

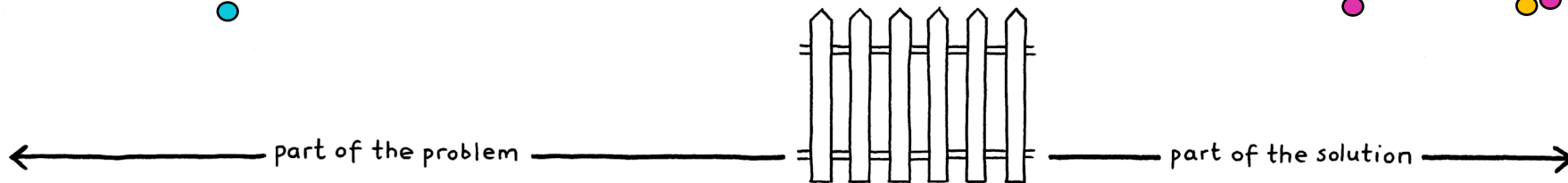
# QUALITY RESPONSE CONTINUUM

## EXAMPLE 2.02

Situation

Guests

(He got 'angry' and threw a plate of food at me while eating in the bistro)



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 manager took him aside and I could see them laughing and joking around, he came to the table very smug as if nothing had happened."</p> <p>(victim-survivor)</p>	<p>"He was kicked out of the club and told to calm down, I knew he was going to be so mad when I got home it scared me &amp; made me feel more unsafe."</p> <p>(victim-survivor)</p>	<p>"No-one said anything, everyone just looked and stared at me, I felt so embarrassed and ashamed."</p> <p>(victim-survivor)</p>		<p>"When I was in the bathroom cleaning myself up the manager came in and asked if I was ok and what could they do to help me. The manager slipped me their business card &amp; told me to call if I needed assistance – she could link me to services and support, or I could call directly."</p> <p>(victim-survivor)</p>	<p>"The club makes sure that whenever it is designing a response to people who are using abuse, it also considers what it can do in response to victim-survivors. By having a industry advisory group with lived expertise to draw from there is a way to consider possible unintended consequences."</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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