

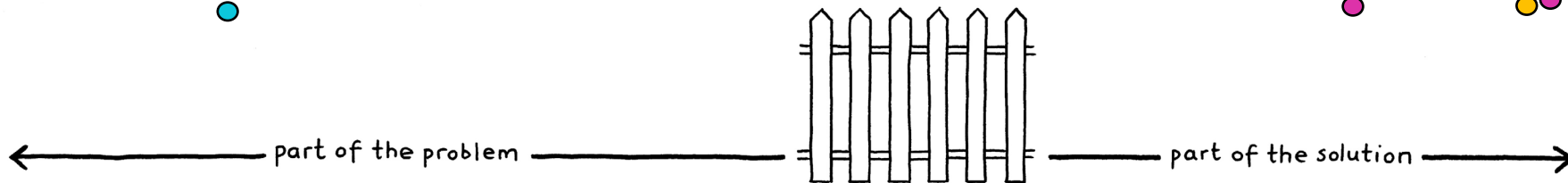
# QUALITY RESPONSE CONTINUUM

## EXAMPLE 1.05

Situation

Reliance on skills of responding managers

(The employee is reliant on the readiness and skills of managers to respond)



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>"The workplace has a culture that wants employees to 'leave family issues' at home'.</p> <p>(victim-survivor)</p>	<p>"I approached a colleague about my experiences of DFV but they didn't know what to say or how to respond. They withdrew instead of saying they didn't know and helping me find the right person to talk to about options. This response left me exposed but no better supported."</p> <p>(victim-survivor)</p>	<p>After talking to my supervisor no support was offered. She said, 'sorry I didn't know what to do or who to ask for help' and that is the last time we spoke about what was going on for me."</p> <p>(victim-survivor)</p>		<p>"My manager helped me to access leave for court proceedings, several discussions with my lawyer, appointments with child safety and police and counselling. Without this support I don't know how I would still be employed."</p> <p>(victim-survivor)</p>	<p>"Our CFO stays informed about lived experiences of DFSV - not leaving this learning to others. They understand that financial resource directly influences safety and options. They make provisions each year without constant re-negotiations about the validity of this need and its importance."</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.

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