

# QUALITY RESPONSE CONTINUUM

## EXAMPLE 3.02

Situation

**Words used matter**

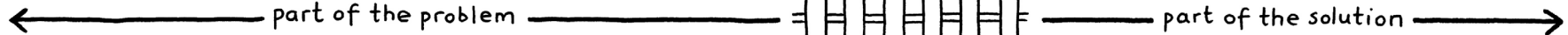
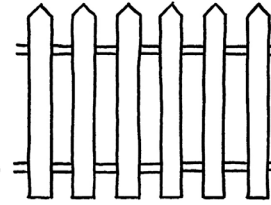
(if I observe you using words that make me feel like I 'deserve' to be abused or am 'unreliable', I am unlikely to seek help next time)

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.

**INSIGHT EXCHANGE**

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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 overheard a worker speaking to a police officer about a client's experience of DFV, they said "have you seen her record? She's got a 'fair history' herself. This changed how much I shared." (victim-survivor)	"The police said to stop calling if I was 'just going to deny everything once they arrived', but they don't understand how much things had changed between the call and their arrival" (victim-survivor)	"When you google police and DFV support there's not much information. They don't mention many of the types of abuse I've faced or build confidence that I'll be any safer for involving them." (victim-survivor)		"When I spoke with police it was clear they believed what I was saying. They were being guided by what I needed and asking what else would be helpful" (victim-survivor)	"The training module uses examples and reflections directly from victim-survivors. I have shared my insights so that police understand how much victims of violence are managing all at once, and how carefully we make the decision to call or not." (victim-survivor)