



© Collaborating Artist: Louise Whelan

# REFLECTIONS KIT

UNDERSTANDING AND RESPONDING TO DOMESTIC, FAMILY AND SEXUALISED VIOLENCE

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**INSIGHT EXCHANGE**

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## 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.

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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.

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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.

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Insight Exchange is for all people. Insight Exchange respects the diversity of all sexualities and gender identities including but not limited to; Lesbian, Gay, Bisexual, Transgender, Intersex, Queer and A-Sexual + identities as well as Heterosexual and Cisgender identities.

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## THE PURPOSE OF THIS RESOURCE:

**This Reflections Kit is designed to support individuals, teams, leaders and organisations who are engaging with Insight Exchange to inform their responses to domestic, family and sexualised violence.**

**The Reflections Kit is a resource collating an outline of the Insight Exchange resources featured in the Futures Framework suite and Foundations and Foundations Applied videos.**

Note: This Reflection Kit is the 3<sup>rd</sup> edition (replacing previous versions released in 2020 and early 2021). This Reflections Kit also replaces the Guide to understanding and responding to coercive control, abuse and violence.

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The Reflections Kit content has been developed over time with international and local content experts and lived experience expertise. Our particular thanks go to the Centre for Response-Based Practice, to the individual donors who make this work possible, and most significantly to the people who have shared their lived experience insights for the benefit of many.

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## CONTENT

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  3. **Foundations Applied** ([p7](#))
  4. **Featured Resources** ([p9 - p27](#))
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### About Insight Exchange use of QR Codes

Insight Exchange uses static QR Codes to support quick access to our website and resources.

We always describe what the QR code opens.

We use only static QR Codes to eliminate the collection of identifying user data.

Every page on the Insight Exchange website has a safe exit button.

We do not use QR Codes to other websites.

# THE PROBLEM OF VIOLENCE



## GLOBALLY

Globally, an estimated 736 million women—almost one in three—have been subjected to intimate partner violence, non-partner sexual violence, or both at least once in their life. Every day around the world, 137 women are killed by a member of their family (UN 2021).

World Health Organization, on behalf of the United Nations Inter-Agency Working Group on Violence Against Women Estimation and Data . (2021). *Violence against women prevalence estimates, 2018. Global, regional and national prevalence estimates for intimate partner violence against women and global and regional prevalence estimates for non-partner sexual violence against women*. Geneva: WHO.



## IN AUSTRALIA

Domestic, family and sexualised violence can happen to anyone and is in every postcode and community in Australia. Gendered violence affects every Australian. It impacts on the health, wellbeing and safety of a significant proportion of Australians throughout all states and territories and places an enormous burden on the nation's economy across family and community services, health and hospitals, income-support and criminal justice systems (ANROWS).

From an economic perspective, in 2015 violence against women was reported to be costing Australia \$21.7 billion every year (PwC 2015). A federal parliamentary committee's bipartisan report in April 2021 said the economic cost is estimated at \$26 billion each year. The Victorian Royal Commission into Family Violence recommended ensuring the centrality of victim-survivor voices in responding to domestic and family violence.

Australia's National Research Organisation for Women's Safety (ANROWS) Limited is an independent, not-for-profit research organisation established to produce evidence to support the reduction of violence against women and their children.

PricewaterhouseCoopers (PwC). (2015). A high price to pay: The economic case for preventing violence against women.

Parliament of the Commonwealth Of Australia. (2021). Inquiry into family, domestic and sexual violence.

Royal Commission into Family Violence: Report and recommendations. (2016).

## IN NEW ZEALAND

Whānau, family and sexualised violence can happen to anyone, across all communities in Aotearoa (New Zealand). Physical and sexual intimate partner violence against women is a substantial problem, as the lifetime prevalence rate of one in three women has remained stable over time (Fanslow, Hashemi, Malihi, Gulliver & McIntosh, 2021).

Gendered violence affects New Zealanders across all socio-economic and cultural groups. For many victims-survivors, this impacts on education, income, health, imprisonment and suicide rates. This translates into an enormous burden for the government, across emergency, specialist, justice, housing and health services (Ministry of Social Development, 2019).

Family violence has a significant human and social cost for many individuals, whānau and communities in New Zealand. In 1994 the annual economic cost was estimated at \$1.2 billion (Snively, 1995). In 2014 the cost of pain and suffering for victims of intimate partner violence was estimated at \$2.98 billion (Kahui & Snively, 2014). The Backbone Collective Report recommends listening to the voice of experience, as this is the key to ensuring New Zealand's response to family violence is safe and effective (The Backbone Collective, 2020).



**\$2.98b**

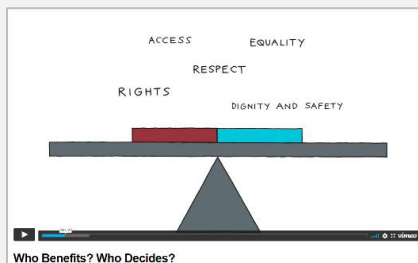
The Backbone Collective. (2020). The Victim-Survivor Perspectives on Longer-Term Support After Experiencing Violence and Abuse.

Kahui, S., & Snively, S. (2014). The Glenn Inquiry: Measuring the Economic Costs of Child Abuse and Intimate Partner Violence to New Zealand.

Fanslow, J., Hashemi, L., Malihi, Z., Gulliver, P., & McIntosh, T. (2021). Change in prevalence rates of physical and sexual intimate partner violence against women: data from two cross-sectional studies in New Zealand, 2003 and 2019. *BMJ Open*, 11, 5-12.

Ministry of Social Development (2019). Family Violence Funding Approach: Building a sustainable future for family violence services.

Snively, S. (1995). The New Zealand Economic Cost of Family Violence. *Social Policy Journal of New Zealand*, 4, pp. 98-110.



**Who benefits from the status quo?**

**Who decides to keep things the same?**

**WHAT COULD BE DECIDED DIFFERENTLY?**

View the Insight Exchange animation [‘Who Benefits? Who Decides?’](#) (4mins)

Embed code available for use in your organisation.

# FOUNDATIONS

The following content is part of the Insight Exchange [Futures Framework](#) and is designed to build on your understanding of and responses to domestic, family and sexualised violence.

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View and reflect on the  
Insight Exchange  
[Foundations](#)  
(45mins)

## FOUNDATIONS

### INTRODUCTION

Part A | What is domestic, family and sexualised violence?

Part B | How prevalent is domestic, family and sexualised violence?

Part C | Understanding the use of violence and abuse is social, interactional and takes place in a broader context.

### SIX KEY FOUNDATIONAL IDEAS

Meaning | Dignity | Deliberation | Resistance to Violence | Responses | Language

[www.insightexchange.net/foundations](http://www.insightexchange.net/foundations)

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The presentation will cover content and examples of violence and abuse. If you need to step away, stop the presentation, participate with more privacy, or talk to someone, you can take any of these steps to fit with your needs.

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# FOUNDATIONS APPLIED

The following content is part of the Insight Exchange [Futures Framework](#) and is designed to build on your understanding of and responses to domestic, family and sexualised violence.

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View and reflect on the  
Insight Exchange  
[Foundations Applied.](#)  
(40mins)

## FOUNDATIONS APPLIED

### LIVED EXPERIENCE EXAMPLES AND INSIGHTS

#### RESPONSES and RESOURCES

- A. Patterns of support seeking in relation to domestic and family violence.
- B. Every response matters. Every time. Any role.
- C. Being safe is no simple or single decision or task.
- D. The use of control, abuse and violence is a choice.

#### WHO BENEFITS? WHO DECIDES?

[www.insightexchange.net/foundations](http://www.insightexchange.net/foundations)

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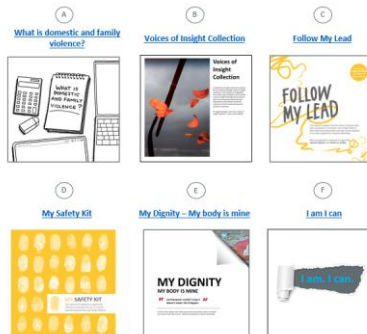
The presentation will cover content and examples of violence and abuse. If you need to step away, stop the presentation, participate with more privacy, or talk to someone, you can take any of these steps to fit with your needs.

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# ACTIONS:

EXPLORE AND EMBED

Read on to explore and access the  
FEATURED RESOURCES



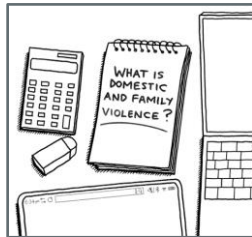
## Embed into your eLearning Platform

Contact the Insight Exchange Team for permission to embed the *Foundations and Foundations Applied* into your workplace eLearning platform.  
[contact@insightexchange.net](mailto:contact@insightexchange.net)



## FEATURED RESOURCES

### [What is domestic and family violence?](#)



### [Voices of Insight Collection](#)



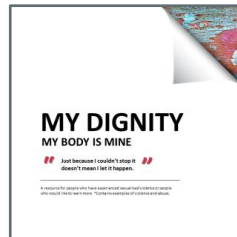
### [Follow My Lead](#)



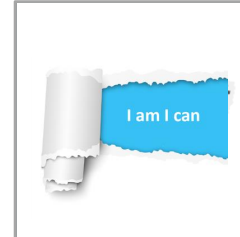
### [My Safety Kit](#)



### [My Dignity](#)



### [I am I can](#)





# WHAT IS DOMESTIC AND FAMILY VIOLENCE?

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**NATIONAL, STATE AND TERRITORY DEFINITIONS OF DOMESTIC AND FAMILY VIOLENCE AND CRIMINAL CODES VARY, HOWEVER VIOLENCE AND ABUSE IS NEVER ACCEPTABLE IN ANY COMMUNITY, FAMILY, INSTITUTION, PLACE OR CONTEXT.**

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Read the Insight Exchange landing page: [What is domestic and family violence?](#)

Download the fact sheet, [What is domestic and family violence? \(PDF\)](#)

View the [short \(4min\) animation, What is domestic and family violence?](#)

### EMBED THE ANIMATION

Do you want to embed the ‘*What is domestic and family violence?*’ animation into your website or presentation?

If yes, go to the [‘What is domestic and family violence?’ animation](#). Copy the embed code by opening the animation and toggling through the ‘share’ button options.



To open **What is domestic and family violence** landing page:

Scan the QR code which will take you directly to <https://www.insightexchange.net/what-is-dfv/> or follow the hyperlink.

Privacy: This is a static QR code to eliminate any collection of your data when scanning.



[www.insightexchange.net](http://www.insightexchange.net)



# ARTS LAB COLLECTION

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The [Voices of Insight Collection](#) is a series 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.

Each of these artworks were developed by collaborating Artist Louise Whelan and is informed by the participants who shared their voices of insight.

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Are you wanting to use these images in a specific project, presentation or event to share the Voices of Insight Collection?

These artworks were developed in consultation with participants and each image is protected by copyright. To use Arts Lab Collection images permission must be sought from Insight Exchange – [Apply here](#)

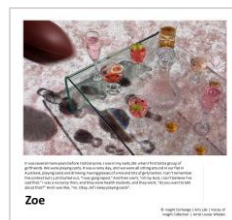
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Read more about the intention of the [Voices of Insight Collection](#) with collaborating Artist Louise Whelan. Read more about the Insight Exchange [Arts Lab](#)

# READ AND REFLECT ON LIVED EXPERIENCE INSIGHTS

Click on the first image (top left) to open the online gallery.

Click on a specific image to open the associated narrative hosted on [www.insightexchange.net](http://www.insightexchange.net)





# FOLLOW MY LEAD

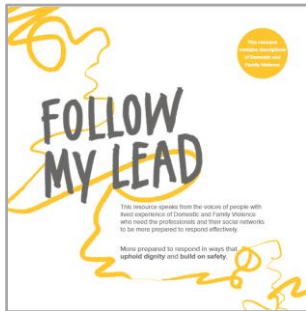
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ARE YOU WANTING TO BE **MORE PREPARED TO RESPOND EFFECTIVELY** IF SOMEONE SHARES WITH YOU THEIR EXPERIENCES OF DOMESTIC, FAMILY OR SEXUALISED VIOLENCE?

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[Follow My Lead](#) is an awareness raising resource that speaks from the voice of people with lived experience of domestic and family violence (DFV) who need the professionals and their social networks to be more prepared to respond effectively; more prepared to respond in ways that uphold dignity and build on safety.



[Follow My Lead](#)



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



[Follow My Lead Aotearoa](#)

To open the **Follow My Lead** landing page:

Scan the QR code which will take you directly to <https://www.insightexchange.net/follow-my-lead/> or follow the hyperlink.

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[www.insightexchange.net](http://www.insightexchange.net)

## REFLECTION

Exploring lived experiences described in [Follow My Lead](#) against the Response-Based Practice contextual analysis framework.

### Responses to Social Responses

"The quality of the social responses I have received influences 'if' and 'how' I engage with social networks and services. If you try to make decisions for me and tell me what to do, I might feel more unsafe than before I shared with you. I am always aware of the actual and possible responses of others, from professionals to my friends and family members. These responses inform how, or if, I reach out to others."

### Social Responses / Social Network Institutional Responses

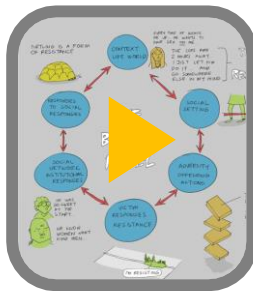
"I may receive both positive and negative social responses from others. I am always aware of the actual and possible responses of others, from professionals to my friends and family members. How you respond to me when I share with you, and in the time that follows, matters significantly to me. I might tell you parts of my experience to test out how safe I am with you and to explore how you react or retreat."

### Victim Responses Resistance

"I resist and respond to the violence, discrimination and oppression I experience. I do this in visible and invisible ways that might not seem obvious or directly related to what is going on, but this resistance and response to violence is important to me, and is part of upholding my dignity. The person abusing me knows that I do not like the violence and anticipates that I will resist. Consequently, I must hide my resistance, sometimes completely, and find a safe place in the privacy of my mind. I am experienced in anticipating the patterns and tactics that the person abusing me uses against me and the people I care about. I can see how they adjust their tactics to suppress my resistance and responses to their abuse."

### Context Life-World / Social Material Conditions

"I am a unique person with unique experiences. I have my own sense of what is important right now and in the long term. I identify with and belong to many communities and networks. These are the contexts in which I understand and respond to Domestic and Family Violence. My race, gender, sexuality, class, immigration status, ability, age etc. influences the circumstances of my life and the discrimination and oppression I may experience. When I face multiple forms of discrimination, the person abusing me is empowered to use greater levels of violence and I am isolated from formal and informal support systems."



### Contextual Analysis

12 min Video available on [www.insightexchange.net](http://www.insightexchange.net) featuring Dr Linda Coates and Dr Allan Wade Centre for Response-Based Practice

### Social Setting / Situation Interaction

"Where I am (at home, in school, online, on my mobile, at work, in the community) changes the risks I face and the responses I can expect to receive. I anticipate and respond to threats and risks wherever I go, with whoever I meet and whatever I do. The importance I place on the past, the present, the future, and possibly the afterlife, can influence how I see things and make decisions."

### Adversity Offending Actions

"The violence I experience is unique. I may be threatened, intimidated or coerced into doing things against my will. The person committing the abuse may isolate me from those I love and manipulate others against me, and undermine my relationships including my parenting. They may commit physical, verbal, emotional or sexualised abuse, and they may threaten or abuse my children, friends or family, pets, property, and things that are important to me as a means to control me. They may steal, control or undermine my finances, or my ability to work or be financially independent. They may try to use my beliefs and spirituality to control and isolate me. The person abusing me may change the nature of their behaviour rapidly, without warning, significantly changing the realities I face."





# FOLLOW MY LEAD | REFERENCE/SUPPORTS

<p><b>EMBED THE ANIMATION</b></p>	<p>Go to the <a href="#">Follow My Lead animation</a>. Copy the embed code by opening the animation and toggling through the ‘share’ button options.</p>	
<p><b>SERVICE SUPPORTS</b></p>	<p>Refine your current service directory to include the national service supports listed in <a href="#">Follow My Lead</a> (supports in Australia) and <a href="#">Follow My Lead Aotearoa</a> (supports in New Zealand)</p>	
<p><b>DISTRIBUTION SPONSOR</b></p>	<p>Add your logo (no cost) to <i>Follow My Lead</i> or <i>Follow My Lead Aotearoa</i>. Read about being a <a href="#">distribution sponsor</a>. <a href="#">Apply to be a distribution sponsor</a>.</p>	
<p><b>PRINT STOCK: BOOKS</b> Insight Exchange donates print ready master files for use with a commercial printer however Insight Exchange does not supply or fund print work.</p>	<p>Get in touch via the <a href="#">Contact Us</a> page if you would like the print ready files to use with your print supplier.</p>	<p>If you don't have a preferred print supplier: For your ease, you can make an order via <b>Corporate Ink</b> who has a dedicated Insight Exchange artwork order page: <a href="http://www.corporateink.com.au/order">www.corporateink.com.au/order</a> (Code: ORDER).</p>
<p><b>DIGITAL POSTERS AND PRINTED POSTERS AND CARDS</b></p>	<p>See the Insight Exchange <a href="#">posters and cards</a> landing page.</p> <p>Digital A4 posters are free.</p> <p>Print ready files (only) are donated in 3 sizes: A4, A6 postcard, business card. The QR Code will print to required 2cm by 2cm in this format.</p>	<p>Print orders through Corporate Ink for the Insight Exchange stock displayed below have been pre-approved by Insight Exchange. All artwork and intellectual content remains the property of Insight Exchange.</p>
<p><b>GIVE FEEDBACK</b> Your feedback supports us to improve the materials we develop and share with others for the benefit of many.</p>	<p>We invite any reader to provide feedback by completing the anonymous <a href="#">Follow My Lead feedback survey</a></p> <p>OR by using the <i>Contact Us</i> page on: <a href="http://www.insightexchange.net">www.insightexchange.net</a></p>	



# MY SAFETY KIT

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ARE YOU FEELING **UNEASY, WORRIED, UNSAFE, EXHAUSTED, FEARFUL OR CONFUSED** ABOUT WHAT'S GOING ON IN YOUR RELATIONSHIP, AND WHAT MIGHT HAPPEN NEXT?

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[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 domestic and family violence.



[My Safety Kit Aotearoa](#) 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 whānau violence.

The resource may also have benefits for people who are supporting friends and family who are (or might be) experiencing domestic and whānau violence; and for people who are working as a service responder to people experiencing domestic and whānau violence.

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To open **My Safety Kit** landing page:

Scan the QR code which will take you directly to [www.insightexchange.net/my-safety-kit/](http://www.insightexchange.net/my-safety-kit/) or follow the hyperlink.


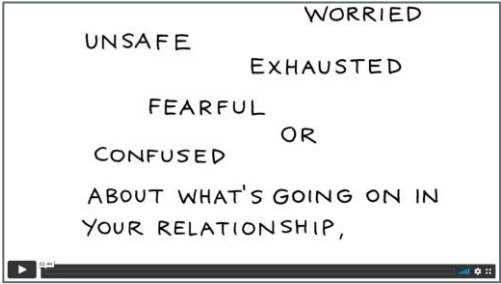

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[www.insightexchange.net](http://www.insightexchange.net)



# MY SAFETY KIT | ANIMATIONS

<p>View the <b>My Safety Kit</b> animation</p> <p>An introduction <a href="#">for responders</a> (2.5mins)</p>	
<p>View the <b>My Safety Kit</b> animation</p> <p>An introduction <a href="#">for people reflecting on their relationships</a> (2.4mins)</p>	
<p>View the <b>My Safety Kit</b> animation</p> <p>An introduction to the <a href="#">decision-making tool</a> (3.5 mins)</p>	

# MY SAFETY KIT | REFERENCE/SUPPORTS

<p><b>EMBED THE ANIMATION</b></p>	<p>Go to the <a href="#">My Safety Kit</a> landing page or <a href="#">animations</a> landing page. Copy the embed code by opening the animation and toggling through the 'share' button options.</p>	
<p><b>SERVICE SUPPORTS</b></p>	<p>Refine your current service directory to include the national service supports listed in <a href="#">My Safety Kit</a> (supports in Australia) and <a href="#">My Safety Kit Aotearoa</a> (supports in New Zealand)</p>	
<p><b>DISTRIBUTION SPONSOR</b></p>	<p>Add your logo (no cost) to <i>My Safety Kit and My Safety Kit Aotearoa</i> Read about being a <a href="#">distribution sponsor</a>. <a href="#">Apply to be a distribution sponsor</a>.</p>	
<p><b>PRINT STOCK: BOOKS</b> Insight Exchange donates print ready master files for use with a commercial printer however Insight Exchange does not supply or fund print work.</p>	<p>Get in touch via the <a href="#">Contact Us</a> page if you would like the print ready files to use with your print supplier.</p>	<p>If you don't have a preferred print supplier: For your ease, you can make an order via <b>Corporate Ink</b> who has a dedicated Insight Exchange artwork order page: <a href="http://www.corporateink.com.au/or">www.corporateink.com.au/or</a></p>
<p><b>DIGITAL POSTERS AND PRINTED POSTERS AND CARDS</b></p>	<p>See the Insight Exchange <a href="#">posters and cards</a> landing page.</p> <p>Digital A4 posters are free.</p> <p>Print ready files (only) are donated in 3 sizes: A4, A6 postcard, business card. The QR Code will print to required 2cm by 2cm in this format.</p>	<p><a href="#">der</a> (Code: ORDER).</p> <p>Print orders through Corporate Ink for the Insight Exchange stock displayed below have been pre-approved by Insight Exchange. All artwork and intellectual content remains the property of Insight Exchange.</p>
<p><b>GIVE FEEDBACK</b> Your feedback supports us to improve the materials we develop and share with others for the benefit of many.</p>	<p>We invite any reader to provide feedback by completing the anonymous <a href="#">My Safety Kit feedback survey</a>.</p> <p>OR by using the <i>Contact Us</i> page on <a href="http://www.insightexchange.net">www.insightexchange.net</a></p>	



# MY DIGNITY

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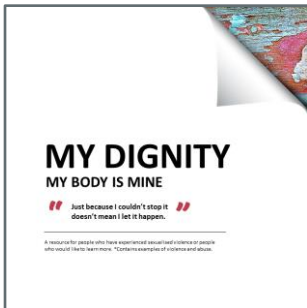
ARE YOU LOOKING FOR **INFORMATION,**  
**REFLECTION INSIGHTS, SUPPORT CONTACTS,**  
OR TO **LEARN MORE ABOUT SEXUALISED**  
**VIOLENCE AND ABUSE?**

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[My Dignity](#) is an information and reflection resource about sexualised violence. My Dignity is for anyone who may be experiencing, or has experienced, sexualised violence and for anyone who may be responding.

Wherever it is difficult to tell someone about domestic and family violence, it may be even more difficult to tell someone about sexualised violence. The intent of My Dignity is to provide information, support reflection, share lived experience insight from others, and signpost to contacts and supports.



To open **My Dignity**:

Scan the QR code which will take you directly to [www.insightexchange.net/mydignity](http://www.insightexchange.net/mydignity) or follow the hyperlink.

Privacy: This is a static QR code to eliminate any collection of your data when scanning.



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[www.insightexchange.net](http://www.insightexchange.net)

# MY DIGNITY | REFERENCE/SUPPORTS

<p><b>SERVICE SUPPORTS</b></p>	<p>Refine your current service directory to include the national service supports national service supports are listed in <a href="#">My Dignity</a></p>	
<p><b>SPECIALIST SERVICE SUPPORTS</b></p>	<p>The '<a href="#">My Dignity landing page</a> on <a href="http://www.insightexchange.net">www.insightexchange.net</a> hosts state and territory, and NZ information about specialist responses to sexualised violence from police, women's legal services and victim services. The directories are not exhaustive. Victims of sexualised violence may choose other options for support.</p>	
<p><b>DISTRIBUTION SPONSOR</b></p>	<p>Add your logo (no cost) to <i>My Dignity</i>. Read about being a <a href="#">distribution sponsor</a>. <a href="#">Apply to be a distribution sponsor</a>.</p>	
<p><b>PRINT STOCK: BOOKS</b> Insight Exchange donates print ready master files for use with a commercial printer however Insight Exchange does not supply or fund print work.</p>	<p>Get in touch via the <a href="#">Contact Us</a> page if you would like the print ready files to use with your print supplier.</p>	<p>If you don't have a preferred print supplier: For your ease, you can make an order via <b>Corporate Ink</b> who has a dedicated Insight Exchange artwork order page: <a href="http://www.corporateink.com.au/order">www.corporateink.com.au/order</a> (Code: ORDER).</p>
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I am I can

# I AM I CAN

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ARE YOU CONCERNED ABOUT WHAT'S GOING ON IN YOUR RELATIONSHIP?

ARE YOU **HURTING THE PEOPLE YOU CARE ABOUT?** ARE YOU USING CONTROL, ABUSE AND VIOLENCE?

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'[I am. I can](#)' was created to invite reflection about the use of violence (in any form) being a 'choice'.

We **can each choose non-violence in all relationships**. We invite people who are using control, abuse and violence to **view this animation** and to **seek support**.

View the [I am I can](#) animation. Explore the support services listed on the [I am I can landing page](#).



To open **I am I can**:

Scan the QR code which will take you directly to [www.insightexchange.net/i-am-i-can/](http://www.insightexchange.net/i-am-i-can/) or follow the hyperlink.

Privacy: This is a static QR code to eliminate any collection of your data when scanning.



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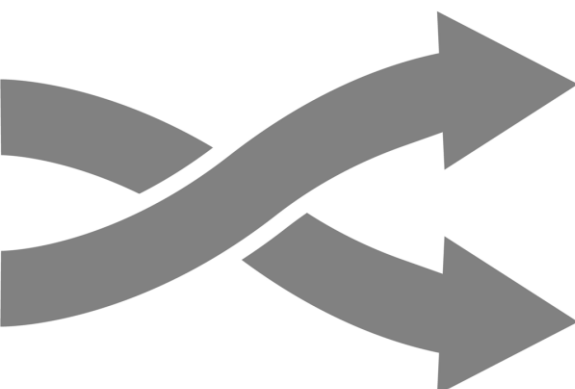
[www.insightexchange.net](http://www.insightexchange.net)

# I AM I CAN | REFERENCE/SUPPORTS

<p><b>EMBED THE ANIMATION</b></p>	<p>Go to the <a href="#">I am I can animation</a>. Copy the embed code by opening the animation and toggling through the 'share' button options.</p>	
<p><b>SERVICE SUPPORTS</b></p>	<p>Refine your current service directory to include the national service supports listed on the <a href="#">I am I can landing page</a>. This list includes services responding in Australia and in New Zealand.</p>	
<p><b>CREATING CONVERSATION CARDS</b></p>	<p>Responders who are creating and supporting conversations about the use of violence as a choice may wish to draw from the creating conversations cards available in a PDF file on the <a href="#">I am I can landing page</a>. The cards contain the words from the animation.</p>	
<p><b>DIGITAL POSTERS AND PRINTED POSTERS AND CARDS</b> Insight Exchange donates print ready master files for use with a commercial printer however Insight Exchange does not supply or fund print work.</p>	<p>See the Insight Exchange <a href="#">posters and cards</a> landing page.</p> <p>Digital A4 posters are free.</p> <p>Print ready files (only) are donated in 3 sizes: A4, A6 postcard, business card. The QR Code will print to required 2cm by 2cm in this format.</p>	<p>Get in touch via the <a href="#">Contact Us</a> page if you would like the print ready files to use with your print supplier.</p> <p>If you don't have a preferred print supplier: For your ease, you can make an order via <b>Corporate Ink</b> who has a dedicated Insight Exchange artwork order page: <a href="http://www.corporateink.com.au/order">www.corporateink.com.au/order</a> (Code: ORDER).</p> <p>Print orders through Corporate Ink for the Insight Exchange stock displayed below have been pre-approved by Insight Exchange. All artwork and intellectual content remains the property of Insight Exchange.</p>
<p><b>GIVE FEEDBACK</b> Your feedback supports us to improve the materials we develop and share with others for the benefit of many.</p>	<p>We invite any reader to provide feedback by completing the anonymous <a href="#">I am I can feedback survey</a>.</p> <p>OR by using the Contact Us page on: <a href="http://www.insightexchange.net">www.insightexchange.net</a></p>	

# ACTIONS:

## ENABLE ACCESS



**Share with employees and customers/clients the POSTERS of the featured resources.**

- ✓ View the Insight Exchange [posters and cards](#)
- ✓ Select and download the master/s you want to share with employees and/or customers/clients
- ✓ Download the digital A4 posters or order A4 decals (removable stickers), posters or double sided postcards and business cards (all with static QR codes)

Options are outlined on the posters and cards page.

[www.insightexchange.net/posters-and-cards/](http://www.insightexchange.net/posters-and-cards/)

Review your workplace intranet communication using the Insight Exchange [Workplace Intranet Content Guide](#)



[www.insightexchange.net/workplace-responses](http://www.insightexchange.net/workplace-responses)

## SHARING INFORMATION AND SUPPORTS

We know that when a person reaches out, it may be the first, only or last time they seek support.

And some people may not reach out now or ever.

## REFLECTIVE QUESTIONS

What information do we make safely available to people who are experiencing domestic, family and sexualised violence?

Is our communication:

- providing information for validation and reflection?
- avoiding assumption that support seeking is safe and possible? Minimising pressure for decisions/actions e.g., leaving, moving, reporting?
- increasing visibility and certainty of options and pathways



What content do you currently have on your intranet? Does your material include a menu that communicates to victims of violence, perpetrators of violence and to responders?

Browse and build from the enclosed example menu of free insight-informed Insight Exchange resources outlined in this guide.

The menu is not exhaustive or conclusive. It is designed to support your organisation with content options and communication to different readers. The content in the guide might complement what you already have in place and/or address content or resource gaps.

Review your workplace intranet communication using the Insight Exchange [Workplace Intranet Content Guide](#)

[www.insightexchange.net/workplace-responses](http://www.insightexchange.net/workplace-responses)

## SUPPORT FOR LEADERS

### A FRAMEWORK FOR RESPONSE

The following documents are hosted on Insight Exchange on the *Futures Framework* landing page.

[www.insightexchange.net/futures-framework](http://www.insightexchange.net/futures-framework)

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### UNDERSTANDING OUR PART

**"If you're not part of the problem, you can't be part of the solution."**

"If we cannot see how what we are doing or not doing is contributing to things being the way that they are, then logically we have no basis at all, zero leverage, to change the way things are - except from the outside, by persuasion or force."

*Adam Kahane, author of Solving Tough Problems: An Open Way of Talking, Listening and Creating New Realities*

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## FUTURES FRAMEWORK



The [Futures Framework](#) is designed to support organisations and institutions in developing a **strategic and holistic response to domestic, family and sexualised violence**.

The *Futures Framework* can be used to scope, guide and plan short and long term commitments **to prevent and respond to domestic, family and sexualised violence**.

## LEADERSHIP ROADMAP

The [Leadership Roadmap](#) is designed to support organisations and institutions in setting out a sequence of work to implement the Futures Framework.

The *Leadership Roadmap* is a guide only. Each organisation engaging with the *Futures Framework* will vary in its development and progress in response to domestic, family and sexualised violence.



## SUPPORT MENU

The [Support Menu](#) is designed to support organisations and institutions in building understanding of and informing responses to domestic, family and sexualised violence.

The *Support Menu* sets out a series of content that can be introduced, supported and embedded within the organisation's or institution's response to domestic, family and sexualised violence.



[www.insightexchange.net/futures-framework](http://www.insightexchange.net/futures-framework)

# LANGUAGE MATTERS ALL THE TIME

Our choice of language can be used in restrictive or liberating ways. The words we select (may) benefit the perpetrator and further harm the victim of violence.



View the 90min video of the [Masterclass on Language and Violence](#) with Dr Linda Coates hosted on [www.insightexchange.net](http://www.insightexchange.net)

## EXPLORING THE FOUR OPERATIONS OF LANGUAGE



Coates, L. & Wade, A. (2007), 'Language and Violence: Analysis of Four Discursive Operations', *Journal of Family Violence*, 22:511-522.



## ACKNOWLEDGEMENT AND THANKS

The following documents share a collection of messages to participants and a collection of messages to donors who support Insight Exchange.

You can add your message to this collection through the Contact us page. [www.insightexchange.net/contact-us/](http://www.insightexchange.net/contact-us/)

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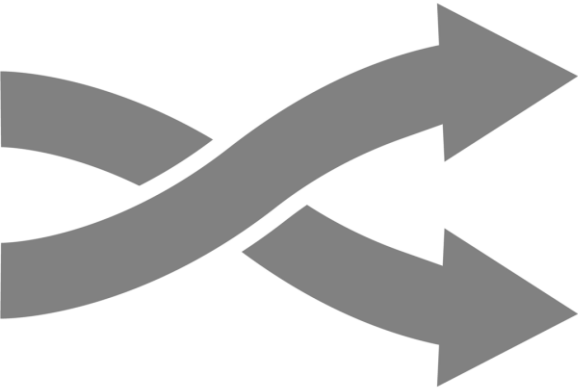
“The decision to share your insights and lived experiences of gendered violence and abuse is one I am sure that you did not make lightly. Some of us find it very difficult to share our stories, even in deidentified ways, for safety or livelihood reasons, and I cannot thank you enough for giving voice and clarity to the deliberate harm and ongoing impacts of domestic, family and sexual violence. There is nothing more moving and motivating, personally and professionally, than knowing that you are not alone.”

Annon. 2021

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# ACTIONS:

## ACKNOWLEDGE & THANK



### DEAR PARTICIPANTS



**Reflection:** Read the collection of [messages to participants](#) who shared their lived experience insights.

**Action:** Add to these messages by sending your comments through: [www.insightexchange.net/contact-us/](http://www.insightexchange.net/contact-us/)  
Published comments are deidentified.

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### DEAR DONORS



**Reflection:** Read the collection of [messages to the donors](#) supporting Insight Exchange.

**Action:** Add to these messages by sending your comments through: [www.insightexchange.net/contact-us/](http://www.insightexchange.net/contact-us/)  
Published comments are deidentified.

## REFLECTIONS KIT

The [Reflections Kit](#) is hosted on the Insight Exchange website

[www.insightexchange.net/reflections-kit/](http://www.insightexchange.net/reflections-kit/)



**Scan the QR code to open the Reflections Kit.**

Privacy: This is a static QR code to eliminate any collection of your data when scanning.

Insight Exchange website has a safe exit button





© Collaborating Artist: Louise Whelan



Sign up for Insight Exchange Updates via our Contact Us page | [www.insightexchange.net/contact-us/](http://www.insightexchange.net/contact-us/)

Free electronic copies of this Reflections Kit are available on [www.insightexchange.net](http://www.insightexchange.net)

We welcome your feedback via the contact us page.



[Vimeo](https://vimeo.com)



[Instagram](https://www.instagram.com)



[Facebook](https://www.facebook.com)



[Linkedin](https://www.linkedin.com)



[YouTube](https://www.youtube.com)