



STRATEGY

# Workplace & EAP INTERSECTION

**DOMESTIC, FAMILY AND SEXUALISED VIOLENCE - A SHARED RESPONSIBILITY**

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Employee Assistance Professional Association of Australasia (EAPAA) provider members (76) throughout Australasia oversee over 11,500 organisations, providing coverage to 9.4 million direct employees.

Source: Engagement Rate of the Employee Assistance Professional Association of Australasia (Inc.) October 2021

## 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.



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 & RBPAotearoa uphold 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.

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## MAKING A DIFFERENCE

The readiness and quality of **Employee Assistance Program** responses to domestic and family violence matter. Every EAP. Any workplace.

EAPs can make a meaningful difference through their own **workplace responses**, supporting hundreds of employees and Associates who may need to access support earlier and whilst employed or in contracted roles.

EAP **client responses** involve connection with thousands of individuals and families in local community, many of whom may not now, or ever, engage with other formal services for support.

EAPs can strategically refine and evolve how they contribute to a more cohesive **ecosystem response**.

Employees and customers with **lived experience of domestic, family and sexualised violence can make vital insight-informed contributions**. Their voices and insights must be central in shaping how EAPs respond in the short and long term.

### Content:

The social and economic cost of violence

Who benefits from the status quo? Who decides to keep things the same?

Seeing possibilities: why every door matters

Outline of investments in 2022 & Meet the Team

In focus:

1. EAP Masterclasses
2. No Hidden Door EAP Industry Report & Guidance: Website content and functions
3. No Hidden Door - customised report
4. Boxset of resources per organisation
5. Set of 3 EAP Reflective Practice Sessions
6. Set of 3 Workplace Reflective Practice Sessions
7. Workplace and EAP network

About Insight Exchange & Futures Framework

## The social and economic costs of violence

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<sup>[1]</sup>.

DFSV can happen to anyone and impacts on the health, wellbeing and safety of millions of Australians and New Zealanders and places an enormous burden on each nation's economy. From an economic perspective, In Australia violence against women is estimated to cost \$26 billion each year.<sup>[2]</sup> The Victorian Royal Commission into Family Violence recommended ensuring the centrality of victim-survivor voices in responding to domestic and family violence.<sup>[3]</sup> Family violence has a significant human and social cost for many individuals, whānau and communities in New Zealand. In 2014 the cost of pain and suffering for victims of intimate partner violence was estimated at \$2.98 billion.<sup>[4]</sup> The Backbone Collective Report<sup>[5]</sup> 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.

<sup>[1]</sup> World Health Organization, 2018. on behalf of the United Nations Inter-Agency Working Group on Violence Against Women Estimation and Data (2021). [Violence against women prevalence estimates](#).

<sup>[2]</sup> Parliament of the Commonwealth of Australia. (2021). [Inquiry into family, domestic and sexual violence](#).

<sup>[3]</sup> Victorian Government, [Royal Commission into Family Violence: Summary and recommendations](#), March 2016. Recommendation 201, page 100.

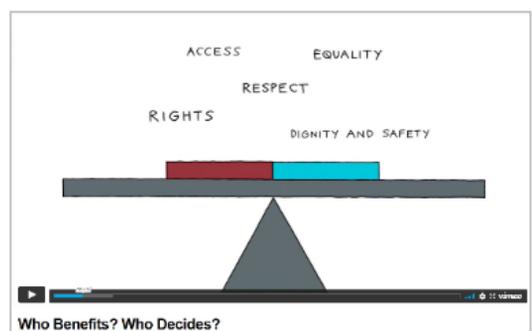
<sup>[4]</sup> Kahui, S. and Snively, S., 2014. *Measuring the economic costs of child abuse and intimate partner violence to New Zealand*. Wellington: MoreMedia Enterprises.

<sup>[5]</sup> The Backbone Collective. (2020). [The Victim-Survivor Perspectives on Longer-Term Support After Experiencing Violence and Abuse](#).

## Who benefits from the status quo? Who decides to keep things the same?

Violence and abuse costs us all. Lives are lost. Homicide. Femicide. Filicide. Suicide. Indignity, injury, suffering, grief, and loss extends within families, across communities and throughout our country. Poverty endures. Children's hopes and futures are sabotaged.

View the animation [Who Benefits? Who Decides?](#) (4 minutes)



© 2021 Insight Exchange in development with Guy Downes  
<https://vimeo.com/638450609>



## 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*

## Seeing possibilities: why every door matters

What we understand about DFSV informs how we respond. It influences how we design and communicate products, services and systems.

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.

## 2018 - 2021

Across 2018 – 2021 Insight Exchange has been supporting the EAP Industry in the following ways

### 2018

- Follow My Lead (Resource for Responders)
- Masterclass Language and Violence

### 2019

- Masterclass Workplace and EAP responses
- My Safety Kit (Resource for people experiencing DFV)

### 2020

- Workplace Insights Paper (2020) Launch and Panel
- Workplace Insights Paper (2020)
- Short Guide for responding workplaces
- EAP Video (archived and replaced by Foundations and Foundations Applied )

### Presenting at EAPAA conferences

- 2018 Follow My Lead
- 2019 Language and Violence
- 2021 Economic Abuse

### Designing and delivering network events

- Roundtable Mapping EAP and workplace intersection
- Language and violence
- Disclosure of lived experience

## Opportunities Insight Exchange is donating in 2022 - 2023

In 2022, Insight Exchange support is being offered within a time limited period in this sequence tabled below:

### Building on workforce understanding of DFSV (any employee/associate – any EAP)

- |   |                          |  |
|---|--------------------------|--|
| 1 | May-Nov<br>(1 per month) | <b>2hr Virtual Masterclasses</b> (Foundations & Foundations Applied with Q&A Panel) 7 events in 2022 |
|---|--------------------------|--|

### EAP Access to insight-informed resources and guidance (EAPPA members and non-members)

- |   |     |   |
|---|-----|---|
| 2 | Mar | <b>No Hidden Door EAP Industry Report &amp; Guidance: Website content and functions</b>   |
| 3 | May | <b>No Hidden Door - Customised Report - EAP specific audit results for 77 EAPs</b>  |
| 4 | May | <p><b>Boxset of IE resources sent to 77 EAPs</b></p> <ul style="list-style-type: none"> <li>• Follow My Lead or Follow My Lead Aotearoa</li> <li>• My Safety Kit or My Safety Kit Aotearoa</li> <li>• My Dignity – My body is mime</li> <li>• Set of Postcards/Business Cards with Static QR Code to resources</li> <li>• Guide to Selecting a counsellor</li> <li>• Reflections Kit</li> </ul> |

### Facilitating Practice Exchange (workplaces, EAPs and workplaces & EAPs)

- |   |                     |  |
|---|---------------------|--|
| 5 | May<br>July<br>Sep  | <b>Set of 3 EAP Reflective Practice Sessions</b> (Virtual)<br>(Sharing content, exchanging insights and supporting reflection)       |
| 6 | Mar<br>May<br>Jun   | <b>Set of 3 Workplace Reflective Practice Sessions</b> (Virtual)<br>(Sharing content, exchanging insights and supporting reflection) |
| 7 | 2 events in<br>2023 | <b>Workplace and EAP network</b> (Details to come)   |

Items 1-6 are outlined on the following pages. Details about item 7 will be published when finalised.

## Insight Exchange team involved in Workplace and EAP intersection supports



**Kaylene Edson | Associate  
Workplace and EAP intersection**

Diversity & Inclusion and Health & Safety professional who has a passion for uplifting how workplaces respond to and support their staff impacted by domestic family violence and abuse. As an Insight Exchange Associate Kaylene's work will focus on the intersection of workplaces and Employee Assistance Programs to build on the understanding of, and responses to, domestic, family and sexualised violence.

Previously, Kaylene Edson, as Diversity, Inclusion, and Belonging Consultant for [CSIRO](#), was able to take the Insight Exchange [Workplace Kit](#) (Insights Paper, Follow My Lead and My Safety Kit) to develop the organisations workplace response to domestic family violence and abuse by engaging with and applying Insight Exchange ideas and initiatives into the workplace. This practical application of the ideas is what Kaylene is able to share with others (small, medium and large workplaces across Australia) as an illustrative example of what is possible within workplaces. One supportive conversation at a time.

Kaylene's involvement in Insight Exchange has included engagement in the 2019 Workplace/EAP Masterclass, as a participant in the Workplace and EAP network, and as an active Associate in Probono hours.

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**Contact:**

[Kaylene.Edson@insightexchange.net](mailto:Kaylene.Edson@insightexchange.net)



**Luke Addinsall  
Assistant Director - Insight Exchange**

Luke is a Qualified and accredited Mental Health Social Worker and Counsellor with extensive experience in working with men who use violence. He has worked for over 20 years in the social sector across Government departments, specialist services, private practice, and as a consultant and individual and group supervisor.

Luke's practice has primarily involved working with men in counselling and in men's group programs. He's recently completed his term as co-chair of the NSW Men's Behaviour Change Network. He has also engaged as a Specialist Consultant, as a member of No to Violence' NSW Expert Panel for Men's Behaviour Change and member of the DVNSW Policy and Advisory Committee as a specialist in working with men who use violence. Luke has also contributed to training the sector, at TAFE's, with NSW Education Centre Against Violence (ECAV) and various other consultancy roles for registered training organisations (RTO's).

Luke's brings an eclectic approach and understanding to the work from the various therapeutic modalities he's been trained in, including: Acceptance & Commitment Therapy, Narrative Therapy, and Psycho-somatic psychotherapy.

Prior to starting with Insight Exchange Luke was the manager of the Men & Family Centre. An organisation that specialises in collaborative, respectful whole-of-family responses to domestic and family violence. As Assistant Director, Luke co-leads the overall initiative and portfolios within Insight Exchange.

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**Contact:**

[contact@insightexchange.net](mailto:contact@insightexchange.net)

# 1

## Invitation: EAP Practitioners Masterclass

We invite any employee/associate of any EAP to attend a **FREE OPPORTUNITY** for a 2 hour, virtual masterclass to build on their understanding of domestic family and sexualised violence (DFSV).

Session Structure and Content: The virtual session will introduce Foundations and Foundations Applied (including Q&A with Insight Exchange team).

### Foundations (45 minutes)

- What is domestic, family and sexualised violence?
- How prevalent is domestic, family and sexualised violence?
- 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

### Q&A with Insight Exchange panel (15 minutes)

### Foundations Applied (40 minutes)

- 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?

### Q&A with Insight Exchange panel (15 minutes)

The content has been developed by international and local subject matter experts and people with lived experience. The material contains examples of violence and abuse. It also contains artwork, animation and is supported by Auslan sign language.

**Places are limited and booking is essential. [Book Here.](#)**

- May: Tuesday 10<sup>th</sup> (10 – 12pm) (AEST)
- June: Wednesday 8<sup>th</sup> (10 – 12pm) (AEST)
- July: Tuesday 26<sup>th</sup> (10 – 12pm) (AEST)
- August: Tuesday 2<sup>nd</sup> (10 – 12pm) (AEST)
- September: Tuesday 6<sup>th</sup> (10 – 12pm) (AEST)
- October: Wednesday 12<sup>th</sup> (1 – 3pm) (AEST)
- November: Wednesday 9<sup>th</sup> (10 – 12pm) (AEST)
- November: Tuesday 29<sup>th</sup> (Part A 1 hour session) and Wednesday 30<sup>th</sup> (Part B 1 hour session) (11am-12pm) (AEST) on each date



Insight Exchange is donating this opportunity to inform and support improved responses to domestic family sexualised violence.

Insight Exchange has been developed over time with international and local content experts and lived-experience expertise. Insight Exchange gives particular thanks 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.

For any further information please contact the Insight Exchange Team, [contact@insightexchange.net](mailto:contact@insightexchange.net)

## 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/](http://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.

### No Hidden Door - EAPs



#### **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?*

Artwork © [Louise Whelan](#)

© 2022 Insight Exchange | No Hidden Door

#### **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.

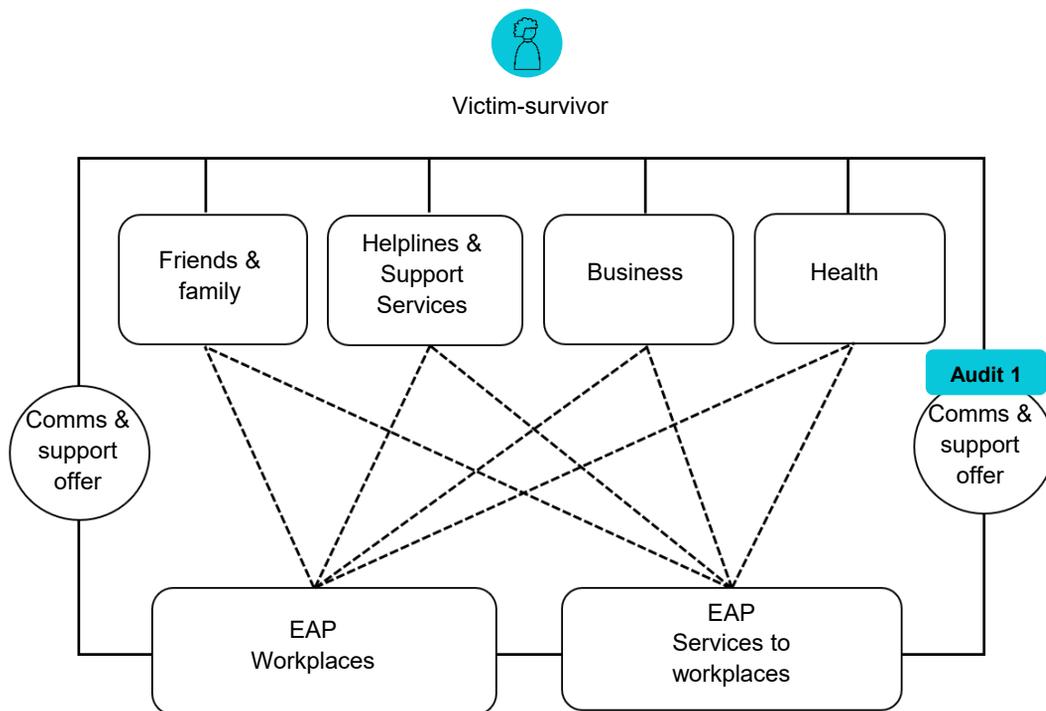
3

# EAP Provider data and insights: No Hidden Door – EAP customised reports

Victim-Survivors have limited visibility of EAPs being an informed and ready responder to domestic and family violence, yet EAPs are heavily cited as a workplace response. In 2018, the Workplace Gender Equality Agency (WGEA) reported that the most commonly cited measure Australian employers say they offer employees experiencing domestic and family violence is access to their company’s Employee Assistance Program (EAP) with 77 per cent of organisations reporting they offer this.

WGEA, 2018, ‘Australia’s Gender Equality Scorecard: Key findings from the Workplace Gender Equality Agency’s 2017-18 reporting data’

Victim-survivors may explore public-facing websites to make sense of their experiences of violence and abuse. They may also browse public-facing websites to explore their options for support and to discern their safest options. The map below illustrates various ‘doors’ to support upon which a victim-survivor may consider and rely.



The **No Hidden Door** audit:

- Looked at EAP websites to understand the possible user experience for a victim-survivor, a supportive family member or friend, and for an external referrer.
- Asked questions important to victim-survivors (the importance and consequences may vary vastly between victim-survivors).
- Assumed no reliance on prior knowledge or contact with the service system when seeking information and support for DFSV.



**Customised Report:** Insight Exchange is providing a customised *No Hidden Door* report (with accompanying guidance) to the EAPs audited within the *No Hidden Door* project. The customised report reveals the unpublished provider specific results from the audit so that the EAP can address gaps without delay and with guided support.

# 4

## Boxset of resources per EAP provider

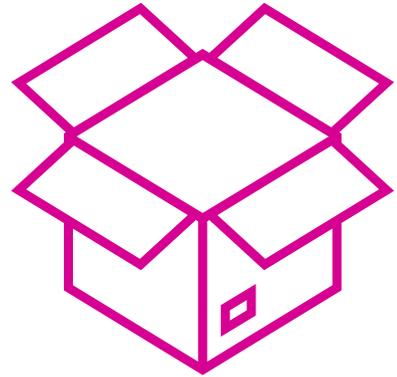
In an effort to broaden and enable EAP access to insight-informed resources, one boxset of IE resources is being donated and sent to the 77 EAPs included in the *No Hidden Door* Audit.



GUYDOWNES ©

The donated value of the boxset is \$100 and contains one print copy of the following resources:

- Follow My Lead or Follow My Lead Aotearoa
- My Safety Kit or My Safety Kit Aotearoa
- My Dignity – My body is mine
- Set of postcards/business cards with static QR Code to resources
- Guide to selecting a counsellor
- Reflections Kit
- Voices of Insight Collection Booklet with static QR code to narratives



EAP providers and practitioners can access the digital version of these materials ongoingly to inform employee induction, professional development, practice review and reflection, and as a resource to support workplace clients and individual clients of the EAP, as well as EAP colleagues who may be experience DFSV.

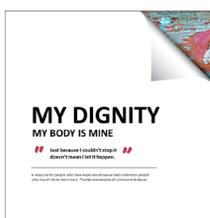


The resource contains narratives of domestic and family violence.

### Voices of Insight Collection

A collection of original narratives inspired by the Insight Exchange Voices of Insight narratives. The illustrations and symbols used by Insight Exchange and its partners are part of how they describe their lived experience of domestic and family violence to inform social service and healthcare responses.

© InsightExchange | ArtsLab | Voices of Insight Collection | Artist Louise Whitten



# Invitation: Set of 3 EAP Reflective Practice Sessions

We invite any employee or associate to participate in the 3 Reflective Practice sessions with EAPs focused on domestic, family and sexualised violence (DFSV)

**The purpose of the sessions is to support a confidential reflective semi-structured discussion about EAP practices and challenges in responding to DFSV.**

Format: Virtual | Duration: 2hrs

Facilitators: Insight Exchange Assistant Director Luke Addinsall (Qualified and accredited Mental Health Social Worker and Counsellor with extensive experience in working with men who use violence) and Insight Exchange Associate Kaylene Edson (Workplace and EAP intersection with extensive experience in workplace responses to DFSV).

## Set of 3 sessions (2022):

- July: Wednesday 27<sup>th</sup> (1-3pm) (AEST)
- September: Wednesday 14<sup>th</sup> (10 – 12pm) (AEST)
- November: Wednesday 23<sup>rd</sup> (10-12pm) (AEST)

## Outline of the sessions:

- Acknowledgement and welcome
- Situating the sessions in '*seeing possibilities*' & *Workplace Insights Paper* - 6 themes
- Introduction of participants and the work of EAPs
- Introducing the *quality response continuum*  
Examples – set against the 6 themes  
Sharing examples – what's worked and what is challenging across the 6 themes
- Resources & networking

**Places are limited and booking is essential.**

[Book Here.](#)

## Terms of participation:

- Participation is free however places are limited, and involvement will be limited to a mix of EAPs (I will receive confirmation after booking)
- Booking is for participation in all 3 sessions (Links to the sessions will be provided after my booking is confirmed)
- Participation is practical and conversational – I am invited to have my camera on and to be engage in the discussion
- Participation is confidential - content I raise must exclude names and identifiers of any person (client/team) and the discussion cannot be repeated outside of the session
- The session is not recorded, and notes are not documented or circulated.
- Deidentified themes will be used in any external facing documentation or to bridge the discussion between sessions.
- I need to email the IE Team if I cannot participate, and I understand I am not permitted to allocate a replacement attendee from my organisation.
- Cancellations can be sent to: [Kaylene.edson@insightexchange.net](mailto:Kaylene.edson@insightexchange.net)



Insight Exchange is donating this opportunity to inform and support improved responses to domestic family sexualised violence.

Insight Exchange has been developed over time with international and local content experts and lived-experience expertise. Insight Exchange gives particular thanks 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.

For any further information please contact the Insight Exchange Team, [contact@insightexchange.net](mailto:contact@insightexchange.net)

# 6

## Invitation: Set of 3 Workplace Reflective Practice Sessions

We invite any employees from any workplace interested in the intersection of EAP responding to DFSV to participate in the 3 Reflective Practice sessions with workplaces (who have contracted EAP providers) focused on domestic, family and sexualised violence (DFSV).

**The purpose of the sessions is to support a confidential reflective semi-structured discussion about workplace practices and challenges in responding to DFSV.**

Format: Virtual | Duration: 2hrs

Facilitators: Insight Exchange Assistant Director Luke Addinsall (Qualified and accredited Mental Health Social Worker and Counsellor with extensive experience in working with men who use violence) and Insight Exchange Associate Kaylene Edson (Workplace and EAP intersection with extensive experience in workplace responses to DFSV).

### Set of 3 sessions (2023):

- March: Wednesday 22<sup>nd</sup> March (1-3pm) (AEST)
- May: Wednesday 3<sup>rd</sup> (1-3pm) (AEST)
- June: Tuesday 7<sup>th</sup> (10 – 12pm) (AEST)

### Outline of the sessions:

- Acknowledgement and welcome
- Situating the sessions in *'seeing possibilities'* & *Workplace Insights Paper* - 6 themes
- Introduction of participants and workplaces
- Introducing the *quality response continuum*  
Examples – set against the 6 themes  
Sharing examples – what's worked and what is challenging across the 6 themes
- Resources & networking

## Places are limited and booking is essential.

[Book Here.](#)

### Terms of participation:

- Participation is free however places are limited, and involvement will be limited to a mix of Workplaces (who have EAP contracts) (I will receive confirmation after booking)
- Booking is for participation in all 3 sessions (Links to the sessions will be provided after my booking is confirmed)
- Participation is practical and conversational – I am invited to have my camera on and to be engage in the discussion
- Participation is confidential - content I raise must exclude names and identifiers of any person (client/team) and the discussion cannot be repeated outside of the session
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# 7

## Invitation: (coming) Workplace and EAP network

### Workplace and EAP network

The network of workplaces and employee assistance programs (EAPs) was an informal, national network facilitated by Insight Exchange, through 2019/20.

Participating organisations shared a commitment to improving awareness of and responses to domestic and family violence in Australia.

Participants in the network were interested in exploring the following challenges in responding to domestic and family violence (DFV):

- Understanding scope and duty of care of organisations; what role does the workplace and EAP play in responding to an individual experiencing DFV? What role could/should each of these play?
- Improving how organisations and EAPs support, not just what is offered in support of, people experiencing DFV.
- First-responder support - identifying and providing support for workplace managers and EAP practitioners responding to people experiencing DFV.
- Responding to people who use violence – how do organisations and EAPs respond to and support people using violence?
- Managing complexity including: privacy and confidentiality; understanding where organisations, and individuals within them, fit in the broader ecosystem; and negotiating EAP contracts.

Participants included: Access EAP, AGL Energy, Assure Programs, Commonwealth Bank, Converge International, CSIRO, Employee Assistance Professionals Association Australasia, QBE, PwC, Sydney Water, Tabcorp.



The reactivation of the Workplace and EAP network will be informed by the engagement and themes emerging from support offered throughout 2022.

Information about the start of the next chapter of the network will be shared within existing contacts and interested workplaces and EAPs.

Please note: The network is not for commercial purposes and Insight Exchange is not a workplace that contracts and EAP nor is it an EAP provider.

Please contact the Insight Exchange Team if you have an interest in or question about this network.

E: [contact@insightexchange.net](mailto:contact@insightexchange.net)

# About Insight Exchange

The **Insight** component invites people with lived experiences of DFSV to share their experience through a safe and ethical process that affirms agency and upholds dignity. The process and publication of insights focus on highlighting responses and resistance to violence and where ‘social responses’ were helpful, unhelpful or harmful.

The **Exchange** component shares lived experience insights in a de-identified way, without cost barriers, to inform our collective awareness, responsibility, and responses. All of us as individuals, communities and organisations can reflect on the role we play and can become more insight-informed in how we strengthen social, service and system responses.

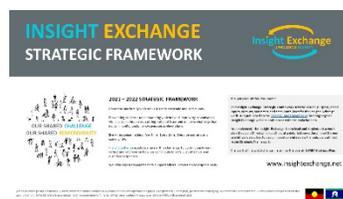
It is an initiative for everyone because everyone’s response to violence matters. We support social responders across the response continuum from universal services, businesses, organisations and communities through to specialised and statutory services.

## Strategic Framework



Read the [Strategic Framework](#) (2021–22)

## Engagement Report



Read the [Engagement Report](#) (2021)

## Understanding and responding to DFSV

Every organisation varies in its leadership, self-awareness, culture and commitments. Your organisation might be starting today, restarting differently, or looking to broaden and deepen the path you are on in understanding and responding to DFSV. The following documents are designed to support your work.

### Futures Framework

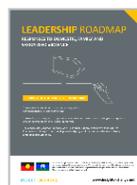
The *Futures Framework* supports organisations and institutions in developing a strategic and holistic response to DFSV. It can be used to scope, guide and plan short and long-term commitments to prevent and respond to DFSV.



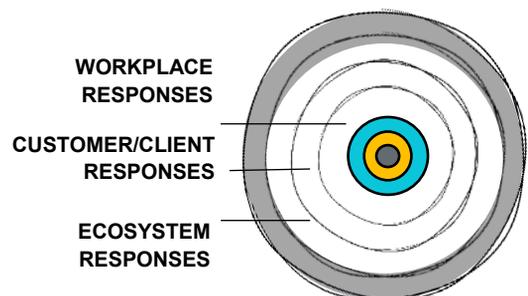
[Futures Framework](#)



[Leadership Roadmap](#)



[Support Menu](#)



These documents are available via the Insight Exchange webpage: [www.insightexchange.net/futures-framework](http://www.insightexchange.net/futures-framework)

## INSIGHT EXCHANGE

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 for the benefit of many.

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