

WHAT YOU CAN EXPECT FROM THE INSIGHT EXCHANGE TEAM:

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.

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 humble donations of individuals and a silent donor for the benefit of many. 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.

The portfolio of our work can be explored through www.insightexchange.net



We acknowledge the Traditional Custodians of the land on which our work and services operate and pay our respects to Elders past, present and emerging. We extend this respect to all First Nations peoples across the country and the world. We acknowledge that the sovereignty of this land was never ceded. Always was, always will be Aboriginal land.

Code of Conduct

The Insight Exchange team are expected to:

- comply with all applicable legislation and regulatory requirements, and any other contractual obligations.
- manage professional relationships with colleagues, clients and other stakeholders which are based on respect and free from unlawful behaviours such as discrimination, racism, harassment and bullying.
- maintain strict confidentiality in relation to participants, other employees, Insight Exchange operations, all Insight Exchange confidential information, documentation and work practices during and after employment or engagement with Insight Exchange.
- carry out duties and functions in a fit state, with integrity and due diligence.
- report suspected or actual misconduct, fraudulent or corrupt behaviour to their Manager, or a Board member.

Insight Exchange employees (DVSM Employees) are expected in addition to the above to also:

- understand and comply with all relevant DVSM policies and procedures.
- exercise due professional judgement when making decisions on behalf of DVSM Insight Exchange, considering legal and contractual obligations required by government or other funders, conflicts of interest and the impact on individuals as well DVSM's reputation including the reputation of Insight Exchange.

Read about our **Values and Principles** on page #2.

Our Values

The values that guide our everyday work include:

Person-Centred - we listen and embrace diversity to support our service users to achieve their self-defined goals	Excellence - we aim to exceed expectations with our professionalism and evidence-based products, programs and services.	Respect – we remain open minded and non-judgemental	Integrity – we are ethical, transparent and accountable.
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Our Principles

The principles that guide our everyday work include:

Violence is never acceptable or exclusive or excusable

Domestic and Family Violence in all its forms is a violation of basic human rights. We all have the right to live free from violence. Children’s right to safety is paramount.

Being ‘safe’ is more than being physically safe – it includes all aspects of wellbeing. Domestic and Family Violence has a negative impact on a person’s wellbeing and in turn a community’s wellbeing.

Our approach is person centred

The people we work with are at the centre of decisions that relate to their life. We are respectful of, and responsive to, the preferences, needs, and values of people. We have respect for choices made whilst balancing competing rights, risks and responsibilities.

We uphold an individual's dignity

We view people as experts and leaders of their own lives. Everyone has the capacity to make choices, including choices relating to their risk, safety and wellbeing, and to make changes. We take care to build on an individual’s capacities, preserve hope and to do no harm.

Respect and equality is critical

We acknowledge that people can experience discrimination because of gender, disability, age, race, colour, descent, national origin or ethnic origin, or immigrant status, lived and expressed gender and sexual identity or religious belief. We work to redress inequality in all its forms and embrace diversity.

We are committed to the design and delivery of effective services

We seek to improve adults’, children’s, and young people’s sense of wellbeing through informing, empowering, and enduring strategies that can support them well beyond their time accessing services.

We respond justly

Collectively, we have to hold those who use Domestic and Family Violence responsible for their choices and actions. In order to improve individual and community safety, effective prevention and intervention strategies for those who use violence are part of the solution.

We collaborate

We value the importance of community as a place to belong and participate in. We work to support individuals’ and communities’ hopes for the future. We listen to each other and work in partnership to design and deliver services. We recognise we are not able to achieve this work on our own.

We work with integrity, inclusivity and excellence

We develop trusting relationships by working ethically, with accountability and we operate transparently. We continuously improve our work through evidence-informed programs and services.

We foster a supportive environment for staff wellbeing, development and succession

We respect, value and learn from each other’s experiences and contributions. We create opportunities and support staff members to grow in their professional potential, to lead themselves and others to continuously improve. We invite and place value on feedback, and hold each other accountable to our code of conduct and code of practice.

It is necessary for all of us to take responsibility for making change happen

Violence doesn’t exist in a vacuum. How we respond as services, family members and friends matters. This response is informed by culture, media and societal perceptions of Domestic and Family Violence and gender inequality. We work to influence others and to create change