



INSIGHT EXCHANGE ENGAGEMENT REPORT

A cumulative report on the breadth and depth of engagement with Insight Exchange since inception.

NOV 2017 – JUN 2021

www.insightexchange.net

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



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.

About Insight Exchange

Insight Exchange centres on the expertise of people with lived experiences of domestic and family violence and gives voice to these experiences. It is designed to inform and strengthen social, service and systemic responses to domestic and family violence.

INSIGHT

The **Insight** component invites people with lived experiences of domestic and family violence to share their experience through a safe and ethical process that affirms agency and upholds dignity

EXCHANGE

The **Exchange** component shares a person's insights in a de-identified way with individuals, communities and organisations. More accurate insights can better inform our awareness, responsibility, and how we all respond to domestic and family violence.

Below is a list of the 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 Action

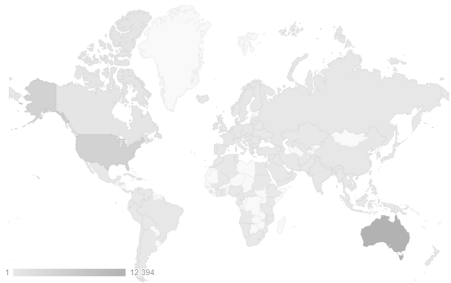
Through Insight Exchange we (all) have the opportunity to strengthen our responses to domestic and family violence as individuals, communities and organisations

Since inception

Insight Exchange hosts insights, information and resources for people experiencing domestic, family and sexualised violence and people who are responding to them (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.

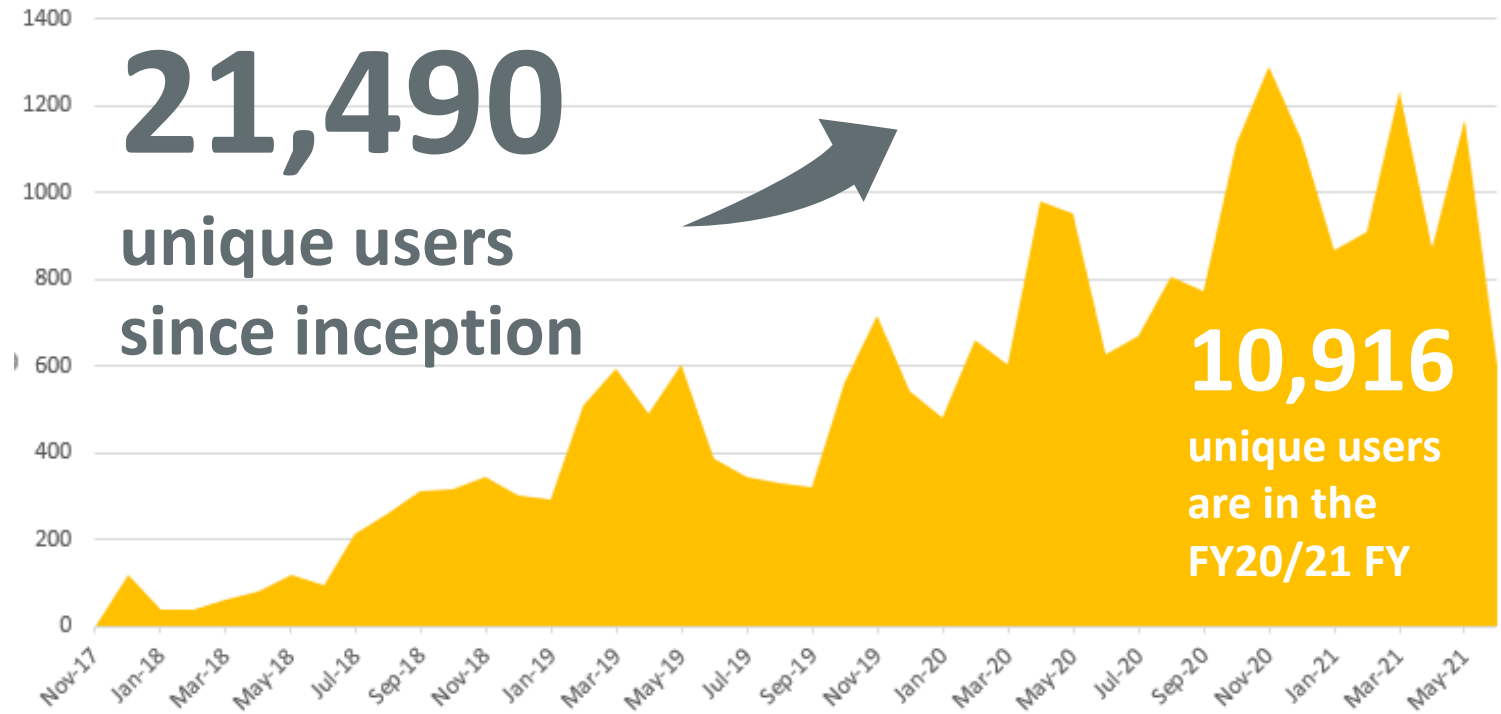
Engagement has been built through a range of in-person and digital connections and participation opportunities.



Top five countries using Insight Exchange website

1.  Australia
2.  United States
3.  Canada
4.  New Zealand
5.  United Kingdom

A cumulative build of monthly engagement in Insight Exchange website since inception (Nov 2017 – end June 2021)



UNIQUE PARTICIPANTS

Number of people with lived experience of domestic, family and sexualised violence who shared their insights and/or voiced their feedback into Insight Exchange resources.

1,117

WEBSITE DOWNLOADS

(See examples of download data on Page 4, 5 and 10)

24,035

(13+K downloads in FY20/21)

VIDEO VIEWINGS

(See Vimeo Video data on Page 10-11)

17,738

(9K viewings in FY20/21)

My lived experience

Participants have shared lived experiences that occurred in the **ACT, NSW, NT, Qld, SA, Vic, and WA**. Participants have participated from NSW, NT and Vic. Insight Exchange continues to offer a hybrid opportunity to participate in in-person or virtual interviews.

Examples of participants experience of being interviewed:



“Thank you so much for all your hard work, compassion and helping me see more clearly, it helped me get stronger and feel supported. Thank you to all the team involved on every count it is a brilliant project.” | Participant, 2020

“You reminded me this was from the heart. That’s why I first started this journey with you guys. You were my first time with me understanding my own agency.” | 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

“I found the whole experience incredibly respectful, acknowledging and very supportive.” | Participant 2020



When new Insight Exchange resources are being scoped and developed we work with collaborators and stakeholders in the content development. People with lived experience of domestic and family violence in their childhood and/or adulthood are invited to shape the work, along with people who may be working as responders (formally and informally) across the ecosystem, as well as other specialist subject matter experts where context is specific.

For example, eight individuals with lived experience contributed to the development of **My Dignity: My Body is mine**, and eleven individuals living in New Zealand shared lived experience insights into the new resource **Follow My Lead Aotearoa** developed with the Response-Based Practice Aotearoa Team.

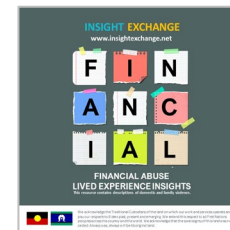
My insights shared

Examples of how we have contributed to the lived experience insights being shared with responders across the response continuum:

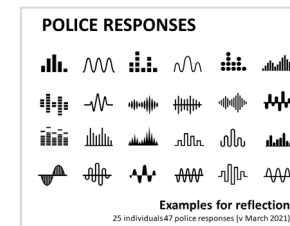


Insight Exchange continues to share the **Insights Paper (released Feb 2020)** with organisations and institutions to inform improved workplace responses. There have

been **359** downloads.



Insight Exchange completed the publishing of **18 lived experience narratives about financial abuse (released Feb 2021)** and shared these within networks, through updates and social media



Insight Exchange distilled excerpts from **25 lived experience narratives to collate a catalogue of 49 examples of police responses (released Mar 2021)**

The following page presents the new Insight Exchange Arts Lab **Voices of Insight Collection** released in November 2020.



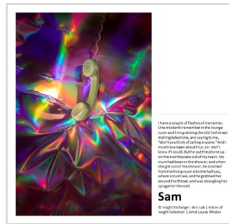
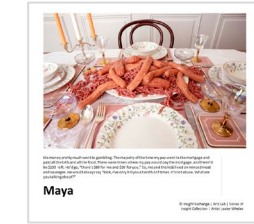
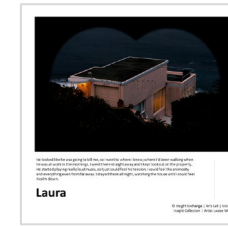
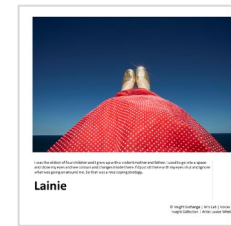
Insight Exchange continues to share insights from lived experience through the **Insight Exchange Updates** published on the website and shared via social media.

ARTS LAB Voices of Insight Collection

A collection of original artworks inspired by the Insight Exchange Voices of Insight narratives. The initiative is designed to illuminate visual metaphors and symbols used by Insight Exchange participants as part of how they describe their lived experiences of domestic and family violence to inform social, service and systemic responses.

The Voices of Insight participants are from people who

- lived in in states and territories across Australia
- lived in cities and towns,
- held leadership and executive roles,
- worked various sectors, roles and levels
- accessed welfare
- were prohibited from working by their partner, or couldn't work because he was not safe with the kids
- told their workplace, changed workplaces, lost their job, role, rank or reputation
- told no-one until this narrative
- did or didn't involve the police, or the police became involved through others.



© Insight Exchange | Arts Lab | [Voices of Insight Collection](#) | Artist Louise Whelan

There have been **680** visits to the Arts Lab collection page which was launched in November 2020.

Our social responsibility

The table illustrates our **direct engagement** since inception (Nov 2017) with organisations/institutions across the response continuum from universal through to statutory services.

Overall number of organisations we worked at the end of June 2020 is shown in this table.



From July 2020 we moved to a hybrid model of in-person and/or digital engagement.

Across 2020 – 2021 financial year we directly engaged with the following organisations.



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	Human Resources EAP Providers (Psychological, Legal, Financial Service menu) Community and/or volunteer leadership and support roles (e.g., Faith and Cultural leaders)	Health, Family and Community Services (e.g., Relationships & Family Support, Counselling, Mediation, GP, Hospitals, Health Clinics, Helplines) Related Government portfolios/departments	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)	Legal and Justice contexts (Mandatory/Statutory) including (e.g., Corrections, Courts, Police, Child Protection)
54 + organisations	15 organisations	61 organisations	37 organisations	12 organisations
CSIRO Hollard Insurance Woolworths Group DFV Work Aware Basic Rights Queensland	Settlement Services International Forum for Heads of HR from key investment management firms (Australia) Employee Assistance Professionals Association of Australasia (EAPAA) Muslim Women's Australia Procurement Australasia Ltd	NSW DCJ DV Helpline & DCJ Workplace Responses NSW Health ECAV Family Violence Advanced Practice Jesuit Refugee Services Australia	Central Coast Domestic Violence Committee NSW Health ECAV Men's Behaviour Change Certificate NTV Vic Community of Practice Red Rose Foundation Response-Based Practice Aotearoa (RBPA)	NSW DCJ Corrective Services University of Sydney Law School NSW Police

The following two pages share responses from engaging organisations and services.



CSIRO

(LGBTIQ+ network & DFVA Working Group)

“It was a great session. Thanks so much for organising, and making this important material available to our staff.”

[Participant 2021]

Hollard Insurance

(Workshop)

“I found the session incredibly valuable. I have two key takeaways:

- Be aware of who you’re listening to and what they’re saying.
- Identify who is being served by the status quo and challenge it to serve those who need support.”

[Participant 2021]

Muslim Women’s Australia

(Insight Exchange resources)

“Insight exchange presented their resources to our Senior Management Team. Follow my Lead is very engaging and reinforces client-centred models which empower womens' agency and choice as inherent to dignity and safety. It captures the intersectional nature of an individuals' experience with violence and how important our responses are. It reminds us that we must always serve with purpose, so we don't perpetuate systems of oppression when women seek help.”

[Manager - Strategic Support]

Settlement Services International

(Community of Practice)

“The information Insight Exchange shared was absolutely fascinating! You were able to position the response to the victims in a strength based model which restores dignity in such a beautiful manner. “

[Project Manager — Domestic & Family Violence 2021]

Jesuit Refugee Services Australia

“JRS Australia's Finding Safety project presented the Follow my Lead animation to:

- 8 women (with lived experience as migrants and refugees) who attended the community mobiliser training
- 30 professionals across the Refugee and Asylum Seeker sector and the DFV and women services sector.

The feedback we received was very positive from both groups who saw the value in reflecting on our responses to disclosures and what "follow my lead" looks like in our day to day contexts.”

[Project Coordinator]

NSW DCJ - DV Helpline

“We regularly access Insight Exchange to support our staff skill development and understanding of DFV”

[Manager DV Line]

NSW DCJ - DV Helpline

“We regularly access Insight Exchange to support our staff skill development and understanding of DFV”

[Manager DV Line]

Central Coast Domestic Violence Committee

“Thank you so much for the incredible presentation. It was powerful and so very relevant for our sector and will continue to be a strong talking point within the committee.”

[Program Manager , 2021]

NSW Health ECAV Men’s

(Behaviour Change Grad Cert)

“Thanks so much for keeping the students in mind and for the work you do. Such valuable resources and insights.”

[ECAV Facilitator, 2020]

University of Sydney Law School

(Course Presentation)

On a scale of 0-10 with 0 being unhelpful and 10 very helpful - If Insight Exchange could collate the Foundations shared with 4th year students into ‘essentials for lawyers’ how valuable would that be to:
Law Students | 8.3 out of 10
Practicing Lawyers | 8.3 out of 10
Broader Legal Field | 9.2 out of 10

[4th Year under-graduate (2021)]

NSW DCJ Corrective Services

(Insight Exchange resources)

“The session was well attended and has greatly assisted us in the design of our new DFV program which seeks to bring women in custody along in this journey of resistance and dignity. We are incredibly grateful to Insight Exchange for their support and guidance with this crucial work”

[Principal Advisor Women in Prison]





Woolworths Group

“On behalf of the Wellbeing Team I wanted to say a huge thank you for your support, the fireside chat between Woolworths and the insight Exchange Team was really appreciated.

[Wellbeing Team, 2020]

**DFV Work Aware
Basic Rights Queensland**

“I am so inspired by the work that you do. We are committed to working with integrity and with always having the person who is affected by DFV in mind (and in our hearts).

[Manager, 2021]

**Forum for Heads of HR from
key investment management
firms (Australia)**

“Thanks so much for your time today. Afterwards everyone concurred it was a useful session and they got something from it.”

[Chief Human Resources Officer, 2020]

**Employee Assistance
Professionals Association of
Australasia (EAPAA)**

“We have put out a new set of guidelines for our members based on both your research and ongoing need.”

[President EAPAA]

**NSW Department of
Communities and Justice (DCJ)**

The Insight Exchange session for our DVF Forum (Workplace Responses) was excellent - so insightful and all participants were completely engaged throughout. The additional bonus is having access to your website which has so many dignity driven and supportive resources to grow practice’.

[Manager DV Line, 2020]

**NSW Health ECAV
Family Violence Advanced
Practice**

“Thanks so much for your thoughtful work in delivering the first round of the Advanced Practice in Male Family Violence.”

[ECAV Team Leader, 2021]

**No to Violence (NTV)
(Vic Community of Practice)**

“I’ve gained so much from the Insight Exchange resources and your presentation today. I’m really glad that we had the opportunity to share these powerful and important resources with the Family Safety Advocate cohort also.”

[Practice Development Officer 2020]

**Red Rose Foundation
(Strangulation Forum QLD)**

“It was wonderful you were able to come to Qld and present at the Domestic Violence & Brain Injury Forum. Your contribution to this important discussion was most valuable. Thank you”

[CEO]

**Response-Based Practice Aotearoa
(RBPA)**

“RBPA shared the enthusiasm and energy in the collaboration with Insight Exchange who gave wholeheartedly and with generosity to the spirit and importance of these ideas.”

[Excerpt from the [background context](#) (about the development of *Follow My Lead* Aotearoa.)

NSW Police

“I can also report that the ‘Communicate Effectively’ foundational module is now ‘live’ on the new NSWPF Training System. The module contains the information that Insight Exchange and Dr Wade reviewed last year and in the section of the module that relates to communicating with victims, it addresses: show respect; build and ensure safety; build trust through positive social responses and provide information.”

[Victims of Crime, Customer Service & Modern Slavery Policy & Programs Team Crime Prevention Support Command]



IN FOCUS



Donated Print Stock

Since inception:

2,062 printed Insight Exchange resources
Donated across organisations/forums.

70 copies of Going Public by Julie
Macfarlane donated to stakeholders.

Distribution Sponsors

**The following organisations are
distribution sponsors of one or
more Insight Exchange resources**

Workplaces

CSIRO
Kingston Knight Audit
QBE
Transport for NSW
Woolworths Group

Employee Assistance Programs

Converge International

Health Districts & Networks

Northern Sydney Local Health District (NSLHD)
NSW Health Education Centre Against Violence (ECAV)
Nepean Blue Mountains Primary Health Network

Specialist Service Providers

Peninsula Lighthouse
Zonta House Refuge Association
The Women's Cottage
Penrith Women's Health Centre
Lower North Shore Domestic Violence
Network and Relationships Australia NSW
Lithgow Community Projects
Liberty Domestic and Family Violence
Specialist Services
Gateway Family Services
Respect (NZ)
Kempsey Families
Huon DV Service

Collaborations, Research and Membership

Examples of collaborations, research and membership:

Insight Exchange has funded a joint project with Centre for Women's Economic Safety (CWES) to develop a Guide: Support My Economic Safety. It provides guidance and reflections for people in organisations and systems who want to improve responses to economic abuse.

The guide has been developed from the insights of women who have experienced economic abuse in the context of domestic and family violence (DFV) and includes their words as 'case studies' throughout. The guide will be released by end of June 2021.

In 2021 Insight Exchange has received ethics approval from University of Sydney to undertake a qualitative research project in 21/22FY, Project number: [2020/667]. This qualitative research project aims to explore the experiences of engaging with and participating in Insight Exchange via the perspectives of people with lived experience of domestic, family and sexualised violence and social responders.

Insight Exchange has also commenced a formal research collaboration with **Associate Professor Ghena Krayem** and **Professor Rita Shackel** from The University of Sydney Law School.

2020 – 2021 The Director of Insight Exchange is a member of the **NSW Attorney Generals Domestic and Family Violence and Sexual Assault Council.**

In 2020, the **NSW State Coroners Domestic Violence Death Review Team Report 2017 – 2019** spoke to the value and importance of DVSM's Insight Exchange work 'in reframing safety planning as victim-centred and considers that this approach to safety planning should form part of all domestic violence training'.

Analytics

EXAMPLES OF DIGITAL ENGAGEMENT IN RESOURCES

The Insight Exchange website and Vimeo channel hosts a range of digital (PDF booklet), animation and video resources.

RESOURCES

4 key resources are presented here. [This count excludes Distribution Sponsor copies printed or hosted by the Distribution Sponsor.]



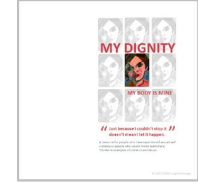
Follow My Lead
4,410 downloads
Released July 2018



Follow My Lead Aotearoa
126 downloads
Released April 2021



My Safety Kit
2,035 downloads
Released Oct 2019



My Dignity – My body is mine
949 downloads
Released July 2020

ANIMATIONS

In the 2020-2021 year Insight Exchange developed and released 5 short animations.



Follow My Lead animation
An awareness raising resource for responders (4mins)

1,878 views

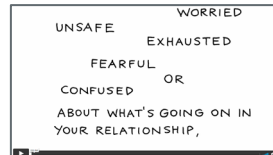
Released 26 Oct 2020



My Safety Kit animation
An introduction for responders (2.5mins)

330 views

Released 14 Dec 2020



My Safety Kit animation
An introduction for people reflecting on their relationships (2.4mins)

302 views

Released 14 Dec 2020



My Safety Kit animation
An introduction to the decision-making tool (3.5 mins)

259 views

Released 14 Dec 2020



The use of violence and abuse is a choice
I am I can animation (4:22mins)

557 views

Released 28 Apr 2021

VIDEOS

The Insight Exchange Vimeo channel hosts video content from Creating Conversations Events and Masterclasses with Dr Linda Coates and Dr Allan Wade from the Centre for Response Based Practice, as well as Insight Exchange learning and animation videos.



View Insight Exchange [Vimeo](#) channel

Of the **17K** video viewings on Vimeo since inception (Nov 2017) to the end of June 2021, there have been **9,657** have been in the FY20/21 year.

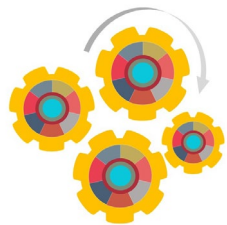
Overall, the top 10 most viewed videos (excludes Insight Exchange animations) are presented in the table below.

<p>Contextual Analysis 1267 viewings</p>	<p>Our Social Responses 899 viewings</p>	<p>Language and Violence Masterclass 782 viewings</p>	<p>Identifying and Honouring Resistance 661 viewings</p>	<p>Responses 643 viewings</p>
<p>Consent versus Violence 638 viewings</p>	<p>Dignity 626 viewings</p>	<p>Language Case Study 519 viewings</p>	<p>Honouring Children's Resistance 491 viewings</p>	<p>Victim Blaming 433 viewings</p>

The Insight Exchange **Workplace Responses** video was released in Nov 2020 | **273** Viewings

The Insight Exchange **Employee Assistance Program Responses** video was released in Oct 2020 | **104** Viewings

Associates and Collaborators



In 2020-2021 we engaged with a small group of Insight Exchange **Associates and Collaborators** from a range of contexts:

- Independent Domestic and Family Violence Researcher
- Specialist worker in NGO working with people in the criminal justice system.
- NSW Health prevention and response to violence, abuse and neglect policy and programs; and independent researcher.
- Visual artist with photo-media base. A multidisciplinary approach that spans photo-media, projection, video art, public, installation and curation.
- Independent Consultant and Researcher working in the Health, Violence, Abuse and Neglect, and the tertiary education sectors.
- Diversity, Inclusion, and Belonging Consultant, CSIRO
- Principal Advisor Women Offenders, Corrections Strategy & Executive Services (DCJ CSNSW)
- Manager, NSW DV Death Review Team, NSW Department of Communities and Justice



This initiative has been a valuable opportunity to support reflection, learning, peer support and to refine and develop Insight Exchange resources.

Reflections from the initiative are shared in [‘Who benefits from keeping us apart?’ A collection of reflections from Insight Exchange Associates FY20/21.](#)

We would specifically like to thank Dr Leticia Funston for her regular Associate support across the FY20/21.

Founding Collaborators

“ On behalf of us all at the Centre for Response-Based Practice, **thankyou to everyone** for this amazing work!

In a time of immense isolation and increasing violence, it is all the more important to create opportunities to work together, develop ideas, think about how we can be more effective in our collective work, challenge existing orthodoxies, find allies, and hold up the voices of people with lived experience.

The materials on www.insightexchange.net are meticulously researched, carefully worded, visually appealing, and easy to use. We routinely suggest that colleagues and service users go to the website and access the materials. In effect, you have created a community - that is more important now than ever.

We hope to continue this work together, informed by the 20,000 or so visitors who have signed in and might - we hope - join in the development of more effective responses to violence in all its forms. We are seeing that, at this critical moment in time for citizens of many countries, nothing could be more important.

In dignity,
Cathy, Shelly, Linda, Allan

Dr Cathy Richardson, Dr Shelly Dean, Dr Linda Coates and Dr Allan Wade

Silent Donor

“ We are proud to support the incredible work of Insight Exchange. The work both honours the voices of people with lived experience of domestic and family violence and provides extensive reach of accessible resources and knowledge to all parts of our society.

By donating to Insight Exchange we hope to make a difference in how we understand and respond to violence in the world. We liken the work against violence to the vast and urgent priority of climate change.



Read the 2021 – 2022 [Insight Exchange Strategic Framework](#)



Read examples of the [Insight Exchange Ideas Applied](#).



To find out more about participating in Insight Exchange visit the [Participate](#) page.



View Insight Exchange [Vimeo](#) channel



[Sign up](#) for Insight Exchange Updates



[Instagram](#)



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[Facebook](#)



[YouTube](#)



[Donate](#) to make a difference

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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