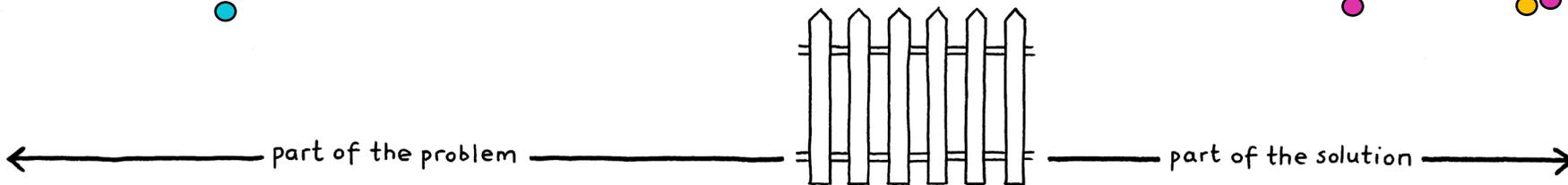


# QUALITY RESPONSE CONTINUUM

## EXAMPLE 1.08

Situation

Career progression



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 I met with clients, I was always terrified that my abuser would show up. He told me he would 'one day'. My manager refused to acknowledge how serious the risks of harm were to me and my clients. I loved my job. But I felt like the only thing I could do to keep my clients safe was to resign."</p> <p>(victim-survivor)</p>	<p>"Sometimes, I would need to take a day off work at the last minute. The only way I could do this was on a casual contract. I was so committed to my work and wanted to progress my career and earning potential. My manager told me that I would have to choose to either move to permanent role or give up my professional goals."</p> <p>(victim-survivor)</p>	<p>"I broke down crying at my desk one day. I was dreading going home. My manager knew I was experiencing DFV. I told her in case I ever needed to leave urgently to get the kids or something. But she still called me into her office after I cried that day and told me that I needed to 'contain' myself if I ever wanted a promotion."</p> <p>(victim-survivor)</p>		<p>"My manager that knew about his abuse towards me really believed in my potential, even when I needed to work casually. She helped identify training and professional development opportunities that fit my schedule and the company paid for it."</p> <p>(victim-survivor)</p>	<p>"My manager told me they learned a lot from collaborating with me on my safety, and advocated for a new Staff Wellbeing Officer role in the company – an idea I had suggested. The role provided support to staff, but also worked with managers to build understanding of DFV."</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.

## INSIGHT EXCHANGE

© 2022 Insight Exchange  
[www.insightexchange.net](http://www.insightexchange.net)