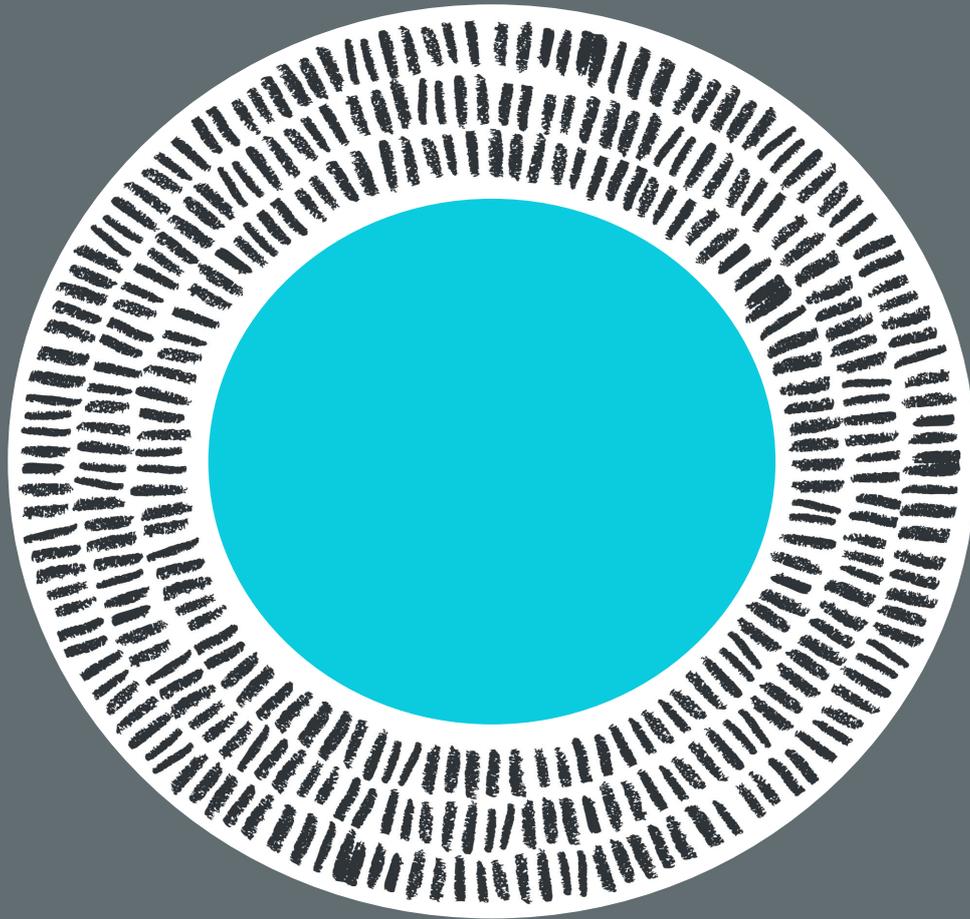


INSIGHT EXCHANGE

PARTICIPATION GUIDE



What have participants engaging in the Insight component said about their experience of participation?

"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."

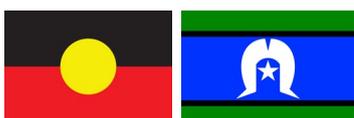
Participant, 2019

"I found the whole experience incredibly respectful, acknowledging and very supportive."

Participant 2020

"I thought the Insight Exchange interviewer was truly fantastic. She put me at ease, let me guide the conversation and made sure I felt that the space was safe and free from judgement."

Participant, 2020



We acknowledge 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 the sovereignty of this land was never ceded. Always was, always will be Aboriginal land.

Participating in Insight Exchange: Interviews

The purpose of this document is to provide detailed information to people who are considering participating in Insight Exchange. Sharing your experiences of domestic and family violence through Insight Exchange involves several interviews with a trained Insight Exchange interviewer, and results in a de-identified narrative of your experiences being published on the Insight Exchange website. You can read previous participants' lived experiences narratives on the [Voices of Insight](#) page of the website. Extracts from the published narrative will also be used in a range of other formats to help inform social, service and system response to domestic and family violence. For your awareness here is our published guidance for individuals, organisations and industries [Using Insight Exchange](#).

Included in this document is information about:

- Insight Exchange
- How Insight Exchange works
- What to expect when participating in Insight Exchange.
- The process and the steps involved in participating
- Frequently Asked Questions about Insight Exchange

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

How Insight Exchange works

There are four interdependent components of Insight Exchange.

My Lived Experience

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.

My Insights Shared

Insight Exchange shares my lived experience, highlighting my responses and resistance to violence and where 'social responses' were helpful, unhelpful or harmful.

Our Social Responsibility

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.

Our Social Response

Through Insight Exchange we (all) have the opportunity to strengthen our responses to domestic and family violence as individuals, communities and organisations.

Why Insight Exchange is important

Listening to the voices of people with lived experience of domestic and family violence is essential to informing social, service and system improvements in how we respond to people experiencing, and people using violence, and our collective efforts towards prevention.

Creating opportunities for people's voices to be heard is a responsibility that rests with us all. Existing avenues for listening to voices of lived experience hold tremendous value, however few directly seek out, explore and give voice to people's [resistance and responses to violence](#). Insight Exchange is designed to foreground this focus, and our hope is that by hosting the insights on the Insight Exchange platform, the insights can be used to further inform prevention and improved social, service and system responses.

Who can share their experiences through Insight Exchange?

Any person who has experienced (or is currently experiencing) domestic and/or family violence and who is 18 years of age or older is able to share their experiences through Insight Exchange. There is no cost to participate.

What to expect from participating in Insight Exchange?

Conversations about domestic and family violence commonly focus on the violence used by the perpetrator and the impact on the person experiencing violence. We know from evidence that this is only part of the facts.

Insight Exchange seeks to gain a more accurate account of what has occurred. The interviewer will do this by asking about, and getting a better understanding of, the ways in which you resisted and responded to the violence used against you.

This requires that the interviewer ask questions to gain an understanding of all aspects of the context in which particular incidents occurred, including who was present and how people responded to you, and the pattern of behaviours you experienced.

Gaining a more accurate account is important because it challenges the idea that people subjected to violence are 'passive victims'. A more accurate account can also reveal the deliberate, strategic and intentional use of violence by the perpetrator.

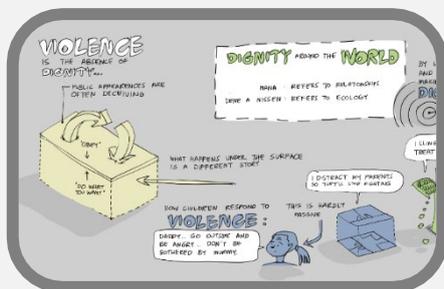
The questions the interviewer will ask include:

- What would you like to share with us about your experiences?
- How you responded to and resisted the violence and abuse?
- How other people responded to you and your response to them?
- How your responses might have changed over time (to the perpetrator and to others)?
- We also want to understand a bit about you and your background, because understanding who you are is also important to understanding the decisions you have made.

We recognise that while some people may want to talk about the violence they experienced, other people may not want to share certain details of things that have happened. What you share, and how much you share is up to you. Insight Exchange interviewers will be guided by you as to what information you wish to share and what information you do not want to talk about. This happens in the interview which is very conversational. At any point you can say you do or don't want to talk about something, and/or you do or don't want something to be included in the published narrative.

RECOMMENDED VIEWING: Find out more about the ideas that guide and underpin the interview

If you have not already seen these videos, we encourage you to watch them to find out more about the ideas that will guide and underpin our interview. The following clips are extracts from presentations by Dr Linda Coates and Dr Allan Wade from the Centre for Response Based Practice, Canada.



Dignity and our social response:
<https://vimeo.com/288468075> (10mins)



Responses to violence: <https://vimeo.com/286827073> (12mins)

Further videos about the ideas that guide our interview process are available
<https://www.insightexchange.net/resources/videos/>

Insight Exchange – Our best hopes and our acknowledgement

We acknowledge that whilst our best hopes are that participation in Insight Exchange is positive, we cannot assume to know or measure all that participation may mean to someone at the time or over time.

We also acknowledge that despite our best efforts to assemble with a participant a more accurate representation of some of their experiences, we can never fully understand all that their experiences of violence mean to them now or through their life. We understand that no one's life experience can ever be fully represented in language or any other form.

At all times the Insight Exchange team work to fulfill

- Domestic Violence Service Management's [code of conduct](#).
- Domestic Violence Service Management's [values and principles](#).

Insight Exchange – Participate

If you are interested in participating in an Insight Exchange, please go to the Participate page on the Insight Exchange website <https://www.insightexchange.net/participate/>

Participating in Insight Exchange

Sharing your experiences of domestic and family violence through Insight Exchange is designed to be safe and ethical and Insight Exchange interviewers will seek your consent at all points throughout the process.

In some cases, you may have learnt about the interview opportunity from a Support Interviewer. A *Support Interviewer* is a community member or professional involved in Insight Exchange who may have language, culture or community context that can further support you as you participate.

Whether or not a Support Interviewer is involved, the diagram below provides an overview of the steps involved.

Insight Exchange Interview - Process Overview



STEPS IN ENGAGING WITH INSIGHT EXCHANGE

<p>1</p>	<p>Expression of Interest (EOI) Complete an Expression of Interest form. The purpose of this form is to:</p> <ul style="list-style-type: none"> • Ask of your hopes for participating in Insight Exchange. • Ask you for information about how we can contact you safely. • Provide you with a link to the participant information pack. • You can find a link to the Expression of interest form here: https://www.insightexchange.net/participate/ 	 <p>Submit an expression of interest</p>
<p>2</p>	<p>Phone Meeting: Discussing ethics, consent and exploring safety The purpose of this conversation is to enable you to decide if you wish to begin participating in Insight Exchange. The conversation will cover:</p> <ul style="list-style-type: none"> • The purpose of Insight Exchange. • Any safety considerations that we need to be aware of in relation to a person’s participation. • Ways to mitigate those risks. • On balance whether you decide if you want to participate or not. • A time for an interview. 	 <p>Speak to the team to understand Insight Exchange and decide if you want to participate. (up to 30 minutes)</p>
<p>3</p>	<p>Interview 1: Sharing your experience If you choose to go ahead and share your experiences, then we will invite you to attend an interview with a skilled team member of Insight Exchange. The purpose of the first interview is to capture an accurate account of how you have responded to and resisted violence and how your actions may have been important in upholding your dignity. The interview will be conducted within 90 minutes and will be in a conversational manner. The interview will take the following format:</p> <ul style="list-style-type: none"> • Introductions. • An explanation of what we will be asking you and why. • An assurance that you are not required to share anything that you do not feel comfortable sharing. • You will then be asked if you are comfortable starting the interview. If you are, we will ask you to sign the consent form to participate. • The Interview will then commence. 	 <p>Consent to participate form</p> <p>Interview #1 – Share your experiences (90 minutes)</p>
<p>4</p>	<p>Your reflections on what you have shared (Narrative) The recorded interview will be sent to a third-party transcription service and transcribed. The Insight Exchange team will send you a copy of the transcript within 14 days to the email address you have specified. The file will be marked private and confidential and must be treated as such. Any identifying names (adults and children) will be replaced before sending the transcript to you and we will not use names in the email correspondence about the narrative. As a precaution we recommend that you do the same. You will be asked to read the interview and reflect on what you have shared by considering a series of questions we will provide you. You will also be asked to complete a short survey about the interview to provide</p>	 <p>Reflect on the narrative of your experiences</p>

	<p>feedback on the process and help us to ensure the way we conduct interviews is safe and ethical.</p>	
<p>5</p>	<p>Interview 2: Reflecting on what is significant and important to you The purpose of interview 2 is to understand any reflections or important perspectives that you have from participating in the Insight Exchange Process so far.</p> <p>We will also ask you additional questions to ensure that we understand how these reflections are important to you. You will be asked to confirm if your experiences have been captured in an accurate way and if there is anything that you wish to change, remove or add.</p>	 <p>Interview #2 – Share your reflections and how this is significant to you (up to 60 minutes)</p>
<p>6</p>	<p>We will produce a written narrative of your experiences, which will be assembled and edited by the Insight Exchange team from the transcribed interviews. The written narrative will then be shared with you. The file will be marked private and confidential and must be treated as such. Any identifying names (adults and children) will be replaced before sending the transcript to you and we will not use names in the email correspondence about the narrative. As a precaution we recommend that you do the same.</p> <p>We will ask you to read the narrative to ensure it is an authentic representation of your experiences. You can provide further feedback by email and/or you will be invited to attend a final meeting (via phone or in person) to discuss the assembled narrative.</p>	 <p>Check the final narrative for accuracy</p>
<p>7</p>	<p>Narrative accuracy and de-identification The purpose of the final meeting is to review the assembled narrative of your experience together to ensure it is accurate and that the way it has been de-identified considers your safety and the people you care for. At the end of this meeting, we will ask you if you give your consent for your narrative to be shared through Insight Exchange.</p> <p>All prior versions of the narrative and correspondence prior to consent to publish will be deleted, and we will only retain your EOI, Consent to Participate, and Consent to Publish. As a precaution we recommend that you do the same.</p>	 <p>Decide if you give your consent to share your final narrative through Insight Exchange (up to 30 minutes)</p>  <p>Consent to publish form</p>

Insight Exchange: Frequently Asked Questions

Ref	Question	Answer
1	What are my rights as a participant of Insight Exchange?	<p>If you do decide to participate, you have the right to:</p> <ul style="list-style-type: none"> • Decline to answer any particular question asked during the interview process. • Ask for the recorder to be turned off at any time during an interview. • Your information being stored securely and to be kept strictly confidential, except as required by law. • Withdraw from participating at any time. • Ask any questions or provide feedback about any aspect about the Insight Exchange process. • Participate in a safe and ethical process. • Consent to involve a Support Interviewer in the interview process. • Withdraw your consent on the involvement of a Support Interviewer. • Request that your de-identified transcript be destroyed and not used for further research. • Request that your de-identified narrative be removed from Insight Exchange. • To have your privacy and confidentiality respected. • Request that the experience you have shared be accurately reflected in a de-identified way, which ensures you will not be individually identifiable.
2	What if I agree to share my experiences with Insight Exchange but change my mind at some point during the process?	<p>Your participation in Insight Exchange is voluntary and you may withdraw from participating at any time, with our full support and understanding. We ask that you notify us if you wish to withdraw so that we can delete information you have shared in a timely manner.</p>
3	Will it be possible to recognise my identity from my narrative?	<p>It is a requirement of participating in Insight Exchange that all the people and organisations that are contained within your interview are de-identified. This includes:</p> <ol style="list-style-type: none"> a) You as the person who has experienced violence. b) The person who has perpetrated the violence. c) Any other people identified through the course of the interview (children, family members, friends, colleagues etc.). d) Social responders identified through the course of the interview (e.g. support services, health services, Police, employers, businesses, education institutions etc.) <p>We will work with you to ensure that you and the people in your narrative are not identifiable.</p>
4	What will happen with the information (narrative) that I share with insight Exchange?	<p>At the completion of your participation with Insight Exchange, you will be asked if you give your consent for your <u>narrative to be shared publicly</u> through the Insight Exchange project (Consent to Publish). If you give your consent your narrative (de-identified) will be publicly available to support people to better understand and respond to domestic and family violence. Insight Exchange will draw on the narratives collected to support individuals, communities, institutions and organisations to work toward creating a society that responds to people who have experienced violence with dignity and respect and to make society safer for all people. Your narrative, or excerpts from it, may be shared in a range of formats for example reports, transcripts, visual representations and through a range of channels for example online, in forums, at events and as part of workshops.</p>

Ref	Question	Answer
5	Can I tell other people about the opportunity to participate in Insight Exchange?	Yes, you are welcome to let other people know about the opportunity to participate in Insight Exchange.
6	Can I use my narrative of violence for my own purposes?	<p>Participants are able to use their de-identified Insight Exchange narrative for their own purposes. However, if a narrative is used in a manner that identifies the participant and/or any other persons or parties it includes, then they may be liable for legal action.</p> <p>If a participant publicly self-identifies with their narrative, Insight Exchange reserves the right to remove the published narrative from its website.</p>
7	Is there any opportunity for ongoing support or engagement with Insight Exchange after I have shared my experiences?	Participation in Insight Exchange is limited to your engagement in the interview process. Participation might lead to a desire to seek additional support, or further interest in a process of seeking justice or other forms of social action. In this instance we will offer to assist you to identify what you would like to do and possible next steps
8	Is participating in Insight Exchange a form of counselling or therapy?	No. The purpose of the interviews is to have a structured conversation that enables you to share your experience as part of a social change initiative. Participating in Insight Exchange is not a form of counselling or therapy. Some people find the supported process of talking in a safe context about their experiences and how they have resisted and responded to violence to be helpful or useful.
9	Will the process of talking about the violence I have experienced through Insight Exchange be distressing?	The Insight Exchange interviewer is trained in facilitating conversations about violence in a safe and ethical manner. It is our experience that people often find the process of talking about their resistance and responses to violence to be an emotional experience. It is normal for a person to have emotional responses (such as sadness, anger, disgust, happiness, surprise and courage) during an interview. The role of the Insight Exchange step by step process, of checking in and seeking feedback throughout, is to ensure that any participant does not experience undue or overwhelming distress as a result of their participation. You may stop an interview or withdraw your participation from Insight Exchange at any time.
10	Will being involved in Insight Exchange make me unsafe?	Your safety and wellbeing is most important. As part of the process of participating in Insight Exchange we will ask you if you think there are any safety considerations associated with your participation. We will work with you to identify ways to mitigate any identified risks to your safety and the people you care for. We will ask you to decide whether or not you feel that you are able to participate in a way that you are comfortable with.
11	How will I benefit from participating in Insight Exchange?	The purpose of Insight Exchange is to support individuals, communities, institutions and organisations to work toward creating a society that responds to people who have experienced violence with dignity and respect and to make society safer for all people. Your participation may be of benefit to you in that it may provide a sense that you are contributing to this change. For some people it may also be personally beneficial to have an accurate description of your efforts to uphold your dignity. Your participation may not result in any personal benefit for you.

Ref	Question	Answer
12	What happens if I want to retract or change the narrative I have shared with Insight Exchange?	You may revoke your consent at any time <u>before</u> publication. However, <u>after</u> publication you are <u>not able</u> to withdraw your consent or retract or change any parts of your narrative. While Consent to publish cannot be revoked, you are able to request that DVSM (as publisher) does not make further use of your contribution in future publications. All existing publications used by DVSM and by third parties will not be recalled
13	Will I be able to control how other people use my de-identified narrative once it is shared live through Insight Exchange?	No, we cannot take any responsibility and do not have any control of how your de-identified narrative might be used by third parties who access Insight Exchange. We will provide guidelines on proper and respectful use. Information about using Insight Exchange is published on https://www.insightexchange.net/guide-using/
14	How can I contact someone from insight Exchange?	You can contact someone from Insight Exchange via the Insight Exchange website Contact Us page https://www.insightexchange.net/contact-us/
15	How can I make a complaint about Insight Exchange?	If you would like to make a complaint about Insight Exchange, please go to the DVSM website contact us page https://www.insightexchange.net/contact-us/
16	How can I stay up to date about Insight Exchange?	We will publish regular updates about Insight Exchange on the Insight Exchange Updates page of the Insight Exchange website. Please go to the updates page https://www.insightexchange.net/updates/
17	How can I stay up to date about what value the insights have to people who use Insight Exchange?	There are a range of ways that we collate the ongoing engagement with and feedback about Insight Exchange. You can access these documents at anytime and do not need to be on the keep in touch directory to do so. Updates about the Engagement Report, Ideas applies, Collection of messages to participants who shared their lived experience insights, and a collection of messages to donors supporting the work are hosted here on the Feedback Shared Page - https://www.insightexchange.net/feedback-shared/

Insight Exchange: Consent to Participate Form

Insight Exchange has been established, developed and is governed by Domestic Violence Service Management (DVSM) a registered charity (ABN 26 165 400 635).

By participating in Insight Exchange, I understand that:

- My interview will be audio recorded.
- My narrative will be used to strengthen individual, community and organisational responses to violence.
- My interview will be transcribed by a third-party transcription service.
- My personal data and the information I share during my participation will be de-identified and securely stored.
- My identity and the identity of all individuals and organisations identified in the narrative of my experiences will be removed.
- The audio recording will be destroyed after the transcription and de-identification.
- All intellectual property remains the property of DVSM Insight Exchange
- I may revoke my consent at any time before publication. However, I understand that after publication I am not able to withdraw my consent.
- While Consent to publish cannot be revoked, I am able to request that DVSM (as publisher) does not make further use of my contribution in future publications. I understand that all existing publications used by DVSM and by third parties will not be recalled.
- If I consent to having my deidentified narrative published, I will not have any control of how the narrative might be used by third parties who access Insight Exchange.
- If I publicly self-identify as the person in the narrative, DVSM may choose to remove the narrative from its websites and any other publications.
- Insight Exchange must comply with relevant laws and my participation records may be subject to subpoena for a legitimate forensic purpose.
- Insight Exchange interviewers are mandatory reporter's in relation to the safety and protection of children and risk of significant harm to self and others. In such circumstances mandatory reporting requirements override privacy and consent considerations. Whenever possible Insight Exchange interviewers will make steps to notify me if a report has been or will be made.

I understand that I have the right to:

- Decline to answer any particular question asked during the interview process.
- Ask for the recorder to be turned off at any time during an interview.
- Withdraw from participating at any time.
- Ask any questions or provide feedback about any aspect about the Insight Exchange process.
- Participate in a safe and ethical process.
- Revoke my consent at any time before publication.
- Have my privacy and confidentiality respected.

I understand that at the completion of the narrative of my experiences, I will be asked if I give my consent for my narrative to be shared prior to it being publicly available through Insight Exchange.

Declaration by participant

I have read the participant information pack and have had the details of the Insight Exchange project explained to me in a language that I understand. My questions have been answered to my satisfaction, and I understand that I may ask further questions at any time.

Participant Name (printed):	
Participant Signature:	
Date:	

Declaration by Insight Exchange Interviewer

I have given a verbal explanation of the Insight Exchange project, its procedures and have asked the participant if they have safety concerns associated with their participation in Insight Exchange. I believe that the participant has understood that explanation.

Interviewer Name (printed):	
Interviewer Signature:	
Date:	

Insight Exchange: Consent to Publish Form

Insight Exchange has been established, developed and is governed by Domestic Violence Service Management (DVSM) a registered charity (ABN 26 165 400 635).

Declaration by participant

I give my consent for my de-identified narrative of my experiences to be shared publicly through Insight Exchange. I understand that:

- My narrative may be:
 - Published in all formats (including print, electronic, and websites)
 - used on the Insight Exchange website,
 - shared through social media platforms
 - used in part or in its whole during presentations, workshops and other events that aim to support people to understand violence and the role they play as social responders.
- I will not have any control of how my de-identified narrative might be used by third parties who access Insight Exchange.
- I may revoke my consent at any time before publication. However, I understand that after publication I am not able to withdraw my consent.
- While consent to publish cannot be revoked, I am able to request that DVSM Insight Exchange (as publisher) does not make further use of my contribution in future publications. I understand that all existing publications used by DVSM Insight Exchange and by third parties will not be recalled.
- If I publicly self-identify as the person in the narrative, DVSM Insight Exchange may choose to remove the narrative from its websites and any other publications.
- My identity, the identity of all individuals, the identity of organisations and other relevant information (e.g., locations, dates etc) contained in the narrative will be de-identified. I understand, however, that complete anonymity cannot be guaranteed.

I have had the details of the Insight Exchange Consent to Publish form explained to me in a language that I understand. My questions have been answered to my satisfaction, and I understand that I may ask further questions at any time.

Participant Name (printed):	
Participant Signature:	
Date:	

Declaration by Insight Exchange Interviewer

I have given a verbal explanation of the Insight Exchange project the consent to publish form. I believe that the participant has understood that explanation.

Interviewer Name (printed):	
Interviewer Signature:	
Date:	

Optional - consent to be contacted to participate in Insight Exchange Research

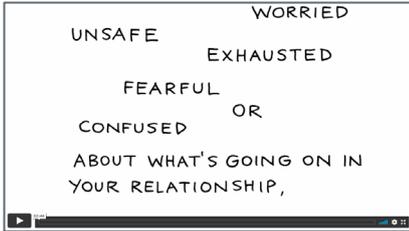
I give my consent to be notified about opportunities to participate in future research related to my participation in Insight Exchange:	<input type="checkbox"/> Yes <input type="checkbox"/> No
If 'Yes' I can be contacted by the research Coordinator via the following contact details:	Contact Details:

Optional - consent for my de-identified narrative to be used in future Insight Exchange Research

I give my consent for my de-identified narrative to be included in research related to Insight Exchange:	<input type="checkbox"/> Yes <input type="checkbox"/> No
--	---

Are you reflecting on your own relationships and experiences?

My Safety Kit is a reflection resource designed to support people who are, or may be, experiencing domestic and family violence. Read and/or download [My Safety Kit](#)



View the **My Safety Kit** animation

An introduction [for people reflecting on their relationships](#) (2.4mins)



View the **My Safety Kit** animation

An introduction to the [decision-making tool](#) (3.5 mins)

Are you wanting to know more about being a responder?



[View the Follow My Lead Animation \(4min\)](#)

Follow My Lead seeks to reveal a snapshot (in first person voice) the complexity of lived experience of violence and how violence is used to undermine, oppress and control a persons liberties, safety and wellbeing across many aspects of their life.

Read and/or download [Follow My Lead](#)

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Start a conversation with the **Insight Exchange Team** contact@insightexchange.net



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[Instagram](#)



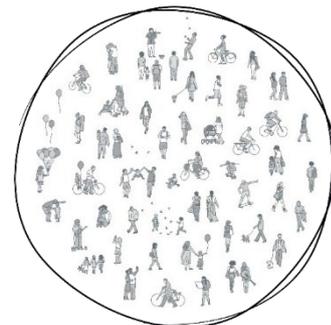
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www.insightexchange.net