

INSIGHT EXCHANGE STRATEGIC FRAMEWORK



OUR SHARED CHALLENGE
OUR SHARED RESPONSIBILITY

2021 – 2022 STRATEGIC FRAMEWORK

Domestic and family violence is in every postcode and community.

Preventing violence, understanding violence and improving responses to violence remains a cross cutting national issue and a shared challenge that no community, sector or system can achieve alone.

Every response matters. Any time. Every time. Every person and any community.

[Insight Exchange](#) exists to share in this challenge; to continuously learn, reflect and improve on how we contribute to safe, just, effective and dignified responses.

We also hold a commitment to support others in this shared responsibility.

The purpose of this document:

This **Insight Exchange Strategic Framework** sets the vision, purpose, scope, inputs, outputs, outcomes and accountabilities for the Insight Exchange work. It is published on the [Strategy and Engagement](#) landing page on Insight Exchange website and shared with the stakeholders.

In complement, the **Insight Exchange team lead and implement a work plan** (hosted offline) which outlines at a detailed operational level the end to end tasks required to design, develop and review the outputs outlined in the Strategic Framework.

The work of Insight Exchange maps into the overall **DVSM Strategic Plan**.

www.insightexchange.net





...from the status quo.

National, state and territory definitions of DFV and criminal codes vary, however violence and abuse is never acceptable in any community, family, institution, place or context.

Despite this, people who perpetrate violence benefit from many features of our status quo. They benefit by being able to conceal, excuse, minimise or extend their abuse often without being held to account.

Inadvertently, people in the community and people working in services and systems also benefit by not having to change processes, attitudes, and laws, nor hold perpetrators to account.

But in the long-term, domestic and family violence benefits no-one.

Family and community connections are lost, physical and mental health is compromised, financial security is dashed, spiritual, cultural and emotional worlds are challenged, personal liberties are limited, and costs to society mount.

If we are to create the long-term change we want, all of us – in the community and working in services and systems – thinking about violence, must ask ourselves...

Who benefits?

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 sabotaged.

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

Every insight. Every postcode.



...to keep things the same?

Knowingly or not, people in the community and people working in services and systems 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.

This reality reveals possibilities for what could be

decided differently.

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

Every person.

Every community.

Every worker. Every leader.

Every service. Every System.

We could decide, collectively and individually:

To get informed about violence

To challenge our assumptions

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.

OUR SHARED POSSIBILITIES



“If we get better at addressing violence, we get better at almost everything. Because it is at the bottom of so many diverse forms of suffering”

Centre for Response-Based Practice

“Social Responses are the most potent preventative powerful force”

Centre for Response-Based Practice

“We all have a role, we all have a part, whether we want to take it up consciously or not.”

Centre for Response-Based Practice

OUR STRATEGIC RESPONSE

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.

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.

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.

Background

Comprehensive background information about the origins of Insight Exchange (including underpinning ideas and records of engagement since inception) are available on www.insightexchange.net.

Language and Terms

Throughout this framework we use the word:

‘Victim’ to refer to a person who is being or has been wrongly harmed, not as an identity term.

‘Perpetrator’ to refer to a person who is wrongly harming or has harmed others, not as an identity term.

‘Violence’ is used to encompass a range of oppressive, abusive, controlling, undermining and overpowering behaviours.

The insight exchange website hosts information that answers the question [‘What is domestic and family violence?’](http://www.insightexchange.net)



Insight Exchange has four key interdependent parts.

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 and supported process.

My insight 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 violence and the role we play as social responders.

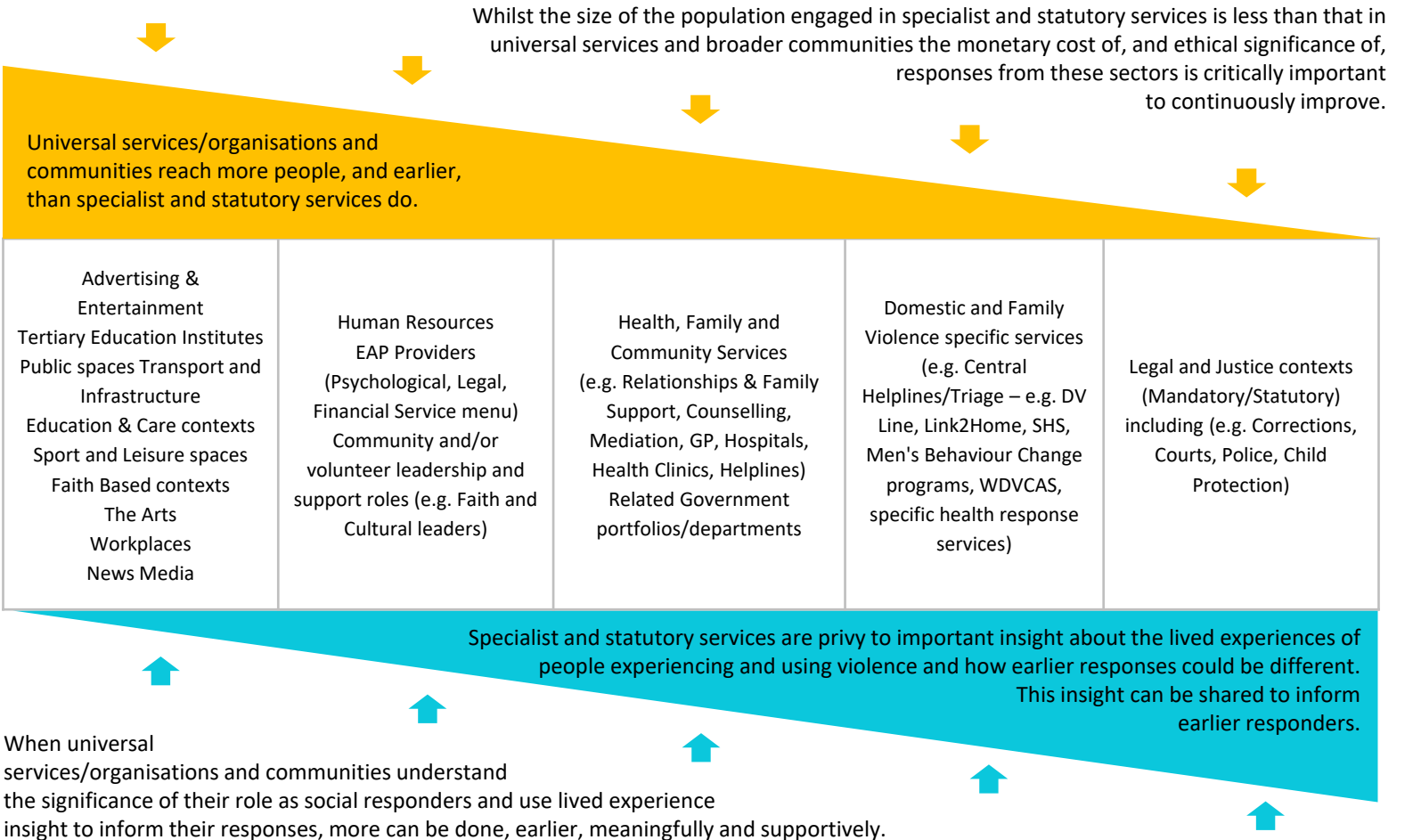
Our social response

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

These parts facilitate action to achieve the strategic outcomes (shown in the logic table on [page 6](#)).

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.



Logic | 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.

Inputs →	Activities →	Outputs →	Outcomes
<p>Financial Inputs:</p> <p>Donation of funds to sustain Insight Exchange</p> <p>People Inputs:</p> <ul style="list-style-type: none"> • Board (Governance) • Employees • Participants • Associates • Collaborators • Suppliers • Supporters <p>IT & digital inputs:</p> <ul style="list-style-type: none"> • Website platform • Software Tools • Social Media Channels 	<p>Key interdependent streams:</p> <ul style="list-style-type: none"> • Collating, publishing and distributing insight from people with lived experience/s of domestic and family violence • Enabling access to participate in and engage with Insight Exchange ideas, resources and initiatives • Supporting and influencing current and emerging leaders and teams to develop and value insight-informed design and responses to people experiencing domestic and family violence 	<p>The 7 categories of outputs map into the insight and exchange components.</p> <p>Insight Initiatives:</p> <ol style="list-style-type: none"> 1. Safe ethical participation opportunities for people experiencing domestic and family violence to share their lived experience insight. 2. Lived experience insight narratives and resources shared across the response continuum 3. Resources developed with and published for people experiencing domestic and family violence <p>Exchange Initiatives:</p> <ol style="list-style-type: none"> 4. Provision of awareness and insight building ‘Exchange’ events (cross-context and cross-discipline) 5. Resources developed with and published for responders (cross-context and cross-discipline) 6. Sharing insights and building understanding of responders through the <ul style="list-style-type: none"> ▪ Language Lab The Arts Lab Futures Lab ▪ Network and supports for Workplaces, EAPs and other responders ▪ Practice Exchange – supporting reflective practice (cross-discipline and cross-sector) ▪ Creating Conversations Events, Masterclasses, Associate and Customised Sessions ▪ Specific Projects planned and responsive with engaging services, organisations and institutions across the ecosystem 7. Joint Project/s on Economic Abuse with Centre for Women’s Economic Safety <p>These 7 categories of outputs are mapped against the response continuum (See page #7)</p>	<p>The following outcomes are the Insight Exchange strategic priorities and are interdependent in their function and value.</p> <p>My lived experience Through Insight Exchange people have the opportunity to share their lived experience of violence in an accurate way through a safe, ethical and supported process.</p> <p>My insight shared Insight Exchange shares participants lived experience, highlighting their responses and resistance to violence and where ‘social responses’ were helpful, unhelpful or harmful</p> <p>Our social responsibility Through Insight Exchange communities, services and systems take up the opportunity to gain a more accurate understanding of lived experience of violence and the role we play as social responders.</p> <p>Our social response Through Insight Exchange communities, services and systems take up the opportunity to strengthen responses to violence as individuals, communities and organisations.</p>

The following table presents the outputs of Insight Exchange (listed on page 6) grouped into Insight initiatives and Exchange initiatives. These are mapped under the response continuum.

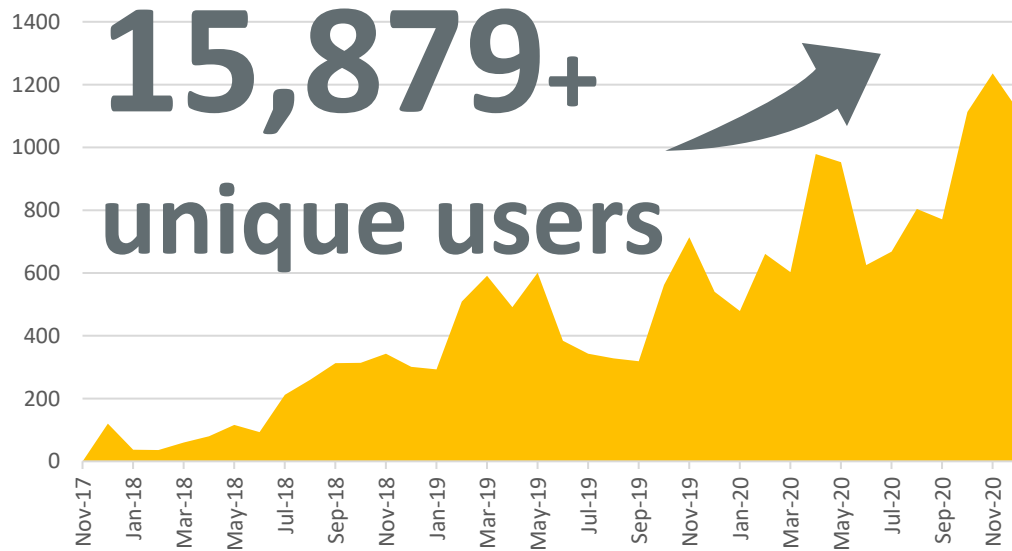
<p>WHO ARE THE OUTPUTS DESIGNED WITH AND FOR? →</p> <p>WHAT ARE THE OUTPUTS? ↓</p>	<p>Advertising & Entertainment Tertiary Education Institutes Public spaces Transport and Infrastructure Education & Care contexts Sport and Leisure spaces Faith Based contexts The Arts Workplaces News Media</p>	<p>Human 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, Link2Home, SHS, Men's Behaviour Change programs, WDV CAS, specific health response services)</p>	<p>Legal and Justice contexts (Mandatory/Statutory) including (e.g., Corrections, Courts, Police, Child Protection)</p>
<p>Insight Initiatives</p>	<p>1. Safe ethical participation opportunities for people experiencing domestic and family violence to share their lived experience insight</p>				
	<p>2. Lived experience insight narratives and resources shared across the response continuum</p>				
	<p>3. Resources developed with and published for people experiencing domestic and family violence</p>				
<p>Exchange Initiatives</p>	<p>4. Provision of awareness and insight building 'Exchange' events (cross-context and cross-discipline)</p>				
	<p>5. Resources developed with and published for responders (cross-context and cross-discipline)</p>				
	<p>6. Sharing insights and building understanding of responders through the following initiatives:</p> <ul style="list-style-type: none"> • Language Lab The Arts Lab Futures Lab • Network and supports for Workplaces, EAPs and other responders • Practice Exchange – supporting reflective practice (cross-discipline and cross-sector) • Creating Conversations Events, Masterclasses, Associate and Customised Sessions • Specific Projects planned and responsive with engaging services, organisations and institutions across the ecosystem 				
	<p>7. Joint Project/s on Economic Abuse with Centre for Women's Economic Safety</p>				

Insight Exchange Work Plan and Engagement Report are mapped against these 7 categories of outputs.

SAMPLE OF ENGAGEMENT

A snapshot of engagement in Insight Exchange since inception

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



People with lived experience of domestic and family violence

SHARING INSIGHT

1,086+

since inception Nov 2017

WEBSITE

DOWNLOADS

18,069+

since inception Nov 2017

Insight Exchange hosts [insights](#), information and resources for people experiencing domestic and family violence and people who are responding ([exchange](#)).

Insight Exchange resources, including public events, ([publications](#), [animations](#) and [videos](#)) are designed to be free for anyone to ensure cost is no barrier to access.

Engagement has been built through a range of in person and digital connections and participation opportunities. In late 2020 Insight Exchange commenced use of social media to share Insight Exchange more broadly and deeply across communities.

EXAMPLES OF DIGITAL ENGAGEMENT IN RESOURCES

Of the Insight Exchange resources (23+ Publications and 39+ Videos). 3 key resources are presented below.












<p>Since the release of Follow My Lead in mid 2018 there have been</p> <p>3,422</p> <p>downloads from the Insight Exchange platform and engagement continues to positively rise.</p>	<p>Since the release of My Safety Kit in Oct 2019 there have been</p> <p>1,354</p> <p>downloads from the Insight Exchange platform and engagement continues to positively rise.</p>	<p>Since the release of My Dignity in Jul 2020 there have been</p> <p>552</p> <p>downloads from the Insight Exchange platform and engagement continues to positively rise.</p>











Monitoring and Reporting

Insight Exchange monitors and measures its performance against a constellation of ten elements:

Financial and regulatory compliance, support and sustainability	Participation by people with lived experience of domestic and family violence	Participation and engagement by communities, services and systems
<ol style="list-style-type: none"> 1. Have we met key financial performance against budget? 2. Have we met compliance and fulfilment of regulatory, financial and funding requirements? 3. Have we been able to source and secure support to enrich Insight Exchange through in-kind support, skilled professional advice and services? 4. Have we been able to secure funding to sustain the work? 	<ol style="list-style-type: none"> 4. Have people initiated participating in Insight Exchange to share their lived experience insights? 5. How do participants describe their participation experience in engaging with Insight Exchange? 6. Have we kept participating individuals informed of how and where their contributions of insights have been engaged with by others? 	<ol style="list-style-type: none"> 7. Have communities, services and systems initiated participating in Insight Exchange to inform and improve responses to domestic and family violence? 8. How do communities, services and systems describe their participation experience in engaging with Insight Exchange? 9. Have individuals as responders and leaders responded to and engaged in participation opportunities offered? 10. Have responding organisations, services and systems shared their application of the ideas and resources with the broader exchange community?

Key Monitoring Reports and Publications

Public	Internal	Report/publication description
		The Insight Exchange Strategy maps to DVSM's overall Strategic Plan .
		The Insight Exchange Team report bimonthly to the DVSM Board.
		Insight Exchange financial performance is submitted to relevant regulatory and reporting bodies withing DVSM's reports e.g. ATO, ACNC.
		The Insight Exchange Engagement Report is updated every 12months (at a minimum). This engagement report maps against the 7 output categories and the response continuum.
		The Insight Exchange Updates are published throughout the year when new initiatives or new content is made available.
		People who have lived experience of domestic and family violence in their childhood, and/or adulthood, and/or who are responding, are invited to give feedback about and provide insight into the development of Insight Exchange resources and initiatives. Feedback Reports are published when the resources are released.
		Participants sharing their lived experience insights are asked about their participation experience in Insight Exchange.
		Responders engaging in Insight Exchange initiatives and resources are asked about their engagement experience and the value of engaging.
		The Insight Exchange Ideas Applied Resource is updated every 6 months where new content is provided.

 <p>Read about engagement since inception in the Insight Exchange Engagement Report</p>	 <p>Read examples of the Insight Exchange Ideas Applied.</p>	 <p>To find out more about participating in Insight Exchange visit the Participate page.</p>	 <p>View Insight Exchange Vimeo channel</p>  <p>Sign up for Insight Exchange Updates</p>	 <p>Instagram</p>  <p>Facebook</p>  <p>Linkedin</p>  <p>YouTube</p>	 <p>Donate to make a difference</p>
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Governance and Leadership

Meet the DVSM [Board](#)

Read about Registered Charity DVSM on [Australian Charities and Not for Profit Commission](#) (ACNC)

Meet the Insight Exchange [Team](#)

Meet the Insight Exchange [Associates](#)

Meet the Insight Exchange [Collaborators and Supporters](#)

Acknowledgements and thanks

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

We 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 go to all people with lived experience of domestic and family violence who have generously shared their insights for the benefit of others.

Start a conversation with the Insight Exchange Team

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