

UPDATED APRIL 2019

Since the design and inception of [Insight Exchange](#) November 2017 (15 months ago), we have been able to support and learn from the insights of individuals with lived experience of violence and build engagement across 175+ contexts to contribute to redressing violence.

In this time the following developments have been made achieved through the INSIGHT and EXCHANGE components and through the development of shared publications.

INSIGHT – PEOPLE WITH LIVED EXPERIENCE OF VIOLENCE

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

- FOLLOW MY LEAD | 1,810 copies donated
- VOICES OF RESISTANCE | 4 prototype narratives
- VOICES OF INSIGHT | 2 published narratives and 5 in progress
- VOICES OF REFLECTION | 5 published reflections

EXCHANGE – SOCIAL RESPONDERS

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

The Exchange component is also an opportunity to bring together people and organisations that wouldn't normally intersect to enable access to ideas, evidence, reflections and resources that build awareness about violence and inform social responsibility and social action.

'Exchange initiatives' are created as opportunities for sharing and learning about each other's challenges, contexts and contributions.

- PROVISION OF 14 AWARENESS RAISING AND LEARNING OPPORTUNITIES
- REACH OF INDIVIDUALS AND 179 CONTEXTS ENGAGED
- REACH TO 3567 UNIQUE USERS VIA INSIGHT EXCHANGE DIGITAL PLATFORM

PUBLICATIONS – RESOURCES | VIDEOS

Insight Exchange **publications** – including public events, resources and videos – are designed to be free for anyone to ensure cost is no barrier to access.

- 40 ACCESSIBLE RESOURCES | VIDEOS

INSIGHT – PEOPLE WITH LIVED EXPERIENCE

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FOLLOW MY LEAD | 1,810 copies donated



Follow My Lead– is an awareness-raising resource for any person who at some point may be listening to and responding to their friends, family members, colleagues, peers or to the people who use their service, who are experiencing Domestic and Family Violence (DFV). The resource may also have benefits for people who are: thinking about their own relationships and experience of DFV, seeking support about their own lived (or live) experience of DFV, and/or working as a service responder to people experiencing DFV.

- 1119 print copies donated to individuals and organisations. This print distribution was to a reach of:
 - 1035 copies distributed within Australia
 - 84 distributed internationally
- A further 691 digital copies have been downloaded from the Insight Exchange website

What did responders in the ecosystem say when engaging with the insight from lived experience?

“Just thought I would flick you a brief email to let you know that I used follow my lead with a group of Child and Family Health nurses yesterday. I worked through the ‘worldview’ with small groups looking at 2 rings each and then coming back to the group to say about their rings and what had stood out to them from the women’s comments.

The response was amazing. The nurses were very engaged with the content and found it very eye opening. One nurse advised that even though she was very familiar with working with women experiencing violence she felt it was the first time she had connected with the experience of it for the woman and had felt the complexity and the ‘active’ role living that experience. Thank you for an amazing resource.”

Domestic Violence Co-ordinator | Northern Sydney Child Protection Service | Northern Sydney Local Health District (March 2019)

VOICES OF RESISTANCE | 4 prototype narratives



MISHKA



JAN



THE WOMEN NEXT DOOR



MICHELE

Voices of Resistance – a project that documented four women’s resistance and responses to the violence they experienced. The project participants supported the development and prototyping of the interview process for Insight Exchange through the sharing of their resistance and responses to violence. The result of the prototyping phase is an interview process with clear protocols and steps that provides a structure for an interview that affirms agency, is safe, ethical and upholds a person’s dignity.

What did responders in the ecosystem say when engaging with the insight from lived experience?

“As a man working with men to end their violence, I found your stories so profound and insightful. I will carry these into my work with men and hope to support them to develop greater empathy and insights into the impacts of their behaviour on the women and children in their lives. Thank you so much for your courage and strength. I am continually inspired by the women who continue to contribute to the cause of ending men's violence. It's time more men stood beside you in this, and you've inspired me to continue toward that goal.”

Luke Addinsall | Clinical Specialist | Men and Family Centre (2018)

VOICES OF INSIGHT | 2 published narratives and 5 in progress

Voices of Insight – are de-identified narratives of people’s lived experience of domestic and family violence and other adversities. The narratives have been developed through the Insight Exchange interview process designed to affirm agency, uphold dignity and support safety.

What did participants with lived experience of violence say?

“I read your process and authority (consent) and I was very impressed. What you have done, has not once happened in any interactions I've had.”

Participant reading the Insight Exchange Participation Guide, 2019

“I want to say a huge thank you. There were many aspects (of the interview) which I found supported things I had identified but rarely have an external perspective around, so it was in actual fact quite a significant experience for me.” Participant 2019

“Thanks.. just doing that interview and reading it now has really changed my perception again. I'm not sure where or how, but I feel different and in a good, moving-on way.” Participant 2019

What did responders in the ecosystem say when engaging with the insight from lived experience?

“I just read Sally and Sophie's stories. Every person's story is so valuable to understanding the extent to which our society needs to change. My heart was sad reading both of these, I'm just so thankful they chose to share. It means so much to me, because at times I felt so alone and thinking 'why won't someone help,' I used to think 'it must be me'. But reading these stories just shows how much room there is to change. So encouraged by their bravery. And I'm so glad they have your organisation as a contact. Anyway, just wanted to thank Sally and Sophie for sharing. Even though I don't know them, I feel connected to them through us all participating in this exchange.”

Person with lived experience of violence (April 2019)

VOICES OF REFLECTION | 5 published reflections

Voices of Reflection – are written insights and reflections from people with lived experience of domestic and family violence and other adversities. The participants are the authors of the written insight, and in some pieces, the Insight Exchange team have inserted content from the Follow My Lead resource as headings to help orientate the reader and to build understanding of the lived experience of violence.

EXCHANGE – SOCIAL RESPONDERS

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PROVISION OF 14 AWARENESS RAISING AND LEARNING OPPORTUNITIES

Creating Conversations Events

- [Our Social Response - November 2017](#) | [Participants](#) | [Feedback](#)
- [Resistance, Response and Evidence - July 2018](#) | [Participants](#) | [Feedback](#)
- [Resistance, Safety and Language - August 2018](#) | [Participants](#) | [Feedback](#)

Creating Conversations Masterclasses

- [Language and Violence \(Language Lab\) – November 2018](#) | [Participants](#) | [Feedback](#)
- Re-purposing the Cycle of Violence - March 2019 | [Participants & Participant Feedback](#)
- Seventh Day Adventist Church South Pacific Division (AdSAFE and Disciple Ministries Team) - March 2019 | [Participants & Participant Feedback](#)
- Workplaces and Employee Assistance Programs (EAPs) - March 2019 | [Participants & Participant Feedback](#)
- Practice Exchange Participants - March 2019 | [Participants & Participant Feedback](#)
- NSW Health Education Centre Against Violence (ECAV) - March 2019 | [Participants & Participant Feedback](#)

Other Exchange Initiatives

- Sector specific ‘Conversations with Dr Linda Coates and Dr Allan Wade’ – March 2019
- Lecture with University of Sydney Faculty of Law Students – March 2019
- [Practice Exchange](#) - A pilot program with 5 service providers over 6 months (April – Sep 2019)
- [Project Financial Abuse](#)
- [Project Follow My Lead](#)

REACH OF INDIVIDUALS AND 179 CONTEXTS ENGAGED

606 unique individuals have engaged one or more times with exchange initiatives. These individuals have been from 179 contexts from NSW, VIC, ACT, TAS, QLD, NT, WA, New Zealand, Fiji, Pacific Islands Territories.

When plotted across the response continuum, the 179 contexts we have engaged with, show an engagement across universal through to statutory services – see table below.

<p>Advertising & Entertainment Tertiary Education Institutes Public Spaces, Transport and Infrastructure Education & Care Contexts Sport and Leisure spaces Faith Based Contexts The Arts Workplaces News Media</p>	<p>Human Resources EAP Providers (Psychological, Legal, Financial Service Menu) Community and/or volunteer leadership and support roles (e.g. Faith and Cultural Leaders)</p>	<p>Health, Family and Community Services (e.g. Relationships & Family Support, Counselling, Mediation, GP, Hospitals, Health Clinics, Helplines) Related Government portfolios/ departments</p>	<p>Domestic and Family Violence Specific Services (e.g. Central Helplines/Triage – (e.g. DV Line, Linked to Home), SHS, Men's Behaviour Change Programs, WDVCAS, specific health response services)</p>	<p>Legal and Justice Contexts (Mandatory/ Statutory) (e.g. Corrections, Courts, Police, Child Protection)</p>
<p>54</p>	<p>15</p>	<p>61</p>	<p>37</p>	<p>12</p>
<p><i>“As a champion/volunteer and also a person with lived experience, this has been really beneficial for me in the context that when we initiate the conversations within my company and launch our awareness campaign, we create the conversations that help victims to speak comfortably</i> Employee - Corporate</p> <p><i>“I intend to implement the learnings from today into procedure, practice and policy within our church context. Our church is on a cultural change journey and the imperatives I walk away with today will assist with raising awareness in this space.”</i> Faith Leader</p>	<p><i>“It provides an opportunity for my own personal practice to be more informed but also to allow for education and growth within my staff through supervision. I have also been writing/re-writing some of our policies and this now provides an opportunity to ensure that this does not reinforce disempowering and victim blaming language.”</i> Manager - National Employee Assistance Program</p>	<p><i>This session has really deepened plus challenged my knowledge. It has made me reflect on my language plus the social dynamics that influence language framing of violence. I will continue to reflect on the implications for my policy work plus how I communicate & educate other policy makers. It has motivated me to continue to enquire and learn.</i> Employee - Ministry of Health Royal Commission</p>	<p><i>This session will set me on a path of discovery and re-thinking how to work with every counselling team – moving from promoting ‘learned helplessness’ with clients towards ‘meaningful resistance stories’.</i> Employee - Service Provider Western Sydney</p>	<p><i>“As a law student I see harmful language frameworks and tools perpetrated and utilised on a daily basis. I would love to see the legal profession treat victims/ complainants with compassion and dignity and start to portray the reality of violence.”</i> Law Student</p> <p><i>“It makes me think of the language we are using in the legal setting though Dr Linda’s use of unilateral and mutual based approach when writing a victim’s report. Also, the importance of social responders to map the journey of any DV victim. The first interaction with any DV worker or agency can have a fundamental effect of that journey.”</i> Employee - Department of Justice Diversity Services</p>

This dispersive engagement is intentional and important because:

- people experiencing violence are in contact with and receiving simultaneous responses from individuals, and a range of services and systems that straddle this continuum.
- the quality of any response, formal or informal, early or late, interpersonal or systemic is profoundly significant in upholding or undermining a person's dignity, safety and justice.

REACH TO 3567 UNIQUE USERS VIA INSIGHT EXCHANGE PLATFORM

Since the establishment of the digital platform Insight Exchange there have been 3567 unique users: 2491 in Australia | 1148 International users.

PUBLICATIONS – RESOURCES | VIDEOS

Insight Exchange resources – including public events, publications and videos – are designed to be free for anyone to ensure cost is no barrier to access.

40 ACCESSIBLE RESOURCES | VIDEOS

- [3 publications for people with lived experience of violence](#)
- [6 publications for responders](#)
- [31 videos](#)

Acknowledgement and thanks:

Domestic Violence Service Management would like to thank all contributors, critical friends and communities, who have engaged directly or indirectly with our work.

In particular, Sightlines, the Professional Services of DVSM would like to thank:

- Dr Linda Coates and Dr Allan Wade and their colleagues at the Centre for Response-Based Practice, Canada for their visionary and pioneering work on social responses, resistance, language, and the upholding of dignity.
- Ian Johnsen – Sightlines Associate and practicing Family Therapist for sharing his expertise in understanding and applying these ideas
- Dr Ghena Krayem – University of Sydney, Faculty of Law for her advisory and collaborative support

Domestic Violence Service Management would like to thank each person with lived experience of Domestic and Family Violence who has generously shared their insights for the benefit of others.

We acknowledge that no matter how accurate the representation of someone's experiences of violence and adversity, we can never fully understand all that the experiences mean to a person now or through their life. We understand that no one's life experience can ever be fully represented in language or any other form.