

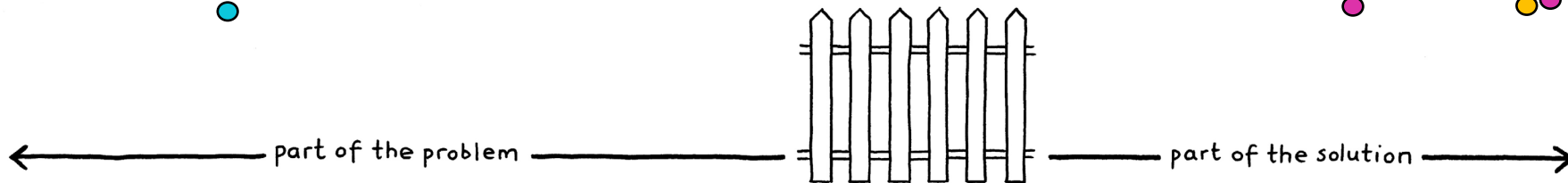
# QUALITY RESPONSE CONTINUUM

## EXAMPLE 3.01

Situation

### A 'call-out'

(the victim-survivor is reliant on first responders to understand that DFSV is not 'mutual' and to accurately identify the perpetrator)



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>"When the police arrived, it was clear they knew my partner from somewhere else. They were all chatty and friendly with him and I could see it changed their response to me – they were there to look after him not me." (victim-survivor)</p>	<p>"When I called the police for help, my partner said he was the victim of violence, and I was the perpetrator. The police arrested us both." (victim-survivor)</p>	<p>"I've given up involving the police now. The response is so varied that I can never be sure it will help or make things worse." (victim-survivor)</p>		<p>"When the Police came today, one police officer thanked me for calling and slipped me a small card which had pictures of people with injuries like mine from being choked. Thanks to the card, I knew I needed to get to hospital." (victim-survivor)</p>	<p>"The Police now offer victim-survivors an opportunity to routinely provide feedback on their experience of police officer responses from initial contact onwards." (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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