

INSIGHT

EXCHANGE

IDEAS APPLIED

Explore how people have used Insight Exchange resources to

build **insight** & enable **Exchange**

www.insightexchange.net

Version: End June 2020



Domestic Violence Service Management acknowledges the traditional custodians of the land on which our work and services operate and pay our respects to Elders past, present and future. We extend this respect to all First Nations peoples across the country and the world. Always was, always will be Aboriginal land.

Acknowledgements and thanks

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

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.

Most significantly, our thanks goes to all people with lived experience of Domestic and Family Violence who have generously shared their insights for the benefit of others.

Insight Exchange seeks to contribute to social responses to victims of violence that are dignified, safe and just.

www.insightexchange.net



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Who benefits?

Who benefits from the status quo?

People who perpetrate violence benefit from many features of our current system.

And yet...

They often lose...

...family relationships and meaningful connections. They compromise their mental health, financial security, personal liberties and more.

Violence and abuse costs us all.

Lives are lost.

Homicide. Femicide. Filicide. Suicide. Indignity, injury, suffering, grief, and loss extends within families, across communities and throughout our country.

Poverty endures.

Children's hopes and futures are stolen.

We can all stand against violence and abuse from wherever we are in society. Every insight. Every postcode.

Don't get used to extend abuse.

Get informed.

© 2020 Excerpt from Insight Exchange - 'Who Benefits?'



Insight Exchange

Insight Exchange is an initiative of Domestic Violence Service Management (DVSM) a registered charity, which aims to prevent and to provide support for people experiencing Domestic and Family Violence (DFV), homelessness and other safety and wellbeing needs. Insight Exchange centres on the expertise of people with lived experiences of violence to inform and strengthen social, service and systemic responses to Domestic and Family Violence.

Insight Exchange (in the 'Insight' component), gives voice and visibility to these experiences; to human dignity, the injustice of preventable suffering, harm, grief and loss, and foregrounds the role of society, services and systems in responding to experiences of violence.

The 'Exchange' component is designed to engage social responders (formal or informal) from across the ecosystem to build their awareness, and to inform their reflection (as individuals and as organisations) on their social responsibility as responders. The insight from people's lived experiences of DFV can be used to inform improvements in the quality of their social responses and their social action to redress and respond to experiences of violence.

Within the Insight and Exchange components of Insight Exchange, there are four interdependent elements (see over page), each holding distinct value. Their greater value and contribution to social, service and systemic change is when the parts are combined.

What is the purpose of this resource?

Insight Exchange seeks to serve and uplift responses across the response continuum. Insight Exchange is an evolving body of work and community of learners. We have developed this resource *Insight Exchange Ideas Applied* to collate and share ideas from across society, services and systems.

We have collected examples from one organisation from 4 of the 5 pillars of the response continuum. These examples are not conclusive or exhaustive. We seek to enable ways to share within and across sectors and systems to share ideas and inform responses.

Read more about other organisations and communities who have engaged.

[Insight Exchange Engagement Report](#)



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My Lived Experience

Through INSIGHT EXCHANGE I have the opportunity to share my lived experience of violence in an accurate way, through a safe, ethical supported process.

I am supported to share the contexts of my lived experiences and how I have resisted and responded to violence and other affronts to my dignity.

My Insight Shared

INSIGHT EXCHANGE shares my lived experience, highlighting my responses and resistance to violence and where 'social responses' were helpful or harmful.

This reveals the role that individuals, communities and organisations play in peoples experience of violence.

Our Social Response

Through INSIGHT EXCHANGE we (all) have the opportunity to strengthen our responses to violence, as individuals, communities and organisations.

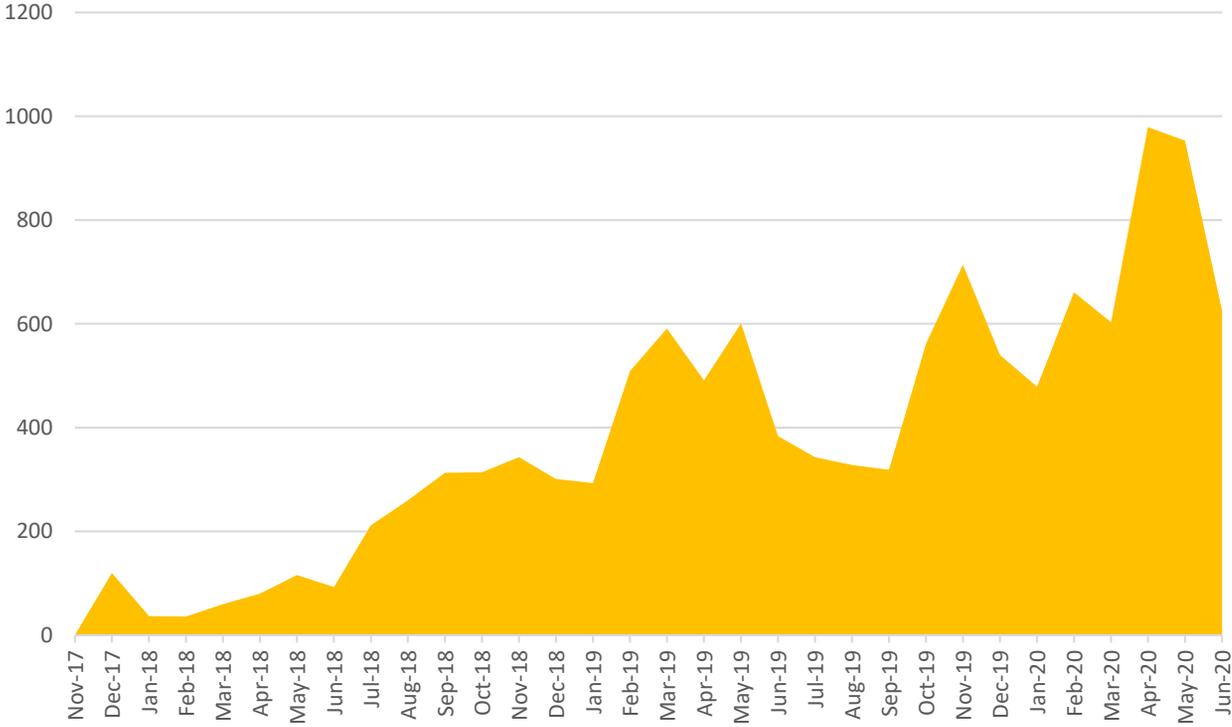
Our Social Responsibility

Through INSIGHT EXCHANGE we (all) have the opportunity to gain a more accurate understanding of lived experiences of violence and the role we play as social responders.

Insight Exchange

UPHOLDING DIGNITY

A cumulative build of monthly engagement in **Insight Exchange** website since inception



Breaking down the patterns of engagement

The following pages share the number of downloads and viewings of Insight Exchange resources, including publications and videos.

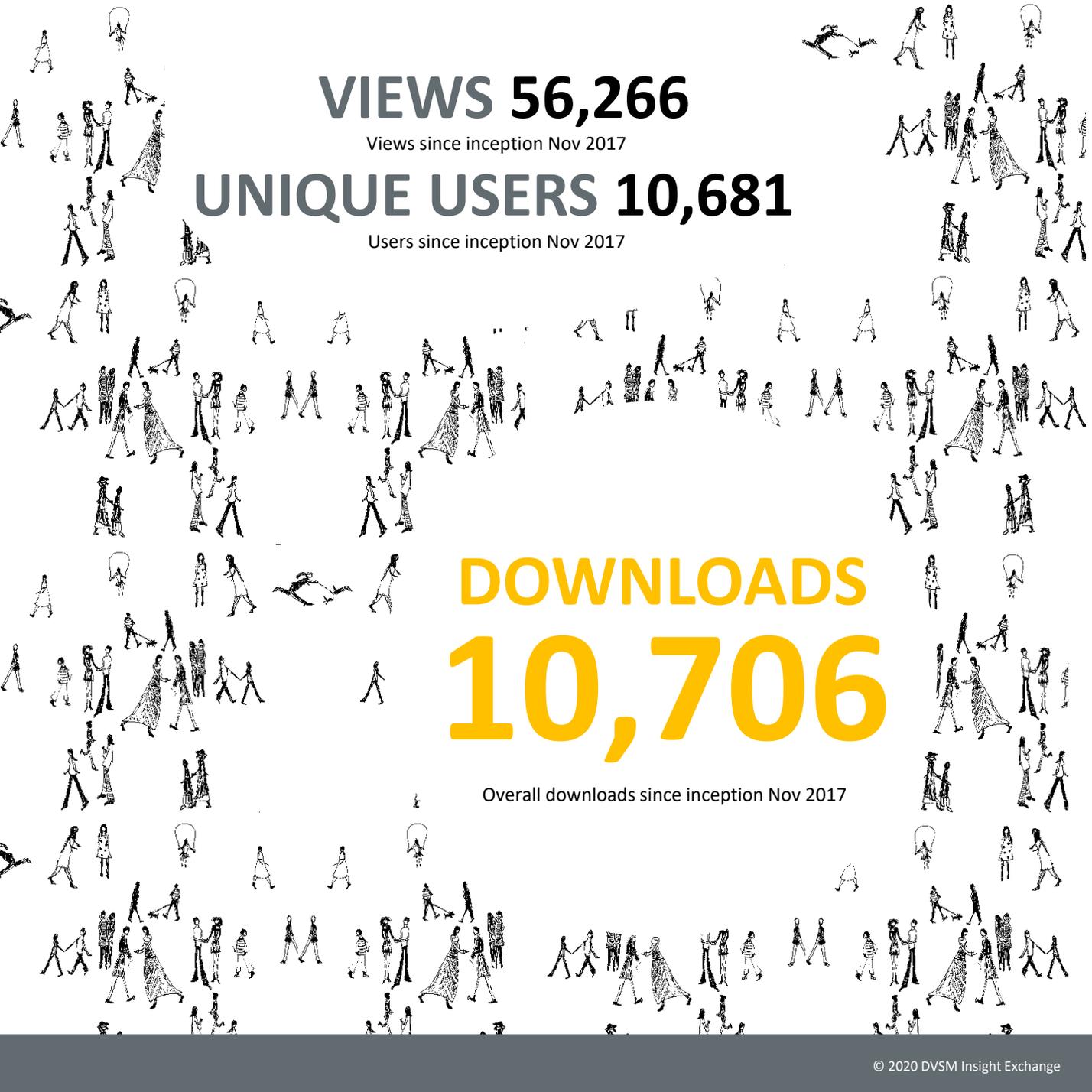


People with lived experience of DFV

SHARING INSIGHT

1,081

Overall individual participation of people with lived experience of DFV since inception Nov 2017



VIEWS 56,266

Views since inception Nov 2017

UNIQUE USERS 10,681

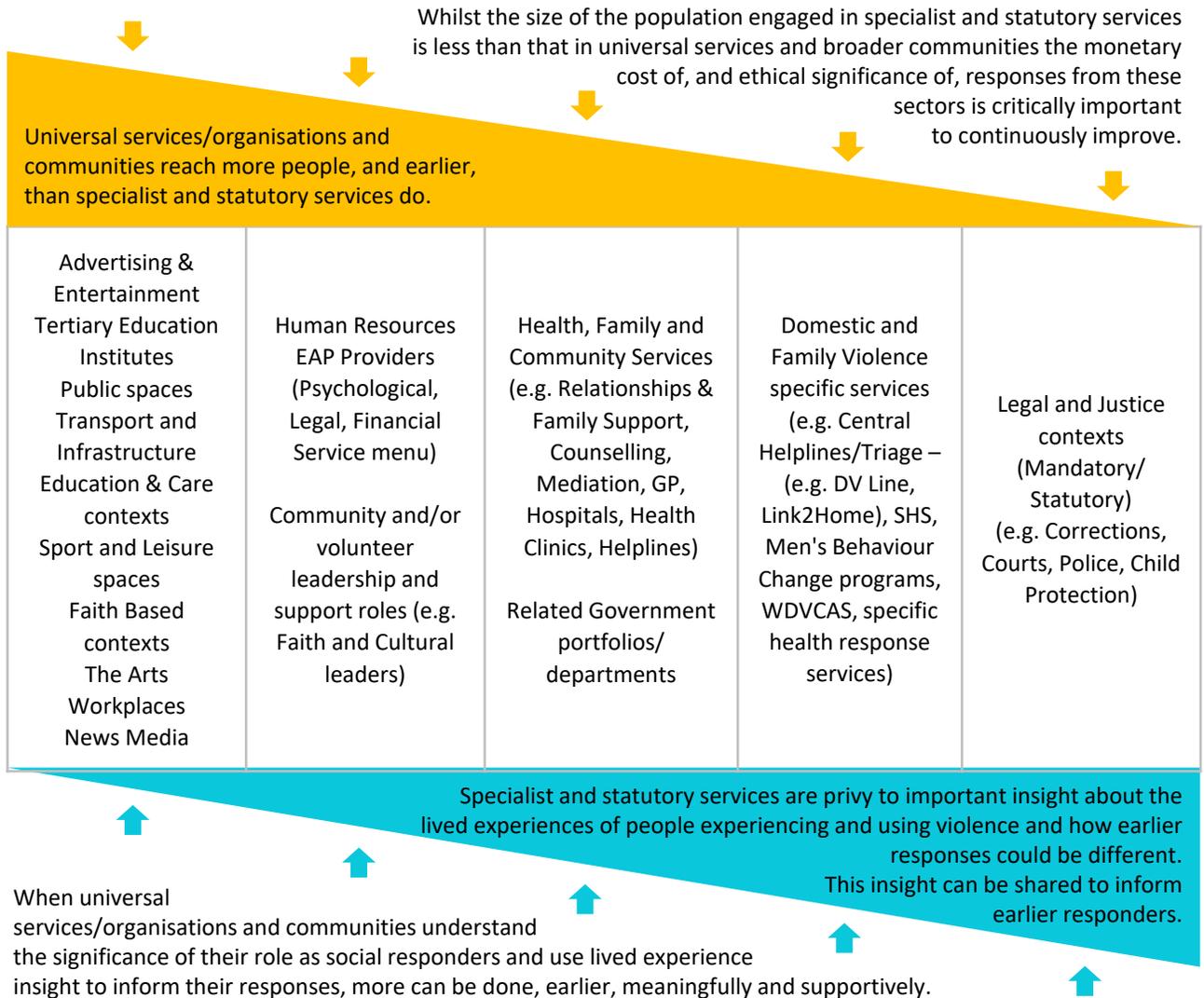
Users since inception Nov 2017

DOWNLOADS
10,706

Overall downloads since inception Nov 2017

Who is Insight Exchange for?

Everyone's response to violence matters. Insight Exchange seeks to support social responders across the response continuum from universal services, organisations and communities, right through to specialised and statutory services.





Where are the following examples from?

Insight Exchange serves to inform and support responses across society, sectors and systems. We use a simplified ‘response continuum’ (below) to show universal sectors/communities (accessible to all population) through to specialised and statutory services (accessed only by smaller portions of the population).

The quality of responses to people experiencing violence matters in every part of this continuum, and victims of violence may engage with many of these services/organisations, communities all at once, and in no particular order/sequence. Points of engagement, and reasons for engagement, may change many times in a person’s lifetime.

Advertising & Entertainment Tertiary Education Institutes Public spaces Transport and Infrastructure Education & Care contexts Sport and Leisure spaces Faith Based contexts The Arts <u>Workplaces</u> News Media	Human Resources <u>EAP Providers</u> (Psychological, Legal, Financial Service menu) Community and/or volunteer leadership and support roles (e.g. Faith and Cultural leaders)	<u>Health</u> , Family and Community Services (e.g. Relationships & Family Support, Counselling, Mediation, GP, Hospitals, Health Clinics, Helplines) Related Government portfolios/ departments	<u>Domestic and Family Violence specific services</u> (e.g. Central Helplines/Triage – (e.g. DV Line, Link2Home), SHS, Men's Behaviour Change programs, WDV CAS, specific health response services)	Legal and Justice contexts (Mandatory/ Statutory) (e.g. Corrections, Courts, Police, Child Protection)
Workplace Example: CSIRO	EAP Example: Converge International	Health Example: Northern Sydney Local Health District	Specialist Example: Penrith Women’s Health Centre	Statutory Example: <i>To be developed</i>

CSIRO

2019 - 2020

The **Commonwealth Scientific and Industrial Research Organisation (CSIRO)** is Australia's National Research Agency.

The Diversity and Inclusion team at CSIRO have been carefully working to design, shape and build their understanding of and responses to employees who may be or are experiencing Domestic Family Violence and abuse, and responses to people using violence.

The team have been building conversations about safety and using the Insight Exchange materials, in particular Follow My Lead and My Safety Kit to inform employee awareness and to enrich responses.

Influencing Executive Team – Understanding and Responses

The Diversity and Inclusion team developed an opportunity to share their work and messages with their CEO and Executive Team to build on the awareness and understanding of violence among senior leaders who influence culture, process, resources and position.

The D&I team were determined to ensure they featured in their presentation the insights of people with lived experience of violence. The team took the step to ask CSIRO employees themselves to share their insights from lived experiences of violence, so that the insights from within the organisation are revealed and shared with senior leaders through a safe, structure, deidentified and supported passage.

Creating a safe passage to share

The process used by CSIRO has enabled the following:

- ✓ Diversity and Inclusion teams were able to create safe, structured and supported ways to hear from people with lived experience of violence.
- ✓ Colleagues with lived experience of violence were able to directly contribute their insights, and read deidentified insights of fellow colleagues as a shared anonymised experience.
- ✓ The insights of people with lived experience of violence were able to be presented (anonymously) in first person voice to the executive team to inform workplace awareness and responses.

What did CSIRO do?

Follow My Lead, an awareness raising resource, and the **My Safety Kit** reflections resources have been shared within the employee community.



Follow My Lead was shared with employees who disclosed experiences of violence, and they were invited to share an excerpt of their experiences to give examples of the concepts outlined within **Follow My Lead**.



The insights from six individuals with lived experience of DFV were mapped into the resource **Follow My Lead** as examples of the concepts.

Two colleagues involved in developing collecting and collating the insights co-presented to the CEO & Executive. One colleague reading the concepts in **Follow My Lead** and the other colleague reading the examples from CSIRO employees as a woven presentation.

The representation of the insights from the six individuals was shared back with the individuals to confirm consent and support to proceed with the use of these messages to the CEO & executive.



What did people with lived experience of violence say?

Wow you should be proud of yourself for championing this for all of us, it's a great impactful presentation.... Thanks so much

All good with what you have created. It is a very complicated situation, so I am happy for you to use what you need. Thank you for taking this on. You have been an amazing advocate for DV and for disability as well. Deeply appreciate it.

OMG.. very powerful

What did the social responders say?

Feedback from one of our business unit directors was in all his time in CSIRO this was one of the presentations he had ever been too!

The presentation clearly impacted our senior leaders!

The presentation was delivered beautifully with so much care. (We did have a few run throughs to get the timing and the silence just right between slides so the executives could read the stories).

Converge International EAP

2018 - 2020

“Founded in 1960, we are one of the most experienced corporate mental health care providers in Australia.

Converge International’s People Assist EAP Program is a holistic, customer-focused and quality-assured service delivered within a contemporary health and wellbeing framework.

The People Assist program provides short-term and solutions focussed counselling which aims to support and empower employees and members of their families through a variety of best practice counselling approaches and frameworks to assist in resolving personal and work-based issues.”

Influencing Practitioners – Understanding and Reflection

An outline of how Insight Exchange resources and ideas are being used:

“At Converge International we pride ourselves on supporting our consultants in their service delivery and we do this via regular one on one clinical supervision, group clinical supervision, ad hoc clinical supervision, case debriefing, internal training and external professional development. **Every consultant and their respective manager, along with any client facing or client interactive employee** has been provided with Insight Exchange materials and resources to increase their awareness around family domestic violence and encourage a client centred approach when responding to client needs.

“Each Converge consultant regularly engages in discussion with their respective managers, clinical supervisors and their colleagues regarding how the Insight Exchange resources have been applied and utilised to effect positive outcomes. The Insight Exchange resources, **Follow My Lead**, and **My Safety Kit**, have been instrumental in supporting Converge Consultants in providing safe, supportive, and client led intervention when responding to disclosures of family domestic violence.

We have had several internal Professional Development training workshops centred around Insight Exchange’s ideas including training directly provided by the Insight Exchange team. These learnings, coupled with the resources have provided a framework for our **EAP service delivery, Clinical Governance policy and training**. We used the concepts to **roll out DFV training to several large energy and resource companies**.

In addition to the application of Insight Exchange resources to clinical intervention with our valued clients, these resources have also formed part of our internal people and culture framework with our **HR practitioners** having access to materials and resources to assist them in **support of any Converge employee that may disclose DFV.”**

What did Converge International do?

In professional development

Upskilling and resourcing psychologists / clinicians



Converge International provided the resource **Follow My Lead** to all its client support officers who take the initial client calls and manage the intake process.

Whilst they have extensive contact centre training and many are studying in the psychology field, they often come to the role with limited experience in responding to victims of DFV.

Insight Exchange resources and ideas have informed both their social and professional responses to callers and colleagues.

In clinical practice

An example of how are the Insight Exchange resources are being received:

A consultant recounted a 36 year old female client, who married her husband a year ago with only knowing him a few months prior to the wedding. When she met him, she felt an instant spiritual and respectful connection. They had trouble with her family not approving of him as he is divorced with a 14 year old daughter. Soon after the marriage instances of DFV occurred toward our client including physical abuse, financial abuse, coercion and psychological abuse. The step daughter reported that she does not feel comfortable talking to her father but the client has slowly built a connection with her step daughter who told her she would like to see her cousins and friends more.

*When the client raised this with her husband he became angry and verbally and physically abused our client. Our client has reported that she would like to leave the relationship but feels she cannot leave as she is fearful of the consequences. Having previously participated in internal training and development relating to DFV, in conjunction with being provided with the **Follow My Lead** resource our consultant was able to take a client led approach in responding to our client and her presenting issues.*

*...The consultant used the practical application of **My Safety Kit** in her work with the client and reported that the service directory was particularly helpful in providing the client with additional resources and contact points external to her support from Converge.*

She is currently working with the client to assist her to identify both resistant behaviours and support social networks.

Further ways Converge International is engaging with Insight Exchange



“

We are very pleased to share that Converge International has an extensive and dedicated **Domestic and Family Violence (DFV) learning module in our national accreditation program** which is comprised of detailed information relating to FDV and support resources from Insight Exchange .

DFV is a national community issue that Converge takes seriously and is committed to the proactive promotion of awareness and response in providing support for those experiencing family domestic violence. We look forward to our continued partnership with Insight Exchange and providing meaningful client lead support and intervention.

”

NSLHD

Northern Sydney Local Health District

2019 – 2020

“Northern Sydney Local Health District (NSLHD) operates in accordance with the National Health and Hospital Agreement.

Local decision making is at the forefront of how they function, led by a professional Health District Board and Local Health District (LHD) Chief Executive.

NSLHD work closely with the Board to ensure the LHD delivers consistently high patient care, supported by input from clinicians and the community.

The vision for Northern Sydney Local Health District is to be "leaders in healthcare, partners in wellbeing".



Influencing Practitioners – Understanding and Reflection

How is Follow My Lead being used?

Clinicians working in Opiate Treatment Program (OTP) clinics report feeling quite often "hopeless" and "helpless" in supporting their clients accessing the program. They report these clients are often in crises and it can be difficult to get them to access support services or for them to be accepted by DV supports, for example accommodation refuges if they are using substances.

Follow My Lead has been a really great tool to reassure, ground and support staff to feel that by creating a safe place to allow women to discuss or disclose DV, and by listening and responding to where they are has assisted their clients even if there is no follow through to engagement with Services.

Something further I want to share about Follow My Lead is:

I have found **Follow My Lead** to fill a gap in DV resources and has become a very much "go to" for me as a starting point for bringing people on board in responding to DV. I have found that following in-service meetings and use of **Follow My Lead** clinicians are "spreading the word" and I have had further requests for in-service presentations and copies of the tools.

What did NSLHD do?



Within Opiate Treatment Programs in the health service. **Follow My Lead** is being used as a group exercise within teams of drug and alcohol clinicians.

It is explained to the team that **Follow My Lead** has been developed from the lived experience of victims/survivors of DV and to understand that they are best placed in understanding the complexity of their relationship and that they are best to guide in relation to safety and what they would like to happen next.



The groups then feedback to each other and further discussion is had about current practice.



They are asked to reflect on recent experiences, discussions, interactions or observations they have had when conducting DVRS routine screening or clients that attend the clinic and then think about how they may respond differently once having looked at the tool.



The group is then divided into roughly four groups and allocated a section of **Follow My Lead**.

The facilitator then read out the first two pages to set the context of the group session.

Further ways Northern Sydney LHD is engaging with Insight Exchange

We have used this same exercise with many services not limited to opiate outreach clinics. We have completed this exercise with many health services across the Northern Sydney Local Health District including with **early child and family services, maternity, mental health, drug and alcohol, dental and genetic counselling services.**

We have completed this same exercise with **health clinicians** when we have been invited to speak at professional development days/forums for a range of health **services including mental health and child youth and family.**

As Domestic Violence Officer, I also used it recently when I delivered training for **undergraduate nursing students at UTS.**

We have also embedded ***Follow My Lead*** into our **Domestic Violence Routine Screening Training (DVRS training).** Within health clinicians in maternity, drug and alcohol, mental health and child youth and family are mandated to conduct Domestic Violence Routine screening.

Clinicians must complete the **DVRS training** to conduct the screen. We use ***Follow My Lead*** to enhance clinicians response by understanding the complexities of DV and how it is important for clinicians to know that the person best placed to inform them about that is the client and part of response is understanding their world and how they are resisting and responding to the violence.

In addition my fellow Domestic Violence Officer colleague completed a project **"screen to be heard"** in attempts to remove barriers to screening within child youth and family. When she has presented the results of this project she also highlights the value of the resource ***Follow My Lead.***

We have also done **"train the trainer"** sessions with other clinicians about how we use the resource and provided copies. For example social work departments so they too can educate using this resource within services.

PWHC

Penrith Women's Health Centre

2019

"Penrith Women's Health Centre (PWHC) is a non-government, not for profit, and predominantly NSW Health funded organisation that aims to provide health services that address all aspects of women's lives and enhance one's existing strengths and skills.

Our focus is to foster good health and well-being in a safe environment that is open to all women in our community, and we actively address social injustice and support the rights and choices of all women in our community.

We are also committed to actively promoting better health outcomes for Aboriginal and Torres Strait Islander women and their families."

Influencing Practitioners – Understanding and Reflection

How is Follow My Lead being used?

"Follow My Lead" is being used in a number of ways:

- It is being used with other local service providers that we meet with, network, share resources with.
- It has been used with our clients, women who have experienced and/or are experiencing FDV.
- Clients have given it to their family/ friends/ employers as a powerful tool to help them to understand the complexities of what they are managing/ experiencing and provide them with some copies.
- At our region-wide Staying Home Leaving Violence, DFVS interagency, during a resource share, as well as presented as an addition to practice, reflecting on practice as social responders and bringing focus to the complexities those that have experienced DFV are managing.
- With students that are completing their placement here at the Penrith Women's Health Centre; studying social work, midwifery, community services and medicine."

Something further I want to share about Follow My Lead is:

"It is a powerful resource that is different to other DFV resources, as it speaks from the voices of people with lived experience of DFV."

"Although it is designed for professionals and those responding to people with lived experience of DFV, it has been extremely powerful for those that have lived experience of DFV."

How is *Follow My Lead* being received?

In a strong and positive way overall:

Local services love the resource and feel it is so different to what is out there at the moment. They have become excited at the focus of the impact social responders have.

The clients have found it to be extremely powerful and have had very positive and emotional responses to it.

One client cried and hugged the book stating "This is me, it's like I have written it."

Another woman experiencing DVF stated- "Finally someone gets it."
"Yes, dignity. It's about my dignity."

One woman gave it to a family member who was unaware of the DVF she had been experiencing. She stated it changed everything and her family member "Just got it." Following her lead and stating "Ok I am here, when you are ready, I am here."

When sharing it at our interagency, it opened up some amazing discussion about the impact we can have as social responders and the importance of walking alongside those that have experienced DVF, allowing them to be the experts in their own life. The importance of upholding dignity and building on safety, the way we already do this and exploring other ways of doing this more effectively.

The feedback from students has been amazing as it has been very informative for them and introduced them to new language, the concept of resistance and the influence they can have as a social responder.

Who decides?

Who decides the status quo is good enough?

Knowingly or not, people, systems and services make decisions every day about:

- How to respond to victims of violence
- How to respond to perpetrators of violence
- What principles and practices to adopt
- What work to prioritise; and
- How to spend their money.

Imagine...

... if we all decided the status quo is not good enough?

We could decide, collectively and individually:

- To get informed about violence
- To recognise resistance to violence
- To use language accurately to represent violence
- To reject victim-blaming ideas and excuses for violence
- To make prevention of violence a priority.

We can all stand against violence and abuse from wherever we are in society.

Every insight. Every postcode.

We decide.



A snapshot of **Insight Exchange** resources

[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 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.

[My Safety Kit](#) – is a reflection resource that speaks in the voice of the reader who may be reflecting on their own relationships and (possible) experiences of domestic and family violence. The resource may also have benefits for people who are: supporting friends and family who are (or might be) experiencing domestic and family violence; and for people who are working as a service responder to people experiencing DFV.

[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.

[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.

[Voices of Experience](#) – 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.

Insight Resources:

[My Check Tool](#)

[Guide to Selecting a Counsellor](#)

[Creating Conversations](#) – is an event series designed to bring people together with the understanding that violence is a ‘shared social issue’.

[Language Lab](#) – provides a set of resources to inform more accurate representations of violence through language.

[Practice Exchange](#) – provides participating organisations a supported opportunity to review and develop their practice in responding to Domestic and Family Violence and related forms of adversity. Practice Exchange explores these responses at a granular real-world real-work level from the perspective of response-based practice.

[Understanding Financial Abuse](#) – is a project designed to improve our understanding of financial abuse and enable individuals, communities, organisations and businesses to improve their responses to it.

[Workplace responses](#) – This initiative involves workplaces and employee assistance programs (EAPs) committed to improving their awareness of, and responses to, domestic and family violence. A Workplace Kit is available for workplaces and EAPs considering their responses.

[Follow My Lead](#) – was an initiative which resulted in the publication of [Follow My Lead](#). The project was designed to build understanding of lived experience, outlining what being ‘safe to talk to’ means, and how significant responses are.

Exchange Resources:

[Publications](#)

[Videos](#)





[Insight Exchange Updates](#)

To find out more or to receive notice of new updates and resources [Contact Us](#)

Our thanks to CSIRO, Converge International, Northern Sydney Local Health District, Penrith Women's Health Centre for sharing with us your efforts and learning for the benefit of many.

Everyone has a role to play. Every response matters.

Our hope is we can use Insight Exchange as a place for sharing and supporting the great work being done to apply and evolve these ideas.

Do you have an example to share about the Insight Exchange ideas applied in your context?

Contact us to share your example of what you have used and how, and how that has been received.

www.insightexchange.net