

Industry data and insights: No Hidden Door – EAPs

About No Hidden Door

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.

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. The findings and supporting guidance were published in March 2022 on the Insight Exchange website

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

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 supports are opaque, unclear or unsafe to access.

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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?

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The audit of EAP websites:

Insight Exchange audited 77 employee assistance program websites in Australia and New Zealand. Read the [No Hidden Door EAP Report](#)

Recommendations: Overall, the audit results reveal that the opportunity to uplift communication across multiple aspects of the ecosystem is vast and urgent. Clearer communication from the existing response system will support informed choice, safer passage and visibility for support-seekers. This uplift will also support responding friends and family as well as responders making referrals.