Being Safety is in developed and scheduled to be released in Sep/Oct 2023.



An imperfect letter

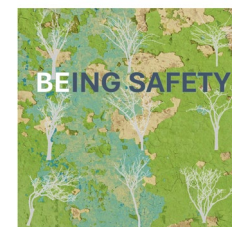
'This imperfect letter (to every child) acknowledges the creative and resourceful ways children live and be in response to opportunity, loss, adversity, calm, chaos, connection, disconnection, kindness, violence, and more.'



www.insightexchange.net/children/

Being Safety (coming)

'Parenting children is an imperfect endeavour, yet there is no place for violence and abuse in 'imperfect parenting.' Perpetrating violence and abuse (in any form) undermines safety for everyone in the family.'



FUTURE LEADERS



Future Leaders

We see in the Insight Exchange animation '[Seeing Possibilities](#)' (6mins) that every sector is a **possible door** to information and support for victim-survivors of domestic, sexualised and family violence. But what if sectors, industries and leaders are underinformed, and not being prepared early through their studies and professional experiences and networks?

Today's tertiary students will become tomorrow's leaders.

If we really want to transform how we understand and evolve the 'system' of responses we have to change and support who is part of it, and how early on tomorrow's leaders are invited and supported to be involved.

FY22/23

In FY22/23 Insight Exchange facilitated a Future Leaders program for tertiary students at colleges, academies and universities.

The program involved 6 x 3hr virtual sessions (over 12months) focusing on these areas listed below:

1. **Foundations and Foundations Applied** – Insight Exchange
2. **Aboriginal led design** – Guest Speakers from Waminda South Coast Women's Health and Wellbeing Aboriginal Corporation
3. **Economic Abuse** – Guest Speaker from Centre for Women's Economic Safety (CWES)
4. **Strangulation and Young people & pornography** – Speakers Insight Exchange and It's time we talked (ITWT)
5. **Workplace Responses** – Speakers Insight Exchange (adjusted to include a pop-up session for broader base of participants)
6. **Arts Lab** – Speakers Insight Exchange & Collaborating Artist (adjusted to include a pop-up session for broader base of participants)

We would like to thank all the guest speakers who made this initiative possible.

Looking back and looking forward

FY 22/23

We wish every FY22/23 participant every success in their efforts to take these ideas forward in their place of study and place of work and community moving ahead.

Explore examples of FY22/23 reflections on the following page.

FY 23/24

Whilst participants were positive about being in the program, the low number of EOIs, inconsistent attendance and overall attrition, informed our conclusion to discontinue this initiative.

Our commitment to support future leaders can be explored through other channels.

"I will take forward every little bit of insight forward that I have learnt from the lived-experience insights and lived-expertise, the importance of meaning, dignity, social responses, deliberation, resistance and responses to violence and abuse, and why language matters.

I will leave behind the way in which, at times, I may have judged someone due to their responses and ways that they showed resistance. I have now learnt to understand different people have different ways to show these things. And that they are extremely brave to open up to someone and share what is going on and the last thing they need is someone judging them for that."

"I would have never met and connected with the insightful and engaging peer participants.

Being able to learn from not only the leaders and experts but from your fellow peer participants was incredible and I would have never expected just how impactful that was going to be.

These new connections will enhance the longer-term efforts of improving responses to DFSV just by knowing that we are all in this together and that I am not alone in this."

"Ecosystems responses is critical to provide holistic care and support to people experiencing domestic, family and sexualised violence."

"I'm going to leave behind the idea that that DFSV is a narrow and easy guided road with a simple solution which is not the case."

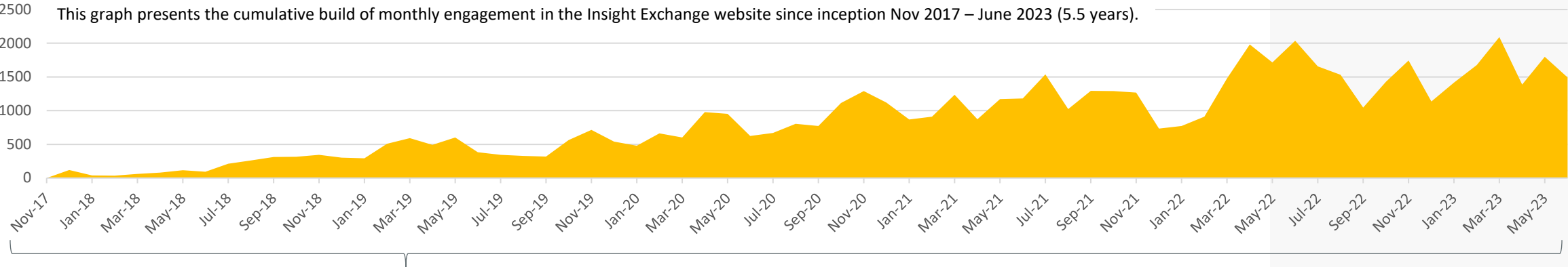


Reflections from the *Future Leaders*

"Shifting the lens from individual to systemic responses is essential to achieve societal change."

"I will take forward listening with an open heart and mind and follow the lead of the victim-survivor."

Overall digital engagement (5.5 years)



Overall Nov 2017 – June 2023

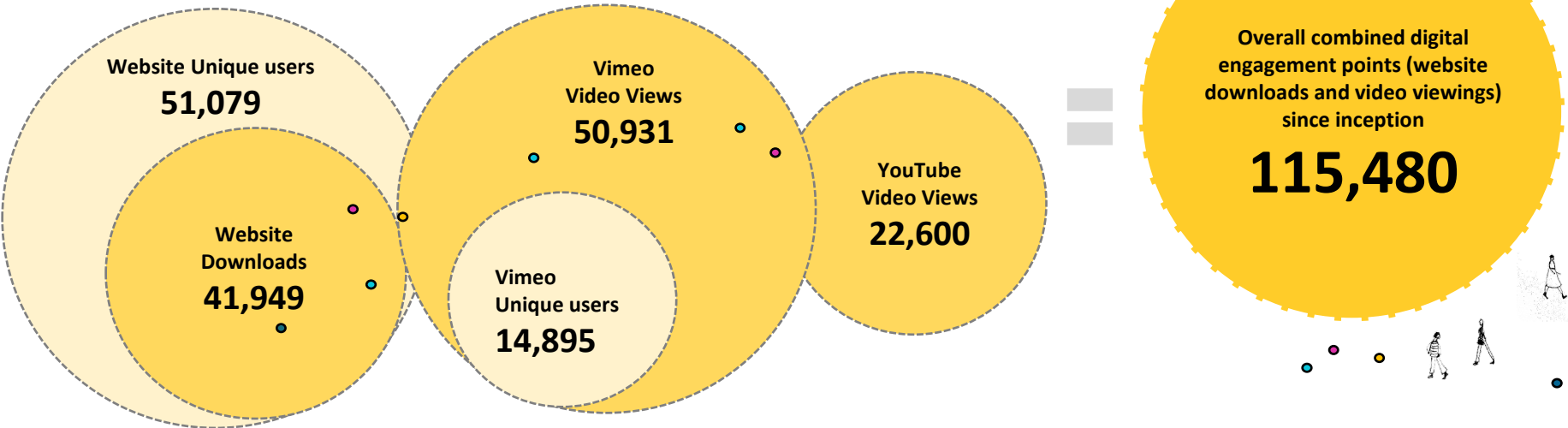
Website Engagement

From the **51,079** unique users who have accessed the Insight Exchange website since inception (Nov 2017 – end June 2023), there have been **41,949** downloads.

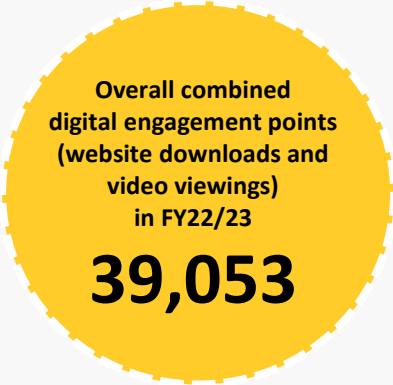


Vimeo & YouTube Engagement

Additionally, there have been **50,931** Vimeo video viewings (**14,895** unique viewers). A further **22,600** video viewings were on You Tube.



In focus: FY22/23



Explore more detail about digital engagement in FY22/23 on the following page.



**This count does not fully reflect the audience size as some videos have been played to small and large groups counting as single viewing.*

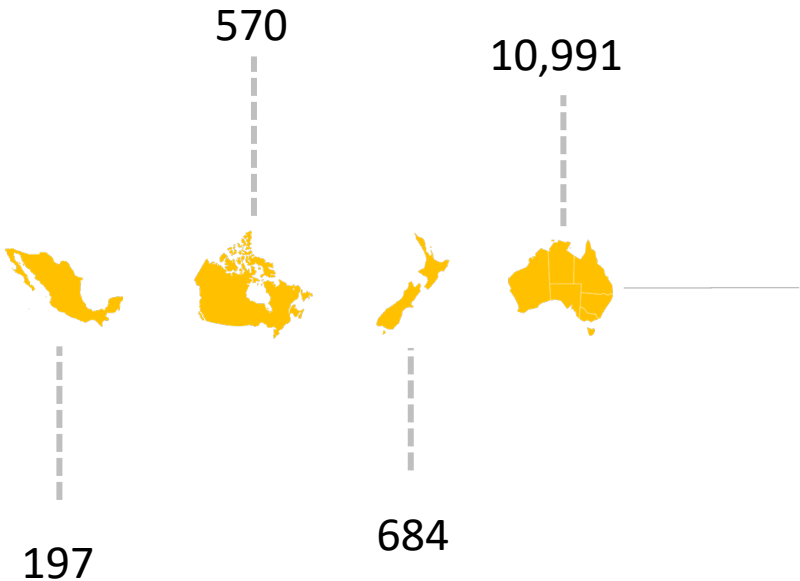
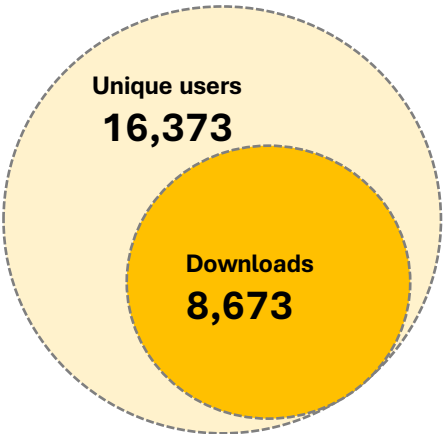
FY22/23

www.insightexchange.net

Unique Users (Website)

In FY22/23 there were **16,373** unique users of the Insight Exchange website.

Of the 16,373 unique users the number of unique users in Mexico, Canada, Aotearoa NZ & Australia are displayed below.



In FY22/23 these are the number of unique users of the Insight Exchange website in Australia's State and territories

New South Wales	6181
Victoria	2360
Queensland	1298
Western Australia	536
South Australia	451
Australian Capital Territory	280
Tasmania	147
Northern Territory	46

FY22/23

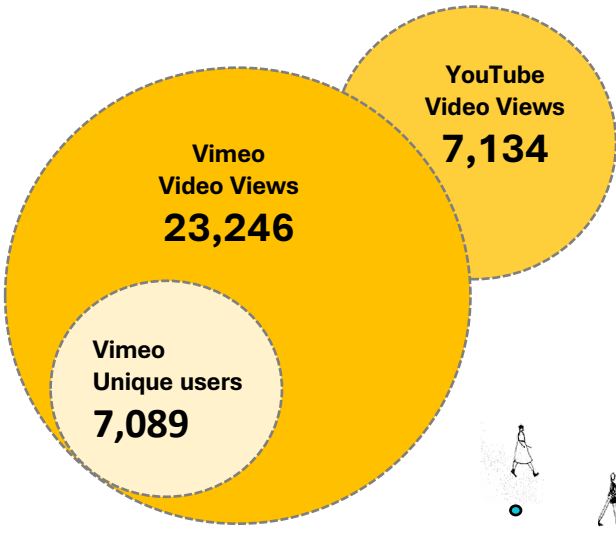
<https://vimeo.com/insightexchange>

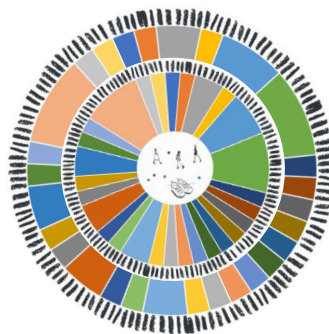
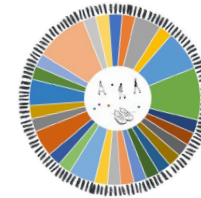
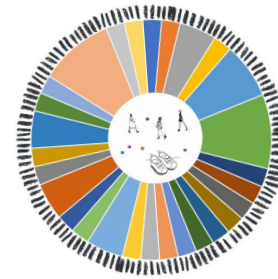
Unique Users (Vimeo)

In FY22/23 there were **7,089** unique users of the Insight Exchange vimeo channel.

Views (Vimeo)

In FY22/23 there were **23,246** viewings on vimeo. A further **7,134** video viewings were on You Tube.





"I think one of the things that I got out the session was the space and sanctioning of the time to read and reflect.. and think. I also appreciate being in a room with people who think differently and have different experiences and perspectives."

(Forensic Medical Doctor)

Creating Conversations

"Creating Conversations sessions provide opportunity to participate in cross-sector conversations responding to Insight Exchange ideas and resources. The session invites you to consider how your work (and our collective efforts) respond to people who are silent about, or silenced by, violence and abuse."

May 2023

In May 2023 the session people working in Mental Health and Suicide Prevention, Research, Service responses for men who use violence, Clubs, Forensic Medical, Support Service, Community Restorative Work, Australian Human Rights Commission, National Helpline, Arts, Research, Security, Corrective Services, Local Health District, Hotel Industry, Restorative Justice, University Teaching, & Police.

Together we explored the resources:

Talk, Fear, An Imperfect Letter and Follow My Lead (Workplace Sexual Harassment).

Oct 2023

Our next session is October 2023 to build on these insights and conversations. Together with new and returning guests we will explore:

Introduction to economic abuse, Being Safety, Dad – Your choice hurts me, I am I can.

Listening to lived experience is not enough.

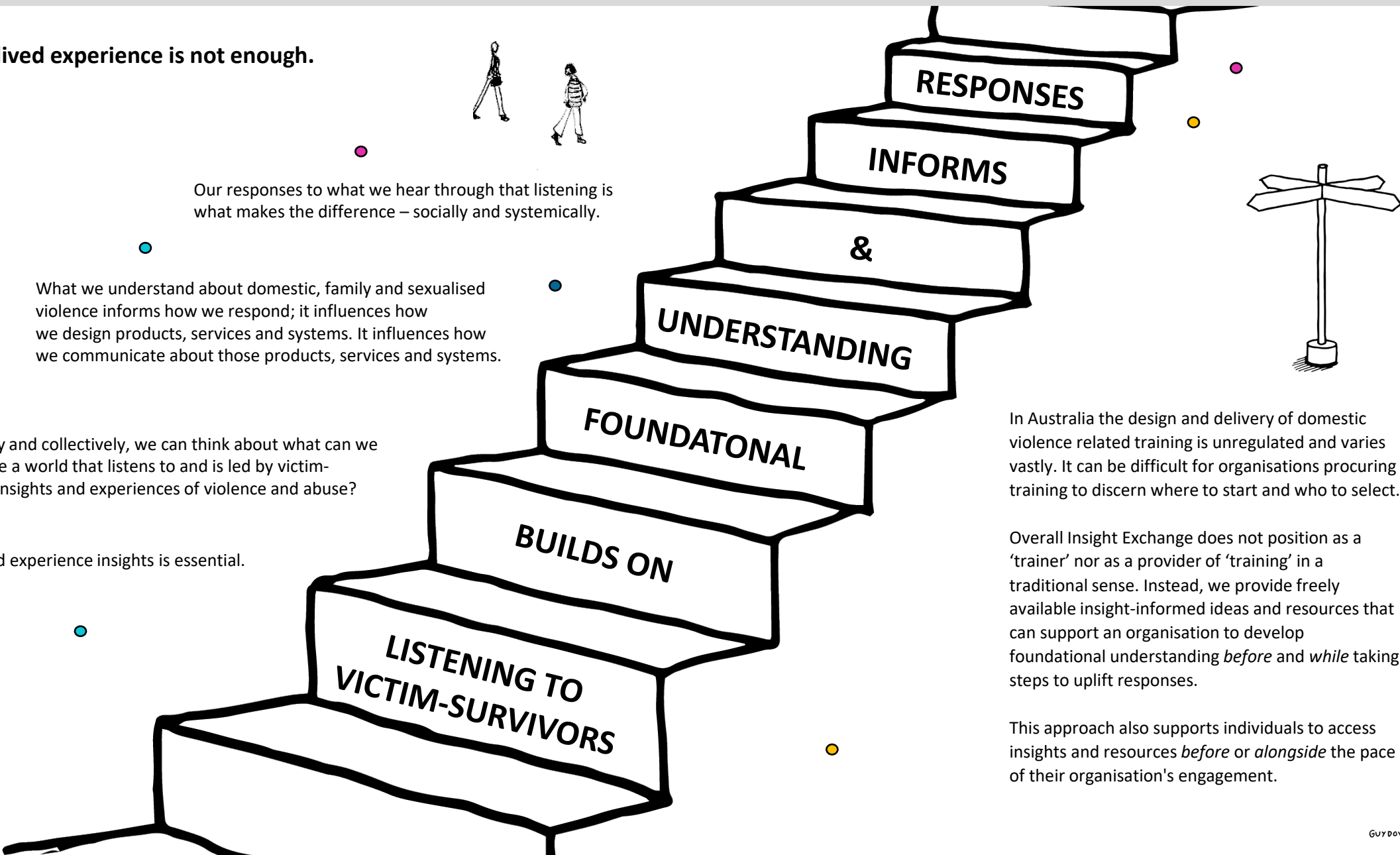


Our responses to what we hear through that listening is what makes the difference – socially and systemically.

What we understand about domestic, family and sexualised violence informs how we respond; it influences how we design products, services and systems. It influences how we communicate about those products, services and systems.

Individually and collectively, we can think about what can we do to shape a world that listens to and is led by victim-survivors' insights and experiences of violence and abuse?

Listening to lived experience insights is essential.



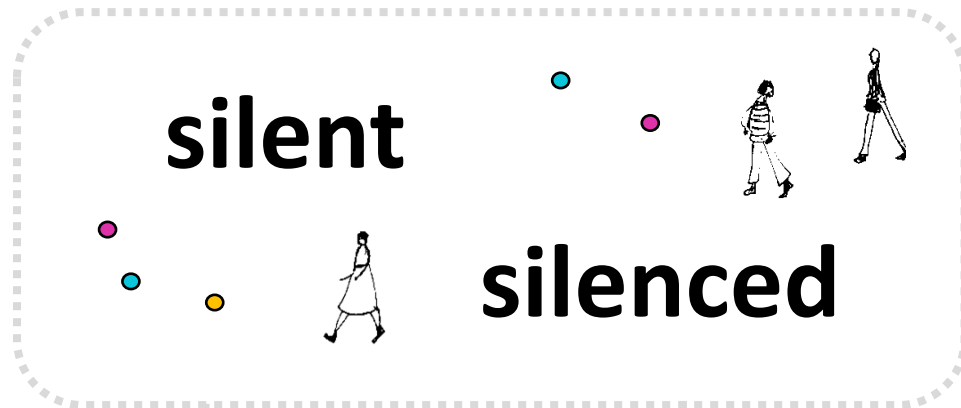
In Australia the design and delivery of domestic violence related training is unregulated and varies vastly. It can be difficult for organisations procuring training to discern where to start and who to select.

Overall Insight Exchange does not position as a 'trainer' nor as a provider of 'training' in a traditional sense. Instead, we provide freely available insight-informed ideas and resources that can support an organisation to develop foundational understanding *before* and *while* taking steps to uplift responses.

This approach also supports individuals to access insights and resources *before* or *alongside* the pace of their organisation's engagement.

GUYDOWNES ©

In what ways do other Insight Exchange resources stand with people who are silent about or silenced by violence and abuse?



'[TALK](#)' - This reflection resource is designed to reveal and value the **strategic considerations** of victim-survivors when deciding if, when and how to tell someone about experiences of violence and abuse.



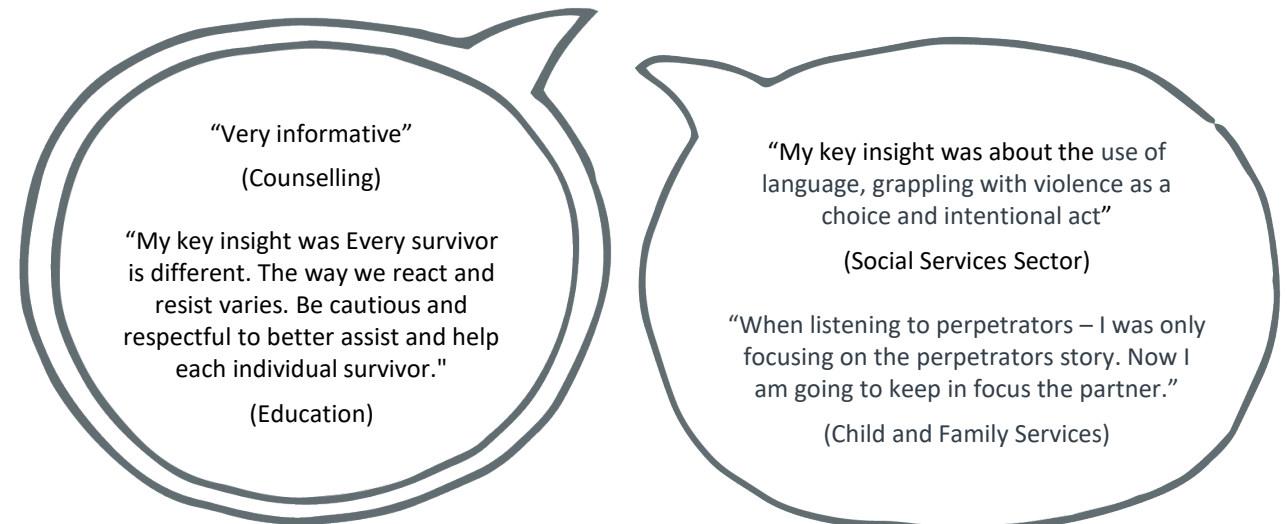
'[FEAR](#)' - This resource focuses on valuing what victim-survivor's fears tell us about perpetration of, and lived/living experiences of violence and abuse. Understanding and valuing victim-survivors' lived expertise and their specific **reasons to fear**, informs and improves the quality of our responses.



1,233 viewings* of [Foundations](#) since published in Nov 2021.

1,185 viewings* in the FY22/23 year.

**This count does not fully reflect the audience size as the Foundations have been played to small and large groups counting as single viewing.*



"Very informative"
(Counselling)

"My key insight was Every survivor is different. The way we react and resist varies. Be cautious and respectful to better assist and help each individual survivor."

(Education)

"My key insight was about the use of language, grappling with violence as a choice and intentional act"

(Social Services Sector)

"When listening to perpetrators – I was only focusing on the perpetrators story. Now I am going to keep in focus the partner."

(Child and Family Services)



Read the [reviews](#) of Foundations & Foundations Applied
www.insightexchange.net/foundations/

The following page shows where in Australia the Insight Exchange materials are being digitally embedded within organisations.



Which organisations have embedded Insight Exchange digital materials?

The following organisations applied to embed specific Insight Exchange modules within their work. FY22/23 applications are marked*.



TelstraHealth -1800 Respect (National)

Employee Induction: First Response & First Response Induction, 1800RESPECT National DFSV and WSH helpline
Employee Ongoing professional development: All staff, 1800RESPECT National DFSV and WSH helpline
Pre-requisite to training/course: All Practitioners, 1800RESPECT National DFSV and WSH helpline

University of Sydney Law School course included the *Foundations and Foundations Applied* and the *Masterclass on Language and Violence*.

University (Undisclosed)*

Module: Understanding and responding to Workplace Sexual Harassment learning material for Gender and Law Studies

Western Health*

Module: Understanding and responding to strangulation embedded as ongoing professional development for Clinical Staff, Public Health.

Hotel Group (National)*

Introductory Module: Hotel Industry embedded for all staff learning

Insurer – National (Undisclosed)*

Introductory Module – Any Responder embedded for ongoing professional development

NSW Health ECAV uses *Follow My Lead* and *I am I can* animation in workshops, and to promote the *Workplace Intranet Content Guide to Local Health Districts*, to complement their DFV Workplace Policy. These online policies are accessible to all Health employees.

NSW Police Force In late FY21/22 to use the *'Violence is social and interactional'* animation (an excerpt from the Insight Exchange Foundations) and the *'Follow My Lead'* animation to support F2F victims of crime training for the 16,000 (approx.) state-wide NSWPF officers across FY22/23.

SafeChoices Tasmania (TAS) is using the *Follow My Lead* animation as practical tool for workers within their educational training resource to recognise DFV for people who work with or support women with disabilities.

Bush Heritage Australia*

Introductory Module – Any Responder embedded for ongoing professional development – Land conservation management

Assure Programs EAP*

Introductory Module – Any Responder embedded for all employee induction and as ongoing professional development for clinical employees.

Foundations and Foundations Applied & Module: Understanding and responding to strangulation embedded for clinical employee induction and as ongoing professional development for clinical employees.

Women's Safety Services South Australia

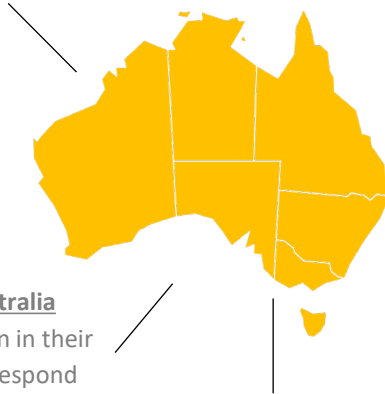
- use the *Follow My Lead* animation in their foundation level Recognise and Respond training package. This package is delivered to various organisations who support or come into contact with people subjected to domestic and family violence.
- use the *Language and Violence Resource Kit* PDF as part e-learning modules. Participants are service delivery staff at Women's Safety Services SA.

Chisholm Institute in Melbourne's south east (VIC)

is using *Foundations* and *Foundations Applied* for students with limited FV understanding who are entering the Graduate Certificate in FV.

Victoria Police*

Module: Understanding and responding to strangulation embedded as ongoing professional development for Victoria Police/Police training in family violence.



Research Study

The University of Sydney conducted a research study on behalf of Insight Exchange (2021/22).

The research project was titled: *Exploring Participants and Social Responders experiences and perceptions of Insight Exchange*.

The research project (2020/667) was approved by University of Sydney Human Research Ethics Committee (HREC).

Research period: July 2021 – Oct 2021

Insight Exchange acknowledges that the research study took place on the unceded lands of the Gadigal peoples, and we pay our respects to Gadigal Elders of this land past, present and emerging. We extend this respect to all First Nations peoples across the country and the world.

This research project was made possible by the University of Sydney Law Engagement Partnership Project (LEAP) Grant. We would like to thank research team Professor Dr Rita Shackel, Associate Professor Dr Ghena Krayem from the University of Sydney Law School and Dr Leticia Funston who took a leave of absence from Insight Exchange to undertake this project.

We would like to thank all the participants and especially acknowledge the generosity of the victim-survivors who shared their insights and their recommendations to improve the work of Insight Exchange.

Journal Article (Free):

'Transformative Social Responses to Domestic, Family, and Sexualized Violence: A Qualitative Exploration of Insight Exchange, a Victim-Survivor-Centered Initiative Informed by Response-Based Practice.'

This published paper (title above) about the research can be accessed here:

<https://journals.sagepub.com/doi/10.1177/10778012231186812>

Abstract

This article reports on a qualitative study exploring victim-survivors' and social responders' experiences of Insight Exchange, an Australian-based victim-survivor-centered initiative informed by the center for response-based practice. This study involved 51 participants who completed an online survey ($N = 43$ social responders, $N = 8$ victim-survivors) and 16 participants ($N = 12$ social responders, $N = 4$ victim-survivors) who participated in semistructured interviews. The findings indicate that Insight Exchange has supported social responders to improve the quality of their responses to victim-survivors of violence. Victim-survivors reported on the value of Insight Exchange, which emphasized their resistance and responses to violence and abuse.

Our response - July 2023

[Our response](#) document briefly summarises what research participants said was valuable about Insight Exchange. The document also describes and responds to quality improvement recommendations.



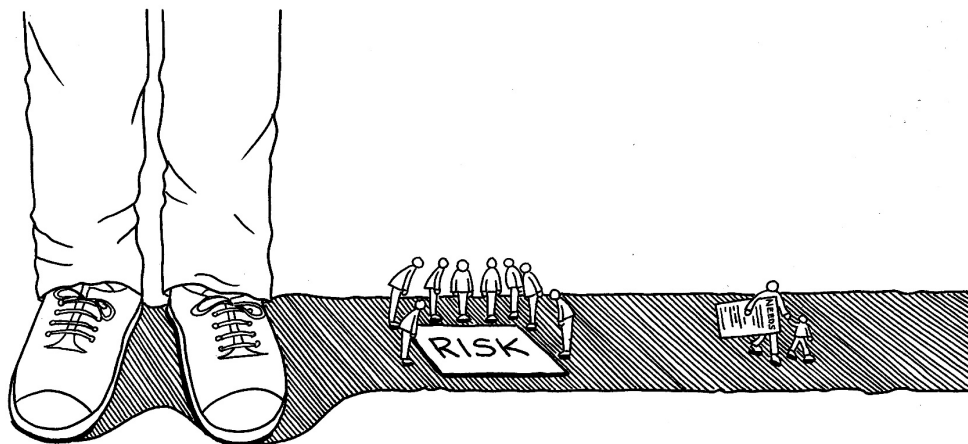
INSIGHT EXCHANGE

Research Project | Our Response | July 2023

www.insightexchange.net

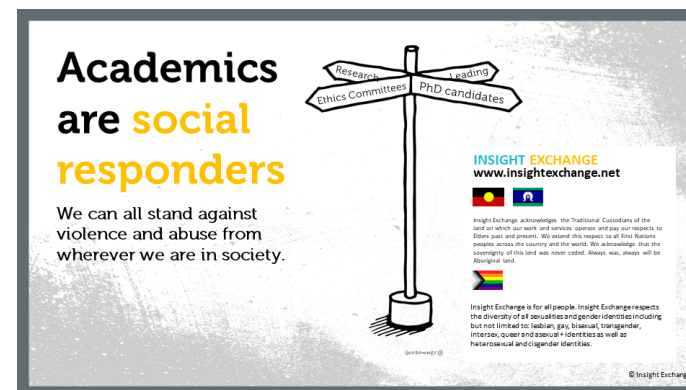
Insight Exchange landing page: [Research](#)

Assessing 'risk' is an (important) activity.
It is not an outcome.



What does the victim-survivor identify they need now and next?

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Academics are social responders

- Are you involved in ethics committee decision making about studies that focus on domestic, family and sexualised violence?
- Are you researching, teaching or writing about domestic, family and sexualised violence? Are you mentoring students and leading projects involving this focus?
- Are you thinking about or undertaking a PhD focused on domestic, family and sexualised violence?

There is no fence to sit on. And academics are not outside the picture. We can all stand against violence and abuse from wherever we are in society.

View/share/embed '[Academics are Social Responders](#)' (13mins)

Voices unsilenced | Non-disclosure agreements (NDAs)

Looking back

FY21/22

The University of Sydney Law School and Insight Exchange collaborated to host a virtual event with author of 'Going Public' Distinguished Professor Julie Macfarlane. '[The dilemma of disclosure \(sexualised violence\) and the problem of non-disclosure agreements.](#)'

FY22/23

In support of the Can't Buy My Silence Campaign (see adjacent) we developed the following short animation. The animation was published August 2022. As of end of June 2023, the animation has been viewed 508 times.



View/share/embed the short animation:

[Stop the misuse of NDAs](https://vimeo.com/744798330) (<https://vimeo.com/744798330>)

This animation is freely available to individuals and organisations (public, private or community) to share and embed in websites and communication materials.



The Insight Exchange team worked with Guy Downes to develop this animation. Animation co-developed with Can't Buy My Silence and donated by www.insightexchange.net

Insight Exchange continues to share this animation through the Insight Exchange Vimeo channel and website and the animation features in the new incoming booklet '[Follow My Lead \(Workplace Sexual Harassment\)](#)'

Looking forward

FY23/24

As part of our commitment to improve responses to victim-survivors who are silent about and/or silenced by violence and abuse, Insight Exchange has donated resource toward the global CBMS campaign for the specific purpose of supporting CBMS efforts to listen to lived experience insights from people coerced into and/or silenced by the misuse of NDAs.



Can't Buy My Silence (CBMS)

An international campaign committed to end the misuse of non-disclosure agreements (NDAs) to buy victims' silence.

www.cantbuymysilence.com

'Non-disclosure agreements are contracts that were created to protect trade secrets but when used wrongly become secret settlement contracts used to buy the silence of a victim or whistleblower. They have become the default solution for organisations, corporations and public bodies to settle cases of sexual misconduct, racism, pregnancy discrimination and other human rights violations.

Zelda Perkins and Prof. Julie Macfarlane joined forces in September 2021 to create *Can't Buy My Silence* after their own shocking personal experiences exposed the harmful use of NDAs.

The *Can't Buy My Silence* campaign outlines how the misuse of NDAs to buy the silence of victims, perpetuates the problem, doesn't protect the victim, gags victims permanently, and may force victims to lie. The misuse of NDAs to buy the silence of victims chills the climate for anyone wishing to speak up about abuse in the workplace.'

Find facts, resources and guidance at www.cantbuymysilence.com



GUYDOWNES ©

Acknowledgment



Insight Exchange acknowledges the Traditional Custodians of the land on which our work and services operate and pay our respects to Elders past and present.

We extend this respect to all First Nations peoples across the country and the world. We acknowledge that sovereignty of this land was never ceded.

Always was, always will be Aboriginal land.



Insight Exchange & RBPAotearoa uphold Tino Rangatiratanga in partnership with Māori – the generations who have gone before, and the generations yet to come.

We extend this respect to all Indigenous peoples.

We acknowledge Sovereignty was never ceded.



Insight Exchange acknowledges the Indigenous Peoples in Mexico. We acknowledge the right of Indigenous Peoples in Mexico to self-organization and self-determination.

We pay our respect to Indigenous ancestors, elders and communities and their collective ownership of the land. We honour all Indigenous Peoples in Mexico, and acknowledge all who have maintained their forms of community organization rooted in resistance against the pressures from the State.



Insight Exchange is for all people. Insight Exchange respects the diversity of all sexualities and gender identities including but not limited to; lesbian, gay, bisexual, transgender, intersex, queer and asexual + identities as well as heterosexual and cisgender identities.

Our thanks

Insight Exchange would not be what it is today without the engagement, support and expertise of so many contributors. The work is enriched by all who participate, as well as Associate colleagues, collaborators, in-kind supporters, individual contributors, and donors. The industry specialists and suppliers we work with also make meaningful contributions through their skilled expertise and in various forms of donation to the work.

Most significantly, our thanks go to all people with lived experience of domestic and family violence who have generously shared their insights for the benefit of others.

Looking back at FY22/23, Insight Exchange would also like to thank:

Team & Session Guests

- Dr Leticia Funston
- Louise Whelan
- Danielle Allen
- Luke Addinsall
- Dr Linda Coates
- Arely Carrion
- Kaylene Edson
- Dr Skye Charry
- Carrie Lumby
- Dr Tania Solorio
- Andrea Salamanca
- Kel Forrest
- Dr Shelly Dean
- Kimberly Chiswell
- Rebecca Glenn
- Corina Backhouse
- Marisa Moliterno
- Kelly-Anne Stewart
- Maree Crabb
- Dr Ghena Krayem
- Marion Taylor
- Mary Ronayne

Silent Donor

Centre for Response-Based Practice

Board

- Anna Ross
- Suzanne Evans
- Vicky Hartley
- Leigh Gassner
- Lizette Twisleton

Probono Support

- Supplier Barcodes Limited for donation of static QR Codes for Insight Exchange resources
- Probono support with Voice Over (Spanish) Juan
- The team at L.E.K. Consulting

Collaborating Suppliers

- Illustrator and Animator Guy Downes
- Producer Reilly Baker & Audio Engineer Mitchell Slade
- Digital design supports Janet Chapman
- The team at RMK



Reflections from Insight Exchange

“Together the team have been evolving a shared discipline to do these things:

- Resist conventions of **‘growth’** as a measure of progress, success, leadership and meaning - instead, we try to **build on** the understanding of and responses to violence and abuse across all sectors/industries.
- Resist the requests to deliver **‘consultancy’** - instead, we try to **serve the leadership of others** supporting every person to take up their role not outsource it.
- Resist the invitations to **‘speak for or about anyone’** - instead, we try to invite organisations and sectors to **listen to the complexity of lived/living experience** through the resources.
- Resist the assumptions of **‘permanence’** - instead, Insight Exchange will be here six more years... on an intentional ramp down/out strategy to **support embedded listening and responding across the ecosystem.**”

“ Together with all the team we thank you for your incredible generosity – absolutely everyone involved. ”

“We will **start** to take more steps to stand with victim-survivors who are silent, to contest the silencing of victim-survivors, and to stand with children experiencing violence and abuse.”

“We will **start** to create more opportunities that support listening to lived expertise and supporting ecosystem leadership.”

“We will **keep** listening directly and indirectly to victim-survivors’ experiences of and resistance and response to domestic, family and sexualised violence and abuse.

We will **keep** responding through what we make and communicate – keeping our focus on the significance of meaning making, the practice of upholding dignity, the responsibility for the choice to use violence, valuing resistance to violence, focusing on the significance of responses and the importance of language.”

“We will **stop** being distracted by measures* that don’t matter if our work is ethical, interpersonal and useful.

(*Measures such as comparing our work against activities, activism and advocacy of organisations’ around us, or measuring the value of our work and/or leadership from ‘likes’ or ‘followers’ on social media, or from measures of resource, activity or team size.)

We will **stop** following conventions that don’t stand against violence and/or don’t serve victim-survivors safety and dignity.”



Governance and Leadership

Meet the DVSM [Board](#)

Read about Registered Charity DVSM on [Australian Charities and Not for Profit Commission](#) (ACNC)

The Insight Exchange '[Team](#)' includes Associates, Supporters and Collaborators.

“

Lived experience insights are so important for all of us to learn from and for work, family and friends to create support options.

Thank you for the vision and to the people who generously shared insights, and to all the listeners for taking the time to listen and change responses.

Silent Donor

”

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INSIGHT EXCHANGE

Launched in November 2017, Insight Exchange was designed by Domestic Violence Service Management (DVSM), in collaboration with Dr Linda Coates and Dr Allan Wade from Centre for Response-Based Practice, Canada. Insight Exchange has been established, developed and is governed by Domestic Violence Service Management (DVSM) a registered charity (ABN 26 165 400 635). Insight Exchange has been sustained through the generous donations of individuals and a silent donor for the benefit of many.

Explore the website

www.insightexchange.net

Explore our video channels and social media



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Start a conversation with Insight Exchange

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