

Launch of the **Workplace Kit – Insights Paper** – Experiences and perceptions of workplace responses to domestic and family violence.

### Workplaces and Employee Assistance Programs

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

Invites were circulated through members of the national network of workplaces and Employee Assistance Programs (EAPs), direct contributors and contacts interested in workplace responses to domestic and family violence.

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### ATTENDEES – FEB 2020

## 46 individuals from 27 different organisations

#### 8 Workplaces

- QBE Insurance
- Sydney Water
- CSIRO
- Challenger
- Commonwealth Bank
- Harbord Diggers
- AGL
- Community Services Directorate - ACT Government

#### 4 Employee Assistant Programs

- Converge International
- Mindset Psychology
- AccessEAP
- Acacia Connection

#### 15 Other attending organisations

- WOW
- Finance Sector Union
- No to Violence
- Conscious Presence
- Doone Richmond Consulting
- Community Restorative Centre - Miranda Project
- Muslim Women Association
- UNSW
- Fran Hayes Workplace Solutions
- Australia's National Research Organisation for Women's Safety (ANROWS)
- Penrith Women's Health Centre (WSWDVCAS)
- The Colin James Method
- DVSM
- Independent
- Dress for Success

28 of the 46 attendees shared what the session meant to them. The following pages share their comments where consent was provided to do so.

## What the session means to me:

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Fabulous event which enabled a clear discussion about what workplaces can do to address/support employees who may be experiencing DFV. How can NTV/we partner with DVSM to get this important latest report out there in all Australia's workplaces? [No to Violence]

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This session helped me to understand the importance of communicating FDV policies and support measures available to staff regularly. That there is a role for trade unions to play in providing information and support to small and medium sized businesses. [Finance Sector Union]

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Great to hear the insights and reflections in the insights paper. A fantastic opportunity to network and meet new people. Enables us to take back the findings to our colleagues and continue to elevate the conversation. [CSIRO]

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The session has reignited my desire to provide assistance in this space. It's a well-hidden problem so it's easy to move on with your life and forget that so many people are suffering. I will be putting my hand up to facilitate and spread awareness where I can. [Independent consultant]

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The session has again highlighted for me the opportunity employers and people leaders in those organisations have to respond with compassion, care and knowledge to people in their workplaces experiencing domestic and family violence. [Dress for Success]

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The panel discussion showcased practical actions that corporations and EAPs can take to respond to DFV in the workplace. [Australia's National Research Organisation for Women's Safety (ANROWS)]

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Opened my eyes to importance of workplaces having improved understanding and awareness of DV and having appropriate support in place. In particular the role of managers and staff/colleagues – not just HR, as well as the importance of not just 'having policy' but continually investing in education and improvements in response. [Challenger]

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The information about how victims experience the workplace was really interesting and will help me to educate managers to better respond to disclosures. Thankyou DVSM for another practical and meaningful professional development active. I always sit in the room getting my hair blown back. [Mindset Psychology]

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On a personal level this session gave me what I need to honour my individual responsibility as a social responder to domestic violence. Ore widely, I feel equipped and empowered to share this toolkit and open the conversation with my organisational clients. Thankyou! [Conscious Presence]

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Great session! As a practitioner and consultant to subject matter experts, this session has raised my awareness significantly in terms of not only the prevalence of DV but most importantly the role workplaces play in responding. Very appreciative of the resources. Thankyou. [Doone Richmond Consulting]

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It has brought home how important the response to a disclosure is – to show compassion for the person and not judge them for the decisions they have made. It's also highlighted how valuable training is especially for HR, Managers as they are likely to be first point of contact. I look forward to seeing the CBA materials – they sound really useful. [Sydney Water]

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Creation of shared understanding and commitment to building conversations about DFV in own community to respond effectively. Reinforcing the importance of all manager receiving training in DFV and need for broader community education so we can support one another. [Community Services Directorate – ACT Government]

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Imperative research guiding where we collectively need to be heading. [Acacia Connection]

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The most exciting part of the session for me was receiving the excellent resources provided. They are practical, realistic and user friendly. I am involved in feminist community organisations concerned with women's refugees, so very useful for us as a reference. [Fran Hayes Workplace Solutions]

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As the growth and development partner at No to Violence, it was so useful to hear the victim survivors' experiences in the workplace and to be cognisant of this when I talk with corporates around their responses to Men's Family violence. Hearing from the EAP is so useful to gain their perspective. [No to Violence]

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It was good to hear organisations getting involved and becoming aware of domestic and family violence and to want to share that information with others. I look forward to more people being aware and trained in domestic and family violence. Good work! [Penrith Women's Health Centre]

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It is so hopeful and encouraging to see the shift starting in bigger organisations. The information and quotes from today really demonstrate the urgency and need for change across the community (in all sectors of employment). This motivates me for further discussion to be part of continuing change. [Community Restorative Centre - Miranda Project]

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Domestic Violence exists in society. It is often invisible and touches so many. Sometimes those you would least expect. I am proud that in my professional as a UK educator I am educated about the impacts of domestic violence. I am glad that I am aware and can be an advocate for others. I hope to truly be able to make a difference in the lives of others as a result. Knowledge is powerful. [QBE Insurance]

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Eye opening, especially hearing the quotes and experiences. I'm just a PhD student who helped with some of the data analysis, but it's incredible to see how this project has come together and what great impact this work will have. [UNSW]

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Simply knowing what is happening and how in in this space across different organisations and workplaces. Also, I can implement within the space I work – I took away so much information and resources. This also equips you for your personal life and your friends. [QBE Insurance]

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It’s so important to hear about how we as employers can impact victim survivors. Our response is critical, and we have a responsibility to get it right. [QBE Insurance]

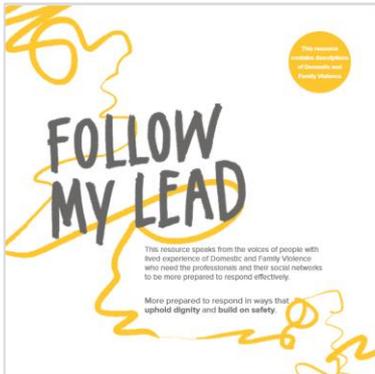
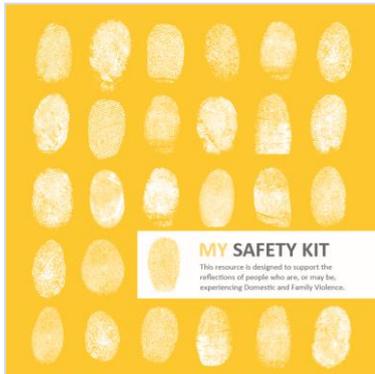
Reinforces the responsibility we all have as responders to do so with the voice of victims in mind. Reminder of resources and reigniting energy to use our network through EAP to educate clinicians and also customers to improve knowledge and response. [Access EAP]

An important and key issue – positive to hear what people are doing – ideas to take away. Ongoing – work never stops. Inspired to go back and continue to work in EAP with workplaces. [Access EAP]

The absolute importance of workplaces to have systems and supports for people who work for them and their customers/clients. How important it is to train staff on how to respond to disclosures with dignity at the heart of all engagement. This is everyone’s responsibility. [No to Violence]

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

The [Workplace Kit](#) containing;

<a href="#">Insights Paper</a>	<a href="#">Follow My Lead</a>	<a href="#">My Safety Kit</a>
Experiences and perceptions of responses from workplaces to domestic and family violence.	An awareness raising resource for any person who may be listening to and responding to a person experiencing DFV.	A reflection resource for people who are (or may be) experiencing domestic and family violence.
		

The Workplace Kit is available on [www.insightexchange.net](http://www.insightexchange.net)