

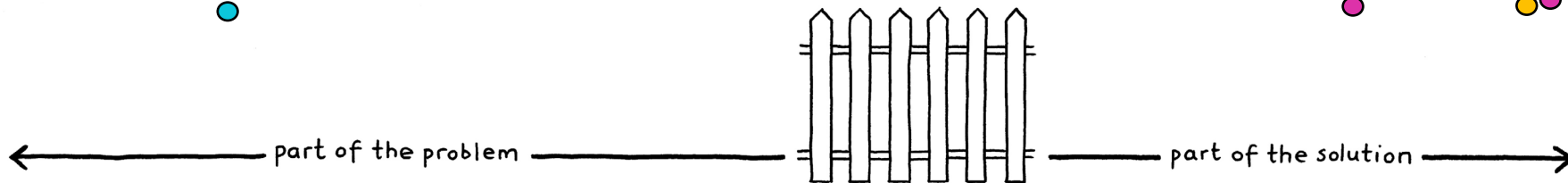
QUALITY RESPONSE CONTINUUM

EXAMPLE 1.06

Situation

Importance of confidentiality

(The employee is discerning about workplace confidentiality and privacy, what happens and to who)



complicit	harmful	unhelpful/unsupportive		helpful/supportive	transformative
<p>Enabling, extending and excusing the perpetration of violence.</p>	<p>Causing further risk, harm, violation or loss to the victim of violence.</p>	<p>Being an unreliable, uncertain or hard to reach, hard to access 'support'.</p>		<p>Upholding dignity, building on safety, enabling support, increasing or restoring resource and connection.</p>	<p>Involving people with lived experience in regular review, design and leadership.</p>
<p>"He was using his work computer constantly sending harassing emails to me. When I wrote to his employer telling them this was going on, I heard nothing back and nothing was ever done." (victim-survivor)</p>	<p>"I have changed my home phone number many times as he keeps finding my details, even ringing my work enquires phone number pretending to be a client to find my new number. If more staff were aware of domestic and family violence they might understand the danger in forwarding my details." (victim-survivor)</p>	<p>"He kept texting my work phone and I needed a new number but the workplace relied on the number staying the same. They said I would need to complete and evidence the request and need to wait for approval. No one could explain who would read it, where the record was kept or when I would find out." (victim-survivor)</p>		<p>"His employers launched a full investigation into his actions" (victim-survivor)</p>	<p>"When the HR team engaged in learning from lived experience insights, they reviewed and removed the 'evidence burden' placed on victim-survivors through policies and processes. They created a de-identified listening mechanism for employees to name barriers to support seeking at our work." (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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