

QUALITY RESPONSE CONTINUUM

EXAMPLE 3.03

Situation

Working Together

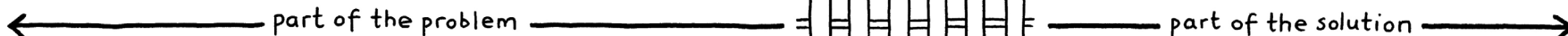
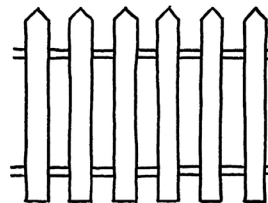
(The victim-survivor is reliant on services and systems having information sharing and partnership arrangements in place)

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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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>"The police know that my ex-partner was abusive, and they are meant to do checks. My support worker has been trying to get updates from the police, but they seem reluctant to share information. How can I know that my kids will be safe when they next visit him?" (victim-survivor)</p>	<p>"The police haven't visited for weeks, even though they are supposed to drop in to make sure that me and my kids are safe, and that my ex-partner hasn't been around and caused anymore damage to the house or front-yard" (victim-survivor)</p>	<p>"When I was getting support from a public health service, the police seemed to take my situation very seriously – maybe because it was govt depts talking to each other. But when I was at my local community support service, it seemed much harder, even though the NGO staff understood my needs better" (victim-survivor)</p>		<p>"My support worker asked if I would like to have a joint meeting with her, the police officer monitoring my ex-partner, and the child protection case worker. They joined all these dots I had told them individually, and made me feel like I was part of a team effort to make sure that my ex took responsibility for his abuse" (victim-survivor)</p>	<p>"When the police officer arrived at our Advisory group meeting program, I thought they were going to talk "at us" about policing, but they were there to ask questions about our experience of policing and how it could be improved. They didn't defend or excuse things that had gone wrong." (victim-survivor)</p>