

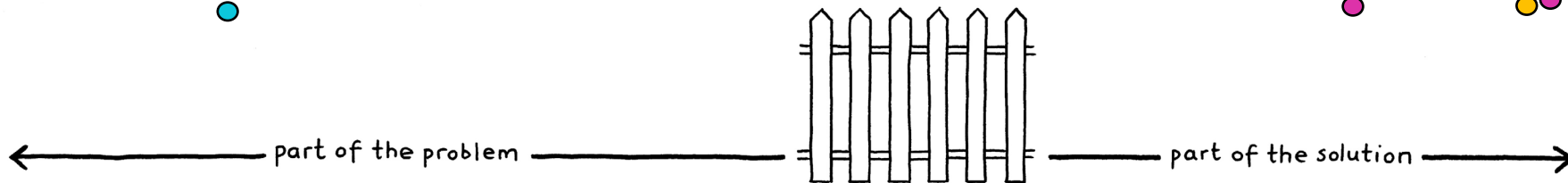
# QUALITY RESPONSE CONTINUUM

## EXAMPLE 1.02

Situation

**More support and tangible support**

(The employee is reliant on the support options available a range of supports with tangible value)



complicit	harmful	unhelpful/unsupportive		helpful/supportive	transformative
Enabling, extending and excusing the perpetration of violence.	Causing further risk, harm, violation or loss to the victim of violence.	Being an unreliable, uncertain or hard to reach, hard to access 'support'.		Upholding dignity, building on safety, enabling support, increasing or restoring resource and connection.	Involving people with lived experience in regular review, design and leadership.
<p>"Our workplace circulated a fundraising opportunity for responses to DFSV victims 'out in community' – without any accompanying response to internal employees. Again, there was silence toward people who are using violence – they are never in focus."</p> <p>(Victim-survivor)</p>	<p>"When the COVID pandemic arrived, I asked to work on site so I was not at home with the person abusing me but that request was denied. No alternative options were explored and with no follow up on my request."</p> <p>(victim-survivor)</p>	<p>"I was only offered paid leave taken out of my annual leave and offered a phone number to call if I wanted counselling - nothing in the ways of real help – not the help I needed."</p> <p>(victim-survivor)</p>		<p>"My manager offered me a safe place to retreat to if I needed. My area manager offered me the EAP sessions and told me he would try and be of assistance in any way possible."</p> <p>(victim-survivor)</p>	<p>"Work was proactive in promoting what support was available, they sought de-identified advice from victim-survivors on how this information was communicated on the intranet, on posters and for staff briefings"</p> <p>(victim-survivor)</p>

About the Tool

The [quality response continuum](#) is an Insight

Exchange tool designed to support critical reflection about the quality of our responses. The example is not conclusive, exhaustive or advisory and does not provide a full context. The example is illustrative for supporting self-reflection.

**INSIGHT EXCHANGE**

© 2022 Insight Exchange  
[www.insightexchange.net](http://www.insightexchange.net)