GUIDANCE:

Website content and functions

Information and responses to domestic, family and sexualised violence

INSIGHT EXCHANGE

Insight Exchange centres on the expertise of people with lived experience 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 Exchange is governed by Domestic Violence Service Management, a registered Australian charity (ABN 26 165 400 635).

For more information visit www.insightexchange.net

We acknowledge the Traditional Custodians of the land on which our work and services operate and pay our respects to Elders past 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.

Insight Exchange upholds Tino Rangatiratanga in partnership with Māori – the generations who have gone before, and the generations yet to come. We extend this respect to all Indigenous peoples. We acknowledge Sovereignty was never ceded.

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, queer, intersex and asexual.

Content

Purpose of this guidance

This guidance is for industry employees responsible for designing, developing and delivering communications relating to DFSV, with a particular focus on digital platforms (websites).

Industries can use this guidance to inform and influence the design of content and functions on their website to communicate directly with DFSV victim-survivors. This guidance is designed to support reflection, validate the lived experiences of victim-survivors, provide access to information, and raise awareness of victim-survivors' available options.

Seeing possibilities: why every door matters

What we understand about domestic, family and sexualised violence (DFSV) informs how we respond. We need to build our collective understanding of where victim-survivors may have connection points – places where they may seek information and support.

For more information, view this 6-minute animation *Seeing possibilities*.

© 2022 Insight Exchange in development with Guy Downes (https://vimeo.com/684039585)

Imagine the difference it would make for victim-survivors if all 'connection points' – workplaces, businesses, families, friends, and specialist and statutory services – were informed and ready to respond. Imagine the difference it would make for victim-survivors if all of these 'connection points' clearly communicated to victim-survivors with information and support options.

No Hidden Door

National Community Attitudes towards Violence against Women Survey data indicated a concerning result that **2 in 5 Australians did not know where to access help for a domestic violence issue**.[1] Communication about what assistance is available is the responsibility of responding services and systems.

[1] Summary findings from the 2017 National Community Attitudes towards Violence against Women Survey (NCAS) https://20ian81kynqg38bl3l3eh8bf-wpengine.netdna-ssl.com/wpcontent/uploads/2019/12/300419_NCAS_Summary_Report.pdf

Every sector is a *possible* **door** to information and support for victim-survivors of domestic, sexualised and family violence. Because safety and communication are inextricably linked, victim-survivors rely on the quality of public-facing communication, and this includes website content and user experience. They rely on websites to be informing, affirming and safe to browse.

Victim-survivors may only browse the website but never contact or use the organisation directly, however we cannot underestimate the immediate and enduring value of communication.

The name **'No Hidden Door'** highlights the importance of auditing the 'doors' to information that are currently available to victim-survivors of domestic, family and sexualised violence (DFSV). People experiencing DFSV rely on multiple parts of a complex information and support ecosystem for their safety and wellbeing. The more disparity there is between different parts of the ecosystem, the tougher and more compromising it is for victim-survivors to access information and to navigate support.

People using violence and abuse are more able to extend their use of abuse and control when information and communication about DFSV and support services are opaque, unclear or unsafe to access.

No Hidden Door Reports

The No Hidden Door initiative is one of Insight Exchange's FY2021–22 key projects.

Between October and December 2021, Insight Exchange audited 200+ websites from five industries as sample doors in the information and support ecosystem. The selection of industries is not exclusive or exhaustive.

Learn more

www.insightexchange.net/no-hidden-door/

No Hidden Door Collection

The No Hidden Door Collection was commissioned in 2022 by Insight Exchange. This collection of original artworks was created by collaborating artist Louise Whelan.

The artworks are designed to illuminate the importance of making the 'door' of responding services/organisations more visible to the public, and valued ongoingly by industry as a social response to victim-survivors of domestic, family and sexualised violence.

Each artwork amplifies the unique and changing needs of victim-survivors who may be reaching out for the first, only or last time to find information and/or to seek support.

The collection amplifies how the burden of effort to find, ask and communicate often rests on the victim-survivor. This is contrasted with the lack of communication from the service/institutional 'door' which is shown to be obscure, unclear or unkept.

The burden of effort must shift from the victim-survivor to the service and institution. Each 'door' needs to be made more visible and the human experience offered to victim-survivors more 'discreet, dignified and supportive'.

Read about the artist statement and collection on page 27.

www.insightexchange.net/no-hidden-door/

Seeking support: What part are you playing?

Victim-survivors

who are not talking anyone but may be looking for information

Victim-survivors

who are talking to someone and/or seeking support

Family and Friends

who are looking for information to support someone they know

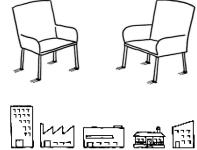**There is no one path or preference. And _every_ option matters.**

Helplines & services

Workplaces

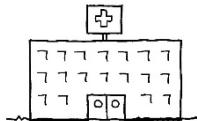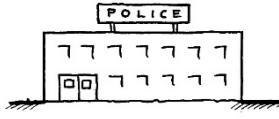**Employee Assistance Programs (EAPs)**

Business

Associations & Peak bodies
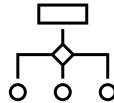
Health

Police

And more…

What part is your workplace / business / service / institution / system playing in communication to and with victim-survivors of DFSV?

Who benefits from the status quo of website communication responses to DFSV?

Perpetrators of violence and abuse may monitor the time and activities (including online activity) of victim-survivors, making it impossible or unsafe to source information in limited time or at all. They may undermine the options and choices of victim-survivors through coercive control.

Designing for choice and control of the victim-survivor in the support-seeking process is vital for dignity and safety.

When website communication about DFSV responses is invisible or inadequate, perpetrators of violence and abuse are:

- more able to undermine the victim-survivors perception of whether services are available to support if services are silent or hard to find.

- more able to conceal their responsibility for violence and abuse when definitions and descriptions of forms of violence are inconsistent or inaccurate.

- more able to isolate victim-survivors from supports when the support offer is hidden or unclear.

- more able to undermine the certainty of victim-survivors plans by weaponising gaps in the service or making false threats about what the service will or won't do if the victim-survivor reaches out. If a victim-survivor cannot see ahead, they carry the burden of risk and effort to know if the service option will build on or undermine their safety.

- more able to extend their control and evade consequences when victim-survivors cannot safely source or seek support.

Introduction to the guidance

While we acknowledge that the circumstances of victim-survivors may vary greatly, this guidance can still help inform website design by responding to the possible needs faced by:

- victim-survivors of DFSV who may be considering reaching out via digital platforms.

- friends and family of victim-survivors who are looking to help by researching responses on digital platforms.

The guidance is structured in a six-part format. Each part includes:

- Possible need/context of the victim-survivor

- Example for use.

Included is a *Guided checklist* to identify and close gaps on your website for the public and for internal employees.

Scope and Limitations:

The guidance focuses on content and function, not on software, aesthetic design or user navigation. Identifying and addressing gaps in website content and function is vital. Victim-survivors of DFSV also rely on the organisations' broader commitment to cultural safety, accessibility, diversity and inclusion.

Possible considerations | lived experience insights

"I don't like what I am experiencing in this relationship. When I turned to see if what was being done to me was 'wrong' I found very little information, and my experiences just didn't 'fit' or 'count'. I figured I mustn't be experiencing 'abuse' or it's not 'abusive enough' for me to be eligible to receive support."

"One website was offering some words for what I was experiencing. But the words just weren't enough. They didn't provide much information or signposting on where I could find out more. This left me to search from scratch, and to second guess myself. I didn't know where to start searching."

"It's a big decision to reach out. With everything going it is a real risk to reach out if it goes wrong. Knowing more before I make any contact can inform my choice about if and how I take my next step. Everywhere there is this general 'number' to call but it is unclear about what is on the other side."

"I'm always aware of the possible threats and consequences of changing something or seeking support. If I don't know the process of what happens when I make contact, how can I know if this is safe enough for me? And how can I plan my steps if I can't see ahead?"

"I'm sometimes monitored by the person abusing me – in-person, on my phone and online. I may have limited time and safety to search for information about what support is available. I may have to close the website in a hurry. I may need to hide that I have searched at all. What functions and features do you have in place to make my access to information safer?"

"I am really aware of which communication options work best for me and when I can browse or make contact. Using email, chat functions or making call might be safe one day and dangerous the next. When I am not leading which choice of communication to use, or when that changes, I can be exposed to more danger and consequences for reaching out at all. What choice and control do you give me about being in contact?"

Guidance: Summary

01	**02**	**03**
About domestic, family and sexualised violence	**Provide information and signposting**	**Support informed choice**
1.1 Acknowledge that violence and abuse can be perpetrated by and experienced by anyone. 1.2 Acknowledge definitions vary across locations, however violence is never ok. 1.3 Acknowledge and explain - there are many forms of violence and abuse - domestic and family violence is often a pattern of controlling or coercive behaviour - whenever people are subjected to abuse, coercive control, and violence, they resist	2.1 Provide links to more information about each form of violence 2.2 Provide links to information about supports 2.3 Provide access to information and reflection resources that don't require making contact	3.1 Clarify information about what is offered, who is eligible, what the options are 3.2 Clarify rights, responsibilities, channels for feedback and complaints

|		
04	**05**	**06**
Make the process visible	**Include features & functions to support safety**	**Communicate options and support control**
4.1 Describe the process of what will happen after making contact 4.2 Display the process and steps visually so that people can see their steps and see ahead	5.1 Include features that support safer access, use and exit from the website 5.2 Clarify practices that support privacy and reduce digital footprint or exposure	6.1 Create different channels for making contact and clarify when these are available 6.2 Communicate what digital footprint each channel might create if used.

Guided checklist: Identify and close gaps

Ref	Guided checklist	From the outside (the public)		From the inside (an employee)	
		Self-Audit Result:	Gap Closed:	Self-Audit Result:	Gap Closed:
1.1	Acknowledge that violence and abuse can be perpetrated by and experienced by anyone.	●	☐	●	☐
1.2	Acknowledge definitions vary across locations, however violence is never ok.	●	☐	●	☐
1.3	Acknowledge and explain - there are many forms of violence and abuse - domestic and family violence is often a pattern of controlling or coercive behaviour - whenever people are subjected to abuse, coercive control, and violence, they resist	●	☐	●	☐
2.1	Provide links to more information about each form of violence	●	☐	●	☐
2.2	Provide links to information about supports	●	☐	●	☐
2.3	Provide access to information and reflection resources that don't require making contact	●	☐	●	☐
3.1	Clarify information about what is offered, who is eligible, what the options are	●	☐	●	☐
3.2	Clarify rights, responsibilities, channels for feedback and complaints	●	☐	●	☐
4.1	Describe the process of what will happen after making contact	●	☐	●	☐
4.2	Display the process and steps visually so that people can see their steps and see ahead	●	☐	●	☐
5.1	Include features that support safer access, use and exit from the website	●	☐	●	☐
5.2	Clarify practices that support privacy and reduce digital footprint or exposure	●	☐	●	☐
6.1	Create different channels for making contact and clarify when these are available	●	☐	●	☐
6.2	Communicate what digital footprint each channel might create if used.	●	☐	●	☐

Act today. Close each gap.
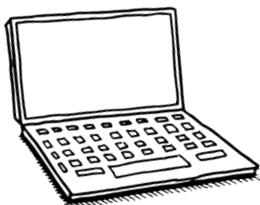
> "I don't like what I am experiencing in this relationship. When I turned to see if what was being done to me was 'wrong' I found very little information, and my experiences just didn't 'fit' or 'count'. I figured I mustn't be experiencing 'abuse' or it's not 'abusive enough' for me to be eligible to receive support."

Who is benefiting from the status quo?

Perpetrators of violence and abuse are more able to undermine the victim-survivors perception of whether services are available to support if services are silent or hard to find. Perpetrators of violence and abuse can conceal their responsibility for violence and abuse when definitions and descriptions of forms of violence are inconsistent or inaccurate.

What I might need as the person who is experiencing violence and abuse

From **outside the organisation**
(as a member of the public)

- I am noticing how violence and abuse is described by others around me including friends, family, colleagues, businesses, services and institutions. Where there is silence I am left to make conclusions alone.

- Where there is only descriptions of some forms of violence I am left to work out if the violence and abuse used against me is considered to be abuse and if my experiences will be taken seriously.

- A skewed representation of forms of violence can unintentionally signal to me that 'only these kinds of actions constitute abuse' and/or 'only these types of abuse matter'.

From **inside the organisation**
(as an employee)

- I may want to know what supports are made available to employees, to casual staff and contractors.

- I may not be clear on my options or the consequences of reaching out. I may hold concerns about whether support seeking from my employer will have consequences for my role because my role involves responding to people experiencing DFSV.

- If my workplace is silent, or there is uncertainty about how it supports employees who are experiencing DFSV, I may only be safe enough to seek support elsewhere.

Colleagues may also have concerns about someone at work or in their community and be looking for information to inform their understanding and responses.

EXAMPLE About domestic, family and sexualised violence
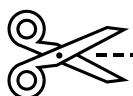
Businesses/services/institutions/systems may wish to draw from the generic example below to refine/enhance the description you already use.

Domestic, family and sexualised violence can happen to anyone. Gendered violence affects every Australian.

About domestic and family violence

Domestic and family violence refers to behaviour that occurs in a current or former intimate partner relationship, a domestic or family relationship, or in an extended family or kinship group. It can be perpetrated by a partner, spouse, family member, carer, housemate, boyfriend or girlfriend.

Domestic and family violence is behaviour in one of these relationships which is threatening, abusive, violent, coercive or controlling; causing a person to live in fear and to be made to do things against their will.

Forms of violence/abuse might include one or more of the behaviours listed below:
*   *Emotional or psychological abuse*
*   *Physical violence*
*   *Sexualised violence (or sexual assault/violence/abuse)*
*   *Reproductive coercion and abuse*
*   *Economic abuse (or financial abuse)*
*   *Stalking and intimidation*
*   *Technology-facilitated abuse (TFA)*
*   *Spiritual or religious abuse*
*   *Systems abuse.*

View the Insight Exchange (4min) animation
[What is domestic and family violence?](#)

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.

Domestic and family violence is often a pattern of controlling or coercive behaviour. But whenever people are subjected to abuse, coercive control, and violence, they resist.

Resistance is any act that:
*   opposes the violence and abuse
*   attempts to limit its affects
*   attempts to uphold dignity and/or build on safety for one's self or others

Resistance to violence can be verbal, physical, mental, emotional, spiritual, financial, practical and more.

Perpetrators of violence and abuse anticipate and work to suppress and overpower victims' resistance. Because of this, acts of resistance must often be hidden. But whether resistance to violence is hidden or visible – it is always there.

About our response to domestic and family violence:

[Insert service/organisation response here]

Notes for editor/copy:
*   Terms such as 'domestic violence', 'domestic and family violence', 'family violence', 'domestic abuse' may vary in sate and territory. You may wish to use the above example or a more localise term for where your service operates. Your descriptions of the behaviours that constitute these terms will assist readers to understand what is included.
*   [Based in New Zealand? [Follow My Lead Aotearoa](#) features a broader set of forms of violence.]
*   Looking for fact sheets? Download the PDF [What is domestic and family violence? (PDF)](#)
*   Wanting to embed the animation? Copy the embed code by opening the animation and toggling through the 'share' button options.

02 Provide information and signposting
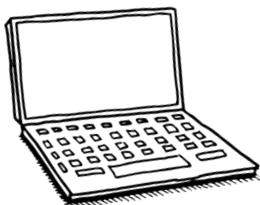
> "One website was offering some words for what I was experiencing. But the words just weren't enough. They didn't provide much information or signposting on where I could find out more. This left me to search from scratch, and to second guess myself. I didn't know where to start searching."

Who is benefiting from the status quo?

Perpetrators of violence and abuse may monitor the time and activities (including online activity) of victim-survivors, making it impossible or unsafe to source information in limited time or at all.

What I might need as the person who is experiencing violence and abuse

- I may not know what I need next, and information about options might be the most helpful assistance before I take any steps.

- The person abusing me may have said their actions are not violent or abusive, so I'm not sure if my experiences are valid, and I want to understand this more before I contact anyone.

From **outside the organisation**
(as a member of the public)

- I want to know what the organisation/service offers, and if they can guide and support me to know about and/or access other services.

- I might want to access one or many types of support at the same time.

- I might not be able to access support services until some of the other supports are in place. Can the organisation/service help me identify other supports?

From **inside the organisation**
(as an employee)

- Does the workplace outline a range of supports inside and outside of the organisation?

- Does the workplace explain what the organisation as my employer can and can't support with so that I don't have to guess or experience a false start?

- I may hold concerns about whether seeking support from internal and external services will have consequences for my professional reputation amongst stakeholders and referrers. I may want to find as much information as possible before making that step.

EXAMPLE Provide information and signposting
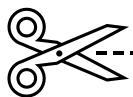
Businesses/services/institutions/systems may wish to draw from the generic example below to refine/enhance the links you already use.

What information and signposting do you make available about specific forms of violence and abuse?

Possible links are included below as examples and are not exhaustive.

What is economic abuse?

What supports are available for economic abuse?
https://www.economicsafety.org.au/

What housing options and supports are available? Who can help me to access these?

Insert information for your state/territory
e.g., https://askizzy.org.au/

Where can I find guidance on eSafety?

eSafety Commission
https://www.esafety.gov.au/women/domestic-family-violence
WESNET
https://techsafety.org.au/

Where can I obtain a safe mobile phone?

Could your organisation become a WESNET member providing safe phones?
https://wesnet.org.au/ourwork/telstra/

What supports are available for sexualised assault/violence from police? health? legal?

Specialist responses vary across state and territories. Insight Exchange's My Dignity landing page has small directories for each state and territory in Australia, and a directory for New Zealand.
https://www.insightexchange.net/my-dignity/

Do you provide information about consent?

My Dignity: pages 17-18 provides a description of consent and page 53 hosts two short animations about consent.

Do you provide information about strangulation/choking?

My Dignity: page 22 provides information about non-fatal strangulation and choking

Do you offer counselling?

[Insert response]

Do you signpost to counselling?

Guide to selecting a counsellor: provides information about selecting a violence-informed counsellor and information about different counselling service types, and more.

Notes for editor/copy

The information above can be useful for responding family, friends and colleagues. Other resources to support responders may include:

Information for responders about signs and symptoms of strangulation/choking is presented in My Dignity: page 55 Symptoms of Strangulation (SOS) cards have been developed by the Western NSW Local Health District Prevention and Response to Violence Abuse and Neglect (PARVAN) team.
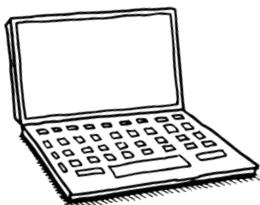
03 Support informed choice

> "It's a big decision to reach out. With everything going it is a real risk to reach out if it goes wrong. Knowing more before I make any contact can inform my choice about if and how I take my next step. Everywhere there is this general 'number' to call but it is unclear about what is on the other side."

Who is benefiting from the status quo?

Perpetrators of violence and abuse are more able to isolate victim-survivors from supports when the support offer is hidden or unclear.

What I might need as the person who is experiencing violence and abuse

- I might be reaching out for the first, only or last time.

- I might not want to talk about the violence and abuse that's going on, or I may say something after I have tested the waters a little.

- I have such limited time to fit this in without the person abusing me knowing about it, so I want to get all the information I can before I take this step.

From **outside the organisation**
(as a member of the public)

- I may not have enough safety to access supports but can say I am getting support for 'something else' or for 'someone else'. The more I can access with discretion the more chance I get to talk to someone.

- The more I can find out without making a lot of contact or leaving a trace the more I will know about my options even if I can't access them straight away.

- If the service is silent or there is uncertainty I may only be safe enough to seek support elsewhere.

From **inside the organisation**
(as an employee)

- I may not have enough safety in my workplace to ask about my options, so I want to find out via the website before I take any steps to talk to someone.

- I might have heard positive, mixed or negative examples from colleagues who have reached out at work. I might be looking for testimonials/reviews from our workplace.

- I might want to access support services outside my district/network, so I am reliant on what they communicate.

- I know what happens in the service I work in and wonder what my options are as a 'client' to protect my privacy as an employee if I am also a client.

EXAMPLE Support informed choice
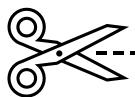
Businesses/services/institutions/systems may wish to draw from the generic example of headers below to inform and refine FAQs that may be asked by victim-survivors of DFSV.

Possible questions are included below as examples and are not exhaustive.

Support offer and eligibility

What types of support does the service offer?

Who is eligible?

Contact

Can contact be made directly?

If yes – what are the contact details?

If no – where do I need to make contact?

Do you clarify if translation/interpreter service is available?

Hours

What are the hours of service?

What are the options if out of hours?

Fees

What (if any) is the personal financial cost to use the service?

What are the indicative fees?

Who can support with fees?

Rights and access

Is contact with this service confidential?

What are my rights and responsibilities as a service user?

How do you manage my privacy, records and data?

How and where I can give feedback?

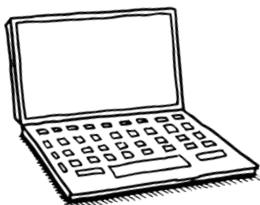How and where I can make a complaint?

Other supports

What information or links to other services do you provide?

Notes for editor/copy:
Only your service can answer these questions.
They may take up less room in a FAQ format or in collapsible menus.

Make the process visible

> "I'm always aware of the possible threats and consequences of changing something or seeking support. If I don't know the process of what happens when I make contact, how can I know if this is safe enough for me? And how can I plan my steps if I can't see ahead?"

👤 Who is benefiting from the status quo?

Perpetrators of violence and abuse are more able to undermine the certainty of victim-survivors plans by weaponising gaps in the service or making false threats about what the service will or won't do if the victim-survivor reaches out.

If a victim-survivor cannot see ahead, they carry the burden of risk and effort to know if the service option will build on or undermine their safety.

## 👤 What I might need as the person who is experiencing violence and abuse

From **outside the organisation**
(as a member of the public)

- I may face danger if the person abusing me finds out I talked to someone. The last time I reached out for help it was too late because of the waiting times.

- When I spoke to someone at the other service they didn't explain what would happen and I ended up really 'paying for it' because the person abusing me managed to get hold of the notes.

- I don't want the step to seek help to become something that risks my job or limits my career. I only have the personal safety to call in my work break so I need to know how long the call/contact will take and what the process is.

From **inside the organisation**
(as an employee)

- I may want to know how my employer maintains privacy and confidentiality within the workplace if I reach out to access and use the service that I work in.

- I may need to know the specific details about what the service does and doesn't make known to my employer.

- If there is any uncertainty about privacy and confidentially with the service, I may only be safe enough to seek support elsewhere, or not reach out at all.

EXAMPLE Make the process visible
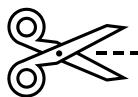
Businesses/services/institutions/systems may wish to draw from the generic example below to inform how you describe the process of what happens when a victim-survivors of DFSV makes contact. Keep, replace or delete all that applies to the commitment of your service.
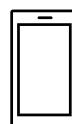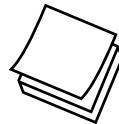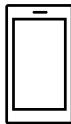
The content in the example below is not exhaustive.

We welcome anyone who has concerns about domestic, family or sexualised violence.

What happens when I make contact?

The process
A step-by-step guide

Browse and download any information or resources from our website.

Get in touch via phone, email, webform, chat or app to suit your needs.

Phone calls are free and do not show in your phone bill.

We like to follow your lead on how often and when to make contact. We know this can change as your situation changes.

We will not contact you unless you ask us to or for an emergency or legal reason.

We will ask you about your situation and what support you are looking for.

If you don't know what options are available, that's okay.

We will explain what we provide.

You don't have to make all your decisions at once and we can make a time to talk again.

If you need something different to what we provide (or additional options) we will give you information about other supports and services.

Our first conversation is usually (insert timeframe e.g., 45mins).

We can speak for less time and make a time to speak again.

You can see here (insert link) the kinds of questions we ask about. You can choose not to answer, or you may have other things you want us to know about.

We will record some details about you so that you don't have to start again if you contact us again.

At the end of the conversation if you are wanting to speak to other services, we can make introductions for you if you would like us to, or we can give you information so that you can make steps at your own pace.

Before the end of the call, we will ask if you want us to contact you, or if you want to contact us.

If you want us to contact you, we will ask you what the safest way is for you.

You can get back any time if your needs change.

If you get back in contact, you can ask for the same person you first spoke with or someone new. Sometimes the same person is not working that day or available so we will ask if you are willing to speak to another team member.

If you or the person you care about is in immediate danger, please contact emergency services on
Triple Zero 000 (Australia) or Triple One 111 (New Zealand).
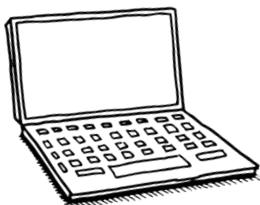
05   Include features & functions to support safety

"I'm sometimes monitored by the person abusing me – in-person, on my phone and online. I may have limited time and safety to search for information about what support is available. I may have to close the website in a hurry. I may need to hide that I have searched at all. What functions and features do you have in place to make my access to information safer?"

Who is benefiting from the status quo?

Perpetrators of violence and abuse are more able to extend their control and evade consequences when victim-survivors cannot safely source or seek support.

What I might need as the person who is experiencing violence and abuse

- No matter which door I use, I need to be able to access information safely.

From **outside the organisation**
(as a member of the public)

- If the person abusing me learns I am looking for support, they may tighten their control further stopping me from get the information I need.

- When the person controlling me looks at my bills I know that are not just looking at spending but where I have been and who I have been in contact with. They are suspicious of things that are unknown, different or may reveal that I am talking to other people or services.

- If you call back I might be put in more danger or need to describe my needs as different from what they really are.

From **inside the organisation**
(as an employee)

- My workplace might be a better place to call from but even if I can get the privacy of a meeting room to make the call, the number on the workplace phone logs exposes my situation to my employer.

- The person abusing me may not suspect that I am seeking support directly from colleagues within my workplace. This may be useful for creating the safety to talk but might involve other threats to my privacy and safety in the workplace. The smaller number of people who know my situation, the less I have to manage about the abusive partner finding out, or the abusive partner influencing how my colleagues perceive them.

EXAMPLE Include features & functions to support safety
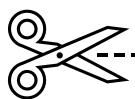
Businesses/services/institutions/systems may wish to draw from the generic example below to inform how you describe the feature and functions of communication channels for victim-survivors of DFSV making contact. Keep, replace or delete all that applies to the commitment of your service.

The headers and descriptions below are included as examples and are not exhaustive.

Quick-exit button

Examples (Keep, replace or delete all that applies):

- A quick-exit button is on all pages of our website

Freecall

Examples (Keep, replace or delete all that applies):

- We provide a freecall number.

Phone call not shown in billing

Examples (Keep, replace or delete all that applies):

- We offer a WhatsApp number so you can call without it appearing on phone bills.

- You can also call us via WhatsApp, Skype, or another provider which uses data to make calls, to hide history from your regular telephone company's phone bill. After the call, manually remove it from the call log within the app.

- You can manually remove phone calls and conversations on mobile call logs and text history using
'Edit' > 'Delete'.

Call back

Examples (Keep, replace or delete all that applies):

- We will not assume to call back your number.

- We offer a call-back form online, so that you can express how and when you wish to be contacted.

- We use a 'silent' unlisted number, so that any outgoing calls we make are blocked/private.

- You can block your phone number to stop your number being displayed when you call others, which is useful if you do not want the person you are calling to be able to call you back.

QR Codes

Examples (Keep, replace or delete all that applies):

- We use QR codes in our brochures, fact sheets, posters etc.

- We clarify where the QR code goes (putting URL in description).

- We clarify if data is collected via QR code.

The following guides 5.1A, 5.1B and 5.1C were developed for non-government organisations/services that are likely to outsource development of these three features. Larger businesses and institutions may find the guidance useful for informing the internal resource/team responsible for these features.

- See Guide 5.1A Asking for a quick-exit button from website developer.
- See Guide 5.1B How to secure a freecall number.
- See Guide 5.1C How to hide call logs on a phone bill.

GUIDE 5.1 A

Asking for a quick-exit button from web developer

What is a safe-exit or quick-exit button?

The quick-exit button allows users to close the site quickly if they are concerned about somebody looking over their shoulder, reducing suspicion and protecting users. It works by immediately closing the current browser and opening a new tab with a predefined site. Quick-exit buttons are an extremely important element of websites that include sensitive information such as material related to domestic and family violence.

Process

1 **Identify who created your website?** — Third-party developer or self-hosted website provider

2 **Contact your website developer / provider to build a new button** — Self-hosted website providers e.g. WordPress enable the user to directly install a free 'exit button' plug-in

3 **Activate button** — Monitor user experience and functionality

Features to request

- **Consistent, obvious positioning** across entire website so it is easy to find.
- **Always visible,** even as the user scrolls up and down the page and travels between pages.
- **Immediately available** from any site landing page.
- **Adaptive to device,** across desktop, mobile and tablet.
- **Bright colour** so the button is visible.
- **Loads a preselected site in a new tab** concurrently with closing the current browser, e.g., news, weather.

Additional considerations

- **Features are continuously updated** and users can request additional features from the plug-in provider.
- **Will not delete browser history** due to website security measures. Ensure resources are available to encourage safe browsing.

Quick-exit button example: https://www.doingnothingdoesharm.org.au/

For more context: https://www.infoxchange.org/au/news/2018/04/quick-exit-button-now-crucial-part-ask-izzy

GUIDE 5.1 B

How to secure a freecall number

Why should you consider a freecall number?

Freecall numbers enable access for people anywhere in Australia to seek support from your organisation. It is especially valuable for those who do not have access to a paid phone plan or cannot pay for calls.

How do I get a freecall number?

1　　　　　　　　　**2**　　　　　　　　　**3**

Choose 1800 or 1300 number provider	Choose your plan	Publish freecall number on website landing pages
1800 numbers calls are entirely funded by the organisation, while 1300 numbers are a co-pay arrangement.	Pricing for these tends to include an upfront component and a use-based monthly charge.	Ensure people know about your freecall number and can find it easily on your website.
Reliable providers include: • 1800NumbersAustralia • 1300Australia • Avoxi	Costs for these services include: • one time set-up fees: $50 - $100 • fixed monthly charges: $20 - $100 • variable charges: $0.05 - $0.15 per minute.	Cost may vary depending on your web developer.

What else should you know?

- TPG and Dodo still charge for 1800 toll-free numbers on smaller or legacy plans.
- Consider adding your number to a do-not-call register to minimise spam calls.
- Many phone plans also allow for the customisation of phone numbers to support marketing.

GUIDE 5.1 C

How to hide call logs on a phone bill

<div align="center">**Why would someone want to hide call logs on a phone bill?**</div>

For victim-survivors of domestic and family violence, calling helplines, police, social services, friends and family can provide meaningful support. However, if the perpetrator of abuse can access the victim-survivor's phone call records, they can discern who the victim-survivor has contacted. This may place the victim-survivor in danger and create further isolation from these sources of support.

| What can organisations do?		What can victim-survivors do?*
Organisations can ask for a 'silent' unlisted number, so that any outgoing calls they make are blocked/private. Telephone companies should be able to set this up for any organisation.		Manually remove phone calls and conversations on mobile call logs and text history using 'Edit' > 'Delete'.
Offer a WhatsApp number, so victim-survivors can call without it appearing on phone bills. This is a free and quick option for any organisation.		Blocking your phone number stops your number being displayed when you call others, which is useful if you do not want the person you are calling to be able to call you back.
Organisations can offer a call-back form online, so that victim-survivors can express how and when they wish to be contacted.		Call via WhatsApp, Skype, or another provider that uses data to make calls, to hide history from your regular telephone company's phone bill. After the call, manually remove it from the call log within the app.

<div align="center">**Other resources**</div>

Example of a call-back form: https://wesnet.org.au/about/contact/

Helpful resource: https://www.telstra.com.au/content/dam/tcom/about-us/community-environment/pdf/telstra-safe-connections.pdf

*Note: The victim-survivor options presented in this guide cannot be assumed to be the right fit for everyone. For example, one option that builds safety for one victim-survivor might create danger for another because their situation and the abuse used against them differs. The options in this guide need to be considered by the victim-survivor, following their lead.
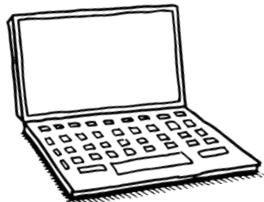
06   Communicate options and support control

"I am really aware of which communication options work best for me and when I can browse or make contact. Using email, chat functions or making call might be safe one day and dangerous the next. When I am not leading which choice of communication to use, or when that changes, I can be exposed to more danger and consequences for reaching out at all. What choice and control do you give me about being in contact?"

### Who is benefiting from the status quo?

Perpetrators of violence and abuse may undermine the options and choices of victim-survivors through coercive control. Designing for choice and control of the victim-survivor in the support-seeking process is vital for dignity and safety.

What I might need as the person who is experiencing violence and abuse

- Every mode of communication I use matters. Sometimes I can email in the day from one device, and later on text or chat from another.

- I might be able to be more detailed in some channels than others and may need to remove the record (if I can) with little to no notice if the person abusing me becomes suspicious or my colleagues/manager don't let me use the work device for personal calls etc

- Sometimes my only time to be able to talk to someone is at work, away from work, or in the night when everyone else is asleep or on the weekend when I am 'appearing to be doing something else'.

- As my circumstances change my safety can change and vice-versa. Knowing the options before I need them may be useful when I have to adjust under pressure or rapid changes.

EXAMPLE Communicate options and support control
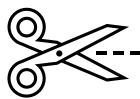
Businesses/services/institutions/systems may wish to draw from the generic example below to inform how you describe the commitments of your service. Keep, replace or delete all that applies to the commitment of your service.

The channels included below are examples and are not exhaustive.

'We know that you know which options work best for you to make contact, and that this may change at different times of the day and as your situation changes. The options we provide are:'

Phone
(Keep, replace or delete all that applies)

This phone number is managed:
- During business hours
- out of hours (specify)
- 24/7

Email
(Keep, replace or delete all that applies)

This email is managed:
- During business hours
- out of hours (specify)
- 24/7
You can expect a response within (insert) hours.

Web form (acts as a way to make contact via the website)
(Keep, replace or delete all that applies)

This web form is managed:
- During business hours
- out of hours (specify)
- 24/7
You can expect a response within (insert) hours.

Chat Function

Insert description of how the chat function works and what records are retained/deleted.

App Function

Insert description of how the app works and what records are retained/deleted.

Notes for editor/copy
Populate and edit to match channels you provide.

INSIGHT EXCHANGE

Other examples of information and reflection resources

Insight Exchange does not provide services. These resources are developed involving people with lived experience of domestic, family and sexualised violence and provide support contacts for Australia and New Zealand support services.

www.insightexchange.net

Notes for editor/copy:

Wanting to embed any of the listed animations? Copy the embed code by opening the animation and toggling through the 'share' button options.

My Safety Kit

My Safety Kit is a reflection resource for people who may be reflecting on their own relationships and (possible) experiences of domestic and family violence.

To read My Safety Kit and view the short My Safety Kit animations open the link www.insightexchange.net/my-safety-kit/

My Safety Kit
(Australian contacts)
My Safety Kit Aotearoa
(New Zealand contacts)

My Dignity – My body is mine

My Dignity is an information and reflection resource about sexualised violence.
This resource is for any person who may be experiencing, or has experienced, sexualised violence, and for anyone who may be responding.

To read more about My Dignity open the link www.insightexchange.net/my-dignity

Follow My Lead

Follow My Lead is an awareness raising resource about domestic and family violence for responders.

Follow My Lead is for any person who at some point may be listening to and responding to their friends, family members, colleagues, peers or to the people who use their service, who are experiencing domestic and family violence.

To read more about Follow My Lead and to view the short animation open the link www.insightexchange.net/follow-my-lead/

Follow My Lead
(Australian support contacts)
Follow My Lead Aotearoa
(New Zealand support contacts)

Guide to Selecting a Counsellor

Talking with someone about your experiences of violence and abuse is a personal decision. It can be valuable but is worth thinking carefully about. One of the people you may choose to talk to is a counsellor or therapist.

This Guide to selecting a counsellor may help you select a counsellor who is the right fit for you.

I am I can

'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.

https://www.insightexchange.net/i-am-i-can/

No Hidden Door Collection

Artist Statement | Louise Whelan

In collaboration with Insight Exchange and The No Hidden Doors Project these artworks aim to use the power of collective action to create an environment that evokes a response.

The No Hidden Doors Collection was created with the purpose of using art and image making as a way of critiquing the system. Of bearing witness to the current status quo from a lived experience-centric-approach. An approach from the outside - in. Stages of provocation have been imagined with doorway tableaus for viewers to decode and in turn respond to the many layers of interactions, intentions and experiences otherwise not seen. Where the experience takes the leading role in the work.

"The painter constructs, the photographer discloses." — Susan Sontag, On Photography

A myriad of encounters in the portal. Unseen bodies with whispering tones, forceful actioned blurred movements, seizing, grasping, dodging, camouflaging. Weighty encounters pushing against gravity and oscillating between the known and unknown. Unsigned, unposted re-worked, outdate entries and mirrored mazes where reclamation of access is a sort-after-state. The fulfilment of a response is not yet achieved.

Scale, transparency, colour and art direction play out in the images not just as a tools of photographic image making, but as signals and visual cues for meaning making. Creating an emergent awareness that transcribes to fragments of experiences.

The gaze transfers from the subject to the viewer in the hope for shifting insights and actionable outcomes.

© [Louise Whelan](#)

www.insightexchange.net/no-hidden-door

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Red Door
Red alert. Anyone, anywhere anytime. Hovering near the access of a hidden door, layered with dominating sharp-edged shadows. Will I be heard amongst the noise?


Smoke and Mirrors
A collage of opportunity, in this maze of revolving potential access. The duality of the smoke and mirrors intended to disguise or draw attention away from the often-unpleasant issue. I am prepared and ready. Will I find the right door to enter?

Old Double Doors
I feel like I am liaising with the unseen, my effort seems futile. Will my safety be compromised by entering? Have I come to the right place? Is anyone even expecting me?
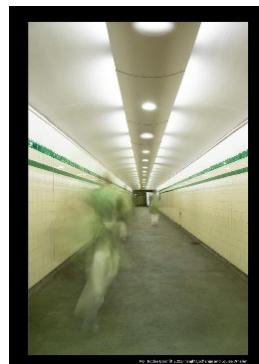
Tunnel
Traces of the human computer interactions with this relentless quest for help. Time passes through me. Am I in a void? Will I ever pass through the door?

Yellow Door
Embodied in the access of this forced entry, I see people have been here before me. They have left me clues that I cannot read. No sign posting for easy access. Is my problem worthy of a response? Do I have the right to gain access?

Project acknowledgements

We would like to thank:

The **individuals with lived experience** of domestic, family and sexualised violence for their involvement to shape and refine the checklist criteria used in the website audit.

The team at **L.E.K Consulting** for the generous pro bono support of 30+ consultants to review 150+ websites and supporting the development of short guides as part of the broader No Hidden Door project.

Artist **Louise Whelan** for the original artworks developed for the Arts Lab No Hidden Door collection.

Find out more:

- Our Watch quick facts https://www.ourwatch.org.au/quick-facts/

- Workplace Gender Equality Agency (WGEA) https://www.wgea.gov.au/take-action/family-domestic-violence

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Scan the static QR code to open the No Hidden Door landing page on Insight Exchange www.insightexchange.net/no-hidden-door/ (includes quick-exit button)