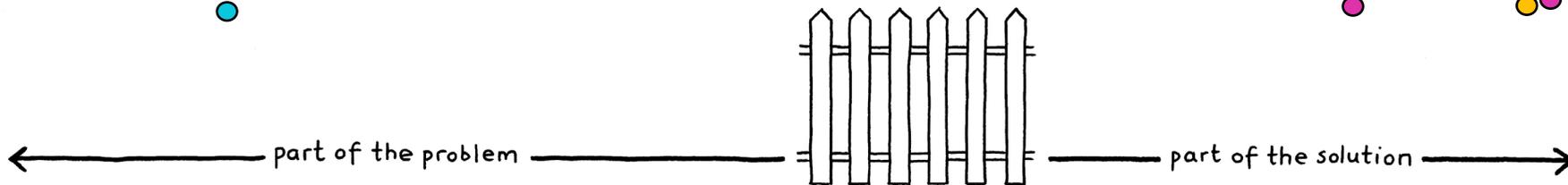


QUALITY RESPONSE CONTINUUM

EXAMPLE 2.01

Situation
 Recruitment
 Police Check reveals
 ADVO/Intervention order



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.
"I found out a recruiting manager said 'the applicants qualification & experience is exactly what we need, I'm sure they have an explanation for the AVO. Let's hire them anyway. Any issues we can sort that later.' This told me so much about the organisations lack of stance against DFV." (victim-survivor)	"My HR colleague said 'maybe we should contact the person that put the AVO out and find out what happened'. I knew this was a dangerous assumption but there was no policy or process to lean to, and I didn't want to have to explain how I knew that could be a serious risk." (victim-survivor)	"It is really unclear who reads the AVOs at recruitment and what happens to these records. It makes me think about the AVO I would have to show for evidence if I needed support. Who reads it? How long is it kept? There is no clear place to find out without revealing my reason for asking" (victim-survivor)		I was relieved to read that information about the person named in the AVO (victim-survivor) is strictly confidential for the purposes of requirements used in recruitment. The data is protected, and access minimized. (victim-survivor)	"Our work invited people with lived-expertise of DFSV to review recruitment process and timelines re sensitivities for contact and correspondence with candidates. Checking for unintended consequences built my respect about the approach. We could contribute meaningfully and confidentially." (victim-survivor)

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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