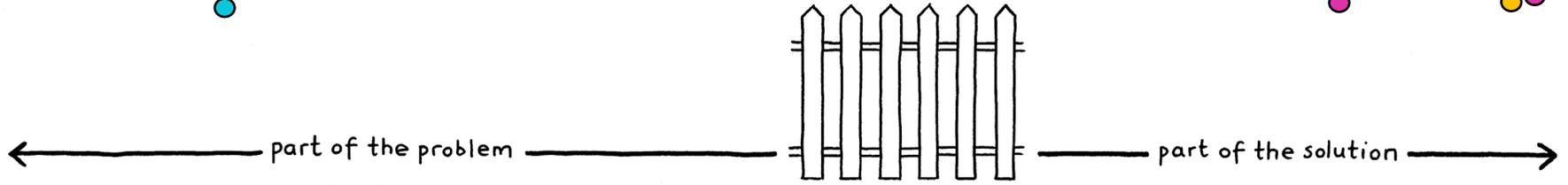


QUALITY RESPONSE CONTINUUM

EXAMPLE 1.10

Situation
Workplace communication
re EAP supports



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.
"As I was leaving home to attend the EAP appointment my partner took my car keys and phone. When I finally contacted the EAP to explain, they said I had lost access to that session as my workplace only provided 3 sessions per year, and that I should 'choose wisely' when to use the 2 remaining sessions." (victim-survivor)	"We had access to numerous supports, including EAP, but they seemed to be regarded as 'admitting weakness'. There was an unspoken (and sometimes spoken) expectation that people in management and executive roles would not access these supports. I also had observed reasons to doubt that accessing the EAP would be kept confidential." (victim-survivor)	"I went to the EAP but most psychologists I spoke to did not seem to understand DFV and kept wanting to focus on how I could 'put these personal issues aside' to perform at work." (victim-survivor)		"I was supported by my workplace to access the EAP safely. They believed me when I told them I felt unsafe accessing an EAP appointment outside of work hours, so they allowed me to talk to a EAP counsellor via phone in a private office while at work." (victim-survivor)	"When reviewing our EAP contract, my workplace sought feedback from people with lived experience of DFV, asking questions about safety, accessing the EAP, and how they could improve the service access. These insights were reflected in the revised EAP policy." (victim-survivor)

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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