



INSIGHT EXCHANGE ENGAGEMENT REPORT

A cumulative report on the breadth and depth of engagement with Insight Exchange since inception.

Read about the ways we are listening to lived experience insights of domestic, family and sexualised violence. Explore where and how we are supporting responders to improve their understanding and responses.

NOV 2017 – JUN 2022

www.insightexchange.net

INSIGHT EXCHANGE

Launched in November 2017, Insight Exchange was designed by Domestic Violence Service Management (DVSM), in collaboration with Dr Linda Coates and Dr Allan Wade from Centre for Response-Based Practice, Canada. Insight Exchange has been established, developed and is governed by Domestic Violence Service Management (DVSM) a registered charity (ABN 26 165 400 635). Insight Exchange has been sustained through the generous donations of individuals and a silent donor for the benefit of many.

www.insightexchange.net



Insight Exchange acknowledges the Traditional Custodians of the land on which our work and services operate and pay our respects to Elders past and present. We extend this respect to all First Nations peoples across the country and the world. We acknowledge that sovereignty of this land was never ceded. Always was, always will be Aboriginal land.



Insight Exchange upholds Tino Rangatiratanga in partnership with Māori – the generations who have gone before, and the generations yet to come. We extend this respect to all Indigenous peoples. We acknowledge sovereignty was never ceded.



Insight Exchange is for all people. Insight Exchange respects the diversity of all sexualities and gender identities including but not limited to; lesbian, gay, bisexual, transgender, intersex, queer and asexual + identities as well as heterosexual and cisgender identities.

About Insight Exchange

Insight Exchange centres on the expertise of people with lived experience of domestic and family violence and gives voice to these experiences. Insight Exchange is designed to inform and strengthen social, service and systemic responses to domestic and family violence.



Below is a list of the four interdependent components of Insight Exchange.

My Lived Experience	My Insights Shared	Our Social Responsibility	Our Social Action
Through Insight Exchange I have the opportunity to share my lived experience of domestic and family violence in an accurate way through a safe, ethical and supported process.	Insight Exchange shares my lived experience, highlighting my responses and resistance to violence and where 'social responses' were helpful, unhelpful or harmful.	Through Insight Exchange we (all) have the opportunity to gain a more accurate understanding of lived experience of domestic and family violence and the role we play as social responders.	Through Insight Exchange we (all) have the opportunity to strengthen our responses to domestic and family violence as individuals, communities and organisations.

INSIGHT EXCHANGE

Insight Exchange hosts insights, information and resources for people experiencing domestic, family and sexualised violence and people who are responding.

Insight Exchange resources (including public events, publications, animations and videos) are designed to be free for anyone to ensure cost is no barrier to access.

Engagement has been built through a range of in-person and digital participation opportunities.

Since inception

Unique Participants

1,117 people with lived experience of domestic, family and sexualised violence who shared their insights and/or voiced their feedback into Insight Exchange resources.

Unique Users

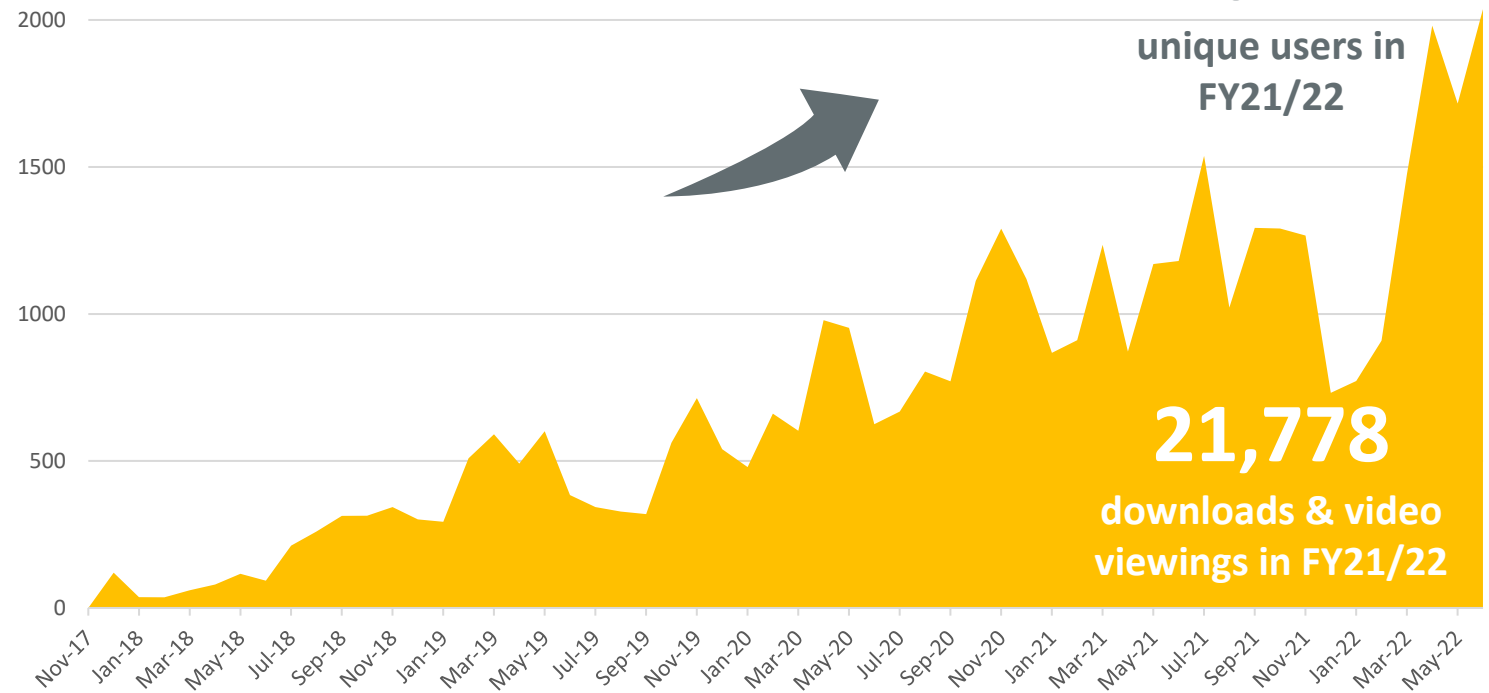
35,355 unique users have accessed the Insight Exchange website since inception (Nov 2017 – end June 2022).

Downloads and video viewings

From the 35,355 unique users who have accessed the Insight Exchange website since inception (Nov 2017 – end June 2022), there have been 33,258 downloads. Additionally there have been 30,168 video viewings.

In focus: FY21/22

2500 — This graph presents the cumulative build of monthly engagement in the Insight Exchange website since inception. In FY21/22 there have been 14,318 unique users of the website and a combined total of 21,778 downloads and video viewings.



Top five countries using Insight Exchange website:

1. Australia
2. United States
3. Canada
4. New Zealand
5. United Kingdom



In FY21/22 of the combined total of 21,778 downloads and video viewings, 9,350 were downloads and 12,428 were video viewings.

Website Downloads

9,350

Video Viewings

12,428

INSIGHT INITIATIVES

On pages 4-9 you will find answers to the following questions.

1. What opportunities are made available to share lived-experience insights?
2. Where have the lived-experience insights been embedded into Insight Exchange resources?
3. How do people who have shared their lived-experience insights find out about how the insights are received and valued by responders?
4. What resources have been made available to people with lived/living experience of DFSV?
5. What lived-experience informed social action has been developed through Insight Exchange?

1

What opportunities are made available to share lived-experience insights?

Participant Interviews

We continue to invite people who have experienced domestic and family violence to share their de-identified experiences through an Insight Exchange interview. The interview explores experiences using a set of structured questions based on the principles of Response-Based Practice.

Participants have shared lived experiences that occurred in the ACT, NSW, NT, Qld, SA, Vic, WA and NZ. Participants have participated from NSW, NT and Vic. Participation can be in person in Sydney (where Covid-19 measures allow) or using web technology from anywhere.

If you are interested in participating, please complete the [Expression of Interest](#) form. For more on what to expect, read the [Participation Guide](#).

*Examples of participants experience are documented in the Insight Exchange **Research Report** (due end 2022).*

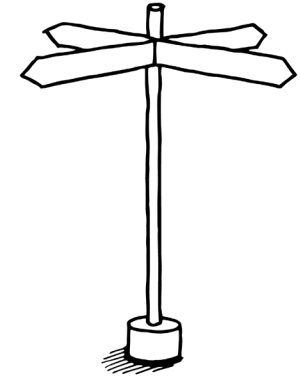
Resource Development

When new Insight Exchange resources are being scoped and developed we work with collaborators and stakeholders in the content development. We invite involvement from people with lived experience of domestic and family violence (in their childhood and/or adulthood), people who may be working as responders (formally and informally) across the ecosystem, as well as other specialist subject matter experts where context is specific.

For example;

*4 of the 21 individuals who contributed to the development of the revised edition of **Guide to selecting a counsellor** identified as having lived experience of DFSV. 3 of whom had experience of accessing counselling.*

*5 individuals with lived experience contributed to the refinement of the audit checklist criteria for the **No Hidden Door** audit of websites.*



Resource Review

When new Insight Exchange resources are published, readers/viewers are invited to respond to the materials and their value, and to suggest future improvements to future editions.



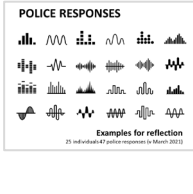




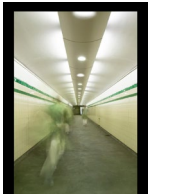

For example;

*12 of the 46 individuals who contributed to the review feedback about the **Foundations and Foundations Applied** identified as having lived experience of DFSV.*

2

Where have the lived-experience insights been embedded into Insight Exchange resources?

This table presents examples of how Insight Exchange has embedded lived-experience insights into publications and initiatives.

Published FY19/20	Published FY20/21			Published FY21/22				
								
<p>Insights Paper (released Feb 2020) with organisations and institutions to inform improved workplace responses.</p>	<p>Collection of 18 lived experience narratives about financial abuse (released Feb 2021) and shared these within networks, through updates and social media.</p>	<p>Collection of 49 examples of police responses from 25 lived experience insights (released Mar 2021)</p>	<p>Insight Exchange Arts Lab Voices of Insight Collection (released in November 2020).</p>	<p>Guide: Support My Economic Safety (released July 2021) A resource developed with Centre for Women’s Economic Safety.</p>	<p>Foundations & Foundations Applied (released Nov 2021) <i>Refer to page 22 to explore where these resources are being used and/or embedded.</i></p>	<p>Workplace Scenarios Kit (released Nov 2021)</p>	<p>No Hidden Door Collection and Reports (released Mar 2022)</p>	<p>Guide to selecting a counsellor (released Mar 2022)</p>
<p><i>These themes have been used to inform the incoming workplace resources and initiatives from FY20/21 forward.</i></p>	<p><i>These insights feature in the Foundations and Foundations Applied material, and inform the Guide – Support My Economic Safety and Workplace Scenarios Kit.</i></p>	<p><i>The examples of de-identified police responses are being used as further reading material in the NSWPF responding to Victims of Crime module.</i></p>	<p><i>The Voices of Insight Gallery is published digitally on Insight exchange. Mobile pop up gallery is used in the engagement work with the clubs industry.</i></p>	<p><i>The guide features lived-experience insights to inform reflection and shape responses.</i></p>	<p><i>Responses from viewers have been published in the Dear participants Collection of messages.</i></p>	<p><i>The workplace scenarios kit draws from and points to examples of lived experience. The kit is shaped responsively to the themes in the workplace insights paper 2020.</i></p>	<p><i>The criteria used in the NHD audit draws from listening to lived experience thematically and directly through input into the audit criteria.</i></p>	<p><i>The guide includes examples of lived experiences of DFSV, responses from counsellors and responses by counsellors.</i></p>

Insight Exchange continues to share insights from lived experience through the Insight Exchange **Updates** (www.insightexchange.net/updates/) published on the website and shared via social media.

3

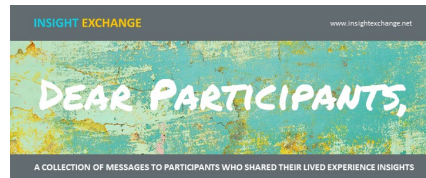
How do people who have shared their lived-experience insights find out about how the insights are received and valued by responders?

We invite any person who is engaging with Insight Exchange to share their comments back to the people who shared their lived-experience insights.

There are two channels for this:

1. Add your comments to the collection via [Contact Us](#) page

2. Add your comments to the collection via the *Foundations and Foundations Applied* feedback survey.



We update a published collection of [messages to participants](#) who shared their lived experience insights.

People who shared their lived-experience insights can view the collection of messages at any time on the Insight Exchange website at their own lead. This increases self-service engagement for participants at their lead.

I do this work because I do not accept violence. Thank you for assisting me to be more mindful of how to assist more meaningfully, sensitively and appropriately.

[Excerpt from 'Dear Participants' collection]

Your lived experience sharing made it (the learning material) so much more real, live, visual and impactful. It made the content a person and not a statistic. Thank you so much for your bravery in sharing.

[Excerpt from 'Dear Participants' collection]

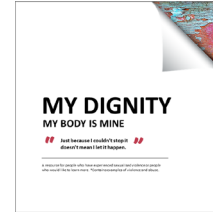
4 What resources have been made available to people with lived/living experience of domestic, family and sexualised violence ?



My Safety Kit
2,988 downloads
 Released Oct 2019

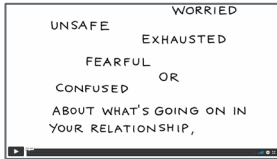


My Safety Kit Aotearoa
66 downloads
 Released Dec 2021



My Dignity – My body is mine
1,467 downloads
 Released July 2020

[This download count excludes Distribution Sponsor copies printed or hosted by the Distribution Sponsor.]



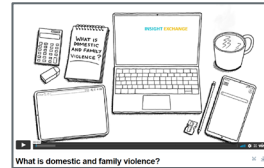
My Safety Kit animation
An introduction for people reflecting on their relationships (2.4mins)

702 views
 Released 14 Dec 2020



My Safety Kit animation
An introduction to the decision-making tool (3.5 mins)

556 views
 Released 14 Dec 2020



What is DFV animation
'What is DFV?' (4mins)

894 views
 Released July 2021

[This animation viewing count shows views on the Insight Exchange Vimeo channel as the main source for distribution.]

Guide to selecting a counsellor
 (new edition released Mar 2022)



Thinking about talking to a counsellor?
 One of the people you may choose to talk to is a counsellor or therapist. It's important that it is your choice *if and when* you decide to speak to a counsellor about your experiences of domestic and family violence and abuse. This [Guide to selecting a counsellor](#) may help you select a counsellor who is the right fit for you.

Read the [feedback report](#) that informed the second edition of *Guide to selecting a counsellor*.

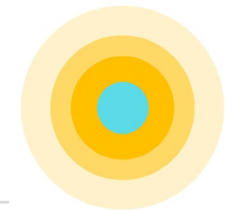
Communications/Distribution

The strategy for distribution and communication of this resource has been divided into 4 different sub-groups:

1. People with lived experience
2. Family and friends
3. Responders/referrers
4. Counsellors



247 downloads
 (original and updated version)



'No Hidden Door'

The name '**No Hidden Door**' highlights the importance of auditing the 'doors' to information that are currently available to victim-survivors of domestic, family and sexualised violence (DFSV).

People experiencing DFSV rely on multiple parts of a complex information and support ecosystem for their safety and wellbeing. The more disparity there is between different parts of the ecosystem, the tougher and more compromising it is for victim-survivors to access information and to navigate support. People using violence and abuse are more able to extend their use of abuse and control when information and communication about DFSV and support services are opaque, unclear or unsafe to access.

Together we can uplift communications across the ecosystem, identifying and closing gaps in our communication. Making sure no 'door' to information and support is hidden, and every 'door' offers a safe, supported discreet experience for victim-survivors of DFSV and their supporting family and friends.

No Hidden Door Reports

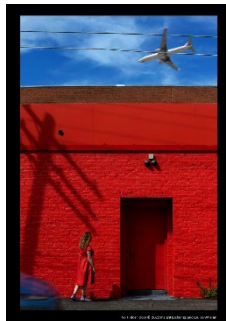
Between October and December 2021, Insight Exchange audited 200+ websites from five industries as sample doors in the information and support ecosystem. The selection of industries is not exclusive or exhaustive.

- [Executive Summary](#)
- [NSW Health](#)
- [Employee Assistance Programs](#)
- [Support Services](#)
- [Police](#)

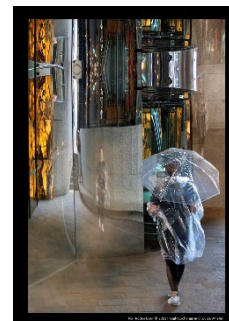
There have been **221** visits to the *No Hidden Door* page which was launched in March 2022. www.insightexchange.net/no-hidden-door/

ARTS LAB | No Hidden Door Collection

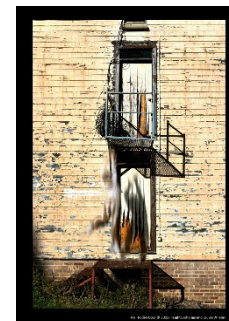
"....The No Hidden Doors Collection was created with the purpose of using art and image making as a way of critiquing the system. Of bearing witness to the current status quo from a lived experience-centric-approach. An approach from the outside - in...." Read the [Artist Statement](#) by Louise Whelan



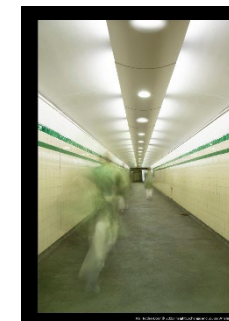
Red Door
Red alert. Anyone, anywhere anytime. Hovering near the access of a hidden door, layered with dominating sharp-edged shadows. Will I be heard amongst the noise?



Smoke and Mirrors
A collage of opportunity, in this maze of revolving potential access. The duality of the smoke and mirrors intended to disguise or draw attention away from the often-unpleasant issue. I am prepared and ready. Will I find the right door to enter?



Old Double Doors
I feel like I am liaising with the unseen, my effort seems futile. Will my safety be compromised by entering? Have I come to the right place? Is anyone even expecting me?



Tunnel
Traces of the human computer interactions with this relentless quest for help. Time passes through me. Am I in a void? Will I ever pass through the door?



Yellow Door
Embodied in the access of this forced entry, I see people have been here before me. They have left me clues that I cannot read. No sign posting for easy access. Is my problem worthy of a response? Do I have the right to gain access?

© Insight Exchange | Arts Lab | [No Hidden Door Collection](#) | Artist Louise Whelan

No Hidden Door Collection - explained

Each artwork amplifies the unique and changing needs of victim-survivors who may be reaching out for the first, only or last time to find information and/or to seek support. The collection amplifies how the burden of effort to find, ask and communicate often rests on the victim-survivor. This is contrasted with the lack of communication from the service/institutional 'door' which is shown to be obscure, unclear or unkept.

The burden of effort must shift from the victim-survivor to the service and institution. Each 'door' needs to be made more visible and the human experience offered to victim-survivors more 'discreet, dignified and supportive'.

View the [Artist talk](#) (8.5mins) | About [Louise Whelan](#)

Responding to the No Hidden Door Collection and artist talk

"...I'm so honored and grateful for this beautiful, complex and thoughtful artwork. It blows my mind how your artwork could speak so beautifully and yet in an unsettling manner of the complexities, danger and hope for help.

I was thinking why (besides the beauty of the art itself) was I so moved and wanting to re-watch and re-watch... we/I, the audience are suddenly transformed into 'doors'. Because the watching poses not a question but an interpellation: Who am I faced with at this door and the women outside/in-between the doors? What kind of door am I? How would I respond? How have I been responding?

I also treasure that the pieces put me immediately in contact with the actual world, the materiality of the world and not the mind. It transported me to my surroundings and the attention to the doors around. Everyone is a door, no one should assume safety."

Tania - Mexico (2022)

"Whilst undertaking an audit of our Women's Shelter website, I was excited to come across Insight Exchange's 'No Hidden Door's' Report. This report provided invaluable guidance, ideas and resources relating to consistent messaging for women who are subject to family, domestic and sexualised violence. Whilst the report was overflowing with valuable information, it was clear the authors were genuinely passionate about helping women who are in need!"

Senior Lecturer in Law (UNE) and Member of the Management Committee of the Armidale Women's Shelter.

Insight Exchange has been invited to speak about the *No Hidden Door* project at the following

- National Mental Health Commission All Staff meeting May 2022.
- EAPPA Virtual Wellness Day Aug 2022
- EAPPA Annual Conference Nov 2022

Our thanks extend to the team at L.E.K. Consulting for the generous pro bono support of 30+ consultants to review 150+ websites and the development of short guides featured in the No Hidden Door project resources

"It has been a privilege to contribute to the work of the talented team at Insight Exchange. I am conscious of the complexity and diversity of the organisations that respond to and support victim-survivors of domestic, family and sexualised violence. The level of fragmentation across the system means that responses are not necessarily coordinated or best practice, despite the good intentions of all stakeholders involved. As a firm, L.E.K. was honoured to support Insight Exchange's mission to improve the communication and responses of organisations across the ecosystem. We hope our work has helped Insight Exchange to develop a view of communication practices across the system and benchmark these against best practices. We are confident that this and more work like this that Insight Exchange is conducting will achieve meaningful advancement in what is an urgent cause."

EXCHANGE INITIATIVES

On pages 10-22 you will find answers to the following questions.

1. Who does Insight Exchange support?
2. What framework has Insight Exchange developed for responders?
3. What resources have been made available to people responding to domestic, family and sexualised violence?
4. What has it meant to individuals in different roles across the ecosystem to engage in Insight Exchange ideas and insights?
5. Who has directly engaged with Insight Exchange in FY21/22?
6. In what ways is Insight Exchange working to build foundational understanding?
7. Which organisations have embedded Insight Exchange digital materials in FY21/22?

1

Who does Insight Exchange support?

We can all stand against violence and abuse from wherever we are in society. All our initiatives are designed to support responders across the ecosystem. We organise and map Insight Exchange work against a social response continuum described below.

Response Continuum

Universal services and organisations e.g. workplaces, businesses, education, community	Extra or early Supports e.g. HR, Employee Assistance Programs	Human Services (Govt, Non-Govt) e.g. Health, Support Services and Helplines	Specialist Domestic, Family and Sexualised Violence Services	Statutory Services/ Systems
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In FY21/22 we designed and published the **Who Benefits/ Who Decides?** animation to support the critical reflection of responders.

Violence and abuse costs us all. Lives are lost. Homicide. Femicide. Filicide. Suicide. Indignity, injury, suffering, grief, and loss extends within families, across communities and throughout our country. Poverty endures. Children's hopes and futures are sabotaged.

So, **who benefits** from the status quo? and **who decides** to keep things the same? We can all stand against violence and abuse from wherever we are in society.

View the Insight Exchange animation ['Who Benefits? Who Decides?'](#) (4mins)

442 viewings since published Oct 2021



What framework has Insight Exchange developed for responders?

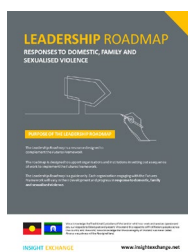
Futures Framework for leaders & organisations

www.insightexchange.net/futures-framework/



The [Futures Framework](#) is designed to support organisations and institutions in developing a strategic and holistic response to domestic, family and sexualised violence.

102 downloads since published Nov 2021



The [Leadership Roadmap](#) is designed to support organisations and institutions in setting out a sequence of work to implement the Futures Framework.

52 downloads since published Nov 2021



The [Support Menu](#) is designed to support organisations and institutions in building their understanding of domestic, family and sexualised violence.

68 downloads since published Nov 2021

Organisations and institutions do not operate in a vacuum. They depend on the actions of other organisations, institutions, people and systems to be able to function.

People experiencing domestic, family and sexualised violence are not just customers or employees; every individual has multiple roles and relies on multiple parts of the ecosystem for their wellbeing. The more disparity there is between different parts of the ecosystem, the tougher it is for victims to navigate.

What we understand about domestic, family and sexualised violence informs how we respond; it influences how we **design** products, services and systems. It influences how we **communicate** about those products, services and systems.

Seeing possibilities: Imagine the difference it would make for victims-survivors if all workplaces, businesses, family, friends and specialist and statutory services were informed and ready to respond?

In FY21/22 we designed and published the 'Seeing Possibilities' animation.



View the Insight Exchange animation ['Seeing Possibilities'](#) (6mins)

329 viewings since published Feb 2022

What resources have been made available to people responding to domestic, family and sexualised violence?

Any responder



Follow My Lead animation
An awareness raising resource
for responders (4mins)

3,916 views

Released 26 Oct 2020



Follow My Lead
3,529 downloads
Released July 2018



Follow My Lead Aotearoa
398 downloads
Released April 2021



Reflections Kit
802 downloads
Released Nov 2021



My Safety Kit animation
An introduction for
responders (2.5mins)
606 views
Released 14 Dec 2020



The use of violence and abuse
is a choice
I am I can animation
(4:22mins)
1735 views
Released 28 Apr 2021

Workplaces & Organisations



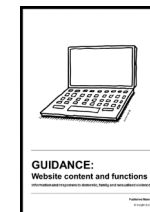
Workplace Insights Paper
422 downloads
Released Feb 2020



Workplace Scenarios Kit
47 downloads
Released Nov 2021



Workplace Intranet
Content Guide
48 downloads
Released Nov 2021



No Hidden Door – Guide:
Website Content & Functions
39 downloads
Released Nov 2021



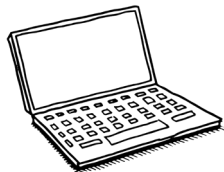
Insight Exchange & Centre for Women's Economic Safety
(CWES) to develop a Guide: Support My Economic Safety.
66 downloads
Released July 2021
(count excludes downloads from CWES directly)

[This download count excludes *Distribution Sponsor* copies printed or hosted by the Distribution Sponsor.]

4

What has it meant to individuals in different roles across the ecosystem to engage in Insight Exchange ideas and insights?

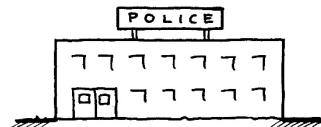
The following examples on page 13-16 present what it has meant to individuals who have engaged in Insight Exchange ideas and insights.



As a Digital Producer

Engaging with Insight Exchange as a digital producer has been an eye opening experience for me, for good reasons, and unfortunately, many not-so-good reasons too. Despite thinking I had a decent understanding of the magnitude and effects of domestic, family and sexualised violence, the insights that I have been exposed to have shown me how naive I really was.

The scale is larger and the reach is far wider than I ever thought. But by producing this work, it has allowed me to feel better educated, see where I fit in (which was a new idea to me), and how I can respond and do my part, far beyond the digital content I am producing.



As a diversity trainer/coordinator in police force

The engagement with Insights Exchange ideas has not only bolstered our vision for the training that is currently being rolled out but also allowed us to reference some clear and definite perspectives to working with and **understanding victims**.

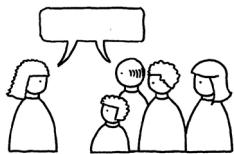
Diversity applications to core police process and skills are central to the training portfolio I hold. The materials developed by Insight Exchange allowed us access to **clear and practical concepts surrounding domestic and family violence from a victim's perspective** and through the experience of responders in that space. The lens through which we reviewed and explored police engagement with victims was not only inspired by the Insight Exchange approach, but afforded us access to **resources that are accessible and visual** in representations which is deeply appreciated.

The material, the discussions and the opportunity to apply them to a policing context allowed me to **truly integrate the key outcomes of our victims program with new and valuable 'insights'**.

I recently found myself supporting a close family member leaving an incredibly abusive relationship. She was a smart, confident and professional young mum of one. But I realised in this context, she was vulnerable and fragile, so my default was to tell her what to do.

My intention was to guide her but I found that I was quickly taking over, because it was easier. **Follow my lead allowed me to recognise that I was taking away her agency.** Yes things took much longer, yes it meant I had to have multiple conversations about the same thing over and over, yes it was one of the most difficult things to watch someone you love go through such an experience. But I learnt that it was crucial she made her own decisions about her safety and wellbeing- she grew in confidence and felt empowered.

As a family member



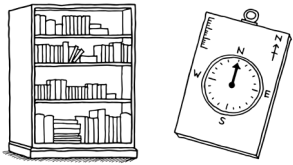
Working with Insight Exchange has provided me with **knowledge and information to provide greater care to victims of domestic and family violence.**

With this knowledge and partnership, I feel empowered to make a difference and change outcomes for those impacted by violence.

As a Hotelier



GUYDOWNES ©



As a Professor of Law and Ethics

“ Engaging with Insight Exchange ideas and insights has built my understanding of the lived experiences of survivors of family, domestic and sexualised violence in a more holistic way. My engagement with Insight Exchange resources **has enabled me to draw on rich, genuine, and respectful insights that centre survivors and recognise their strength and autonomy as individuals.**

Insight Exchange ideas and insights have provided me with a range of high quality resources, both conceptual and practical, that I have been able to draw upon in my teaching, research, and training with professionals including, police and other criminal justice stakeholders.

Insight Exchange ideas and insights are a powerful resource for building community and professional understanding of the lived experience from a position which acknowledges that **survivors are best placed to drive change for better outcomes for themselves and the community.** As an educator Insight Exchange has enabled me, to work alongside survivors who are the leaders of change.



As a workplace safety, care & wellbeing leader

“ Insight Exchange has supported me in role by providing me with foundational knowledge & being acutely aware that **any information about an employee's experience of family and domestic violence is sensitive.** If information is mishandled, it could have adverse consequences for their employee including serious injury or harm. Looking after the team and having the ability to support and provide teams experiencing D&FV through either living with violence or displaying violence, with 24/7 support and care. It is something that cannot be ignored, the impacts to the individual and the business are significant.

The Insight Exchange platform has greatly supported me in:

- **Building the knowledge of the team** who support those impacted, provide a positive and safe work environment, visibility of safe language, baseline knowledge of signs and signals and pathways to help and support.
- **Understanding how to remove any bias** towards those inflicting violence and understanding how as team members they too can be supported and provided pathways to support options.
- Staying up to date with external recommendations and desktop reviews to **support ongoing policy reviews, staying current & relevant.**



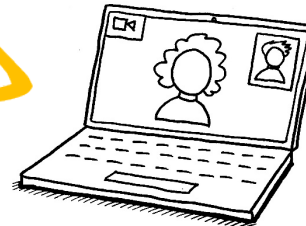
GUYDOWNES ©

“My work as an audio engineer primarily relates to the production of commercial and corporate content - TV and Radio ads, explainer videos, corporate presentations, podcasts, and audiobooks. While these mediums are interesting to work on, it is rare that I get to work on something as important and meaningful as the projects undertaken by Insight Exchange.

Domestic, family, and sexualised violence are issues that - in my opinion - remain largely unspoken and do not receive enough attention in our society. I believe the projects I have worked on with Insight Exchange help to change this, and **have even helped educate myself and the voice actors involved** in the projects around how best to act when confronted with these issues.

Working with Insight Exchange has brought a **new level of meaning and purpose to my work** as an audio engineer, which I didn't anticipate when I first got into this line of work.”

“With each animation the Insight Exchange team curates, I am often left amazed and curious about the severity of the subject matter. It is often difficult to truly place yourself in someone else's shoes, **to separate the sympathy from the empathy**, and with each voice over recording, I feel the reality that the average person you walk by on the street may be dealing with violence or abuse. So for me, **these videos serve as a reminder that every action we make is a choice, a conscious one at that.**”



As an **Audio Engineer**

Who has directly engaged with Insight Exchange in FY21/22?

The table illustrates Insight Exchange (IE) **direct engagement** in FY21/22 with organisations/institutions across the response continuum, from universal through to statutory services.

Universal services and organisations e.g. workplaces, businesses, education, community	Extra or early Supports e.g. HR, Employee Assistance Programs	Human Services (Govt, Non-Govt) e.g. Health, Support Services and Helplines	Specialist Domestic, Family and Sexualised Violence Services	Statutory Services/Systems
<p>Clubs Associations, Forums and Venues (See Pages 18-19)</p> <p>F45 & FS8 Opulent Wellness Group Session held at monthly forum with trainers across NSW, VIC, QLD, WA</p> <p>Woolworths Group</p> <p>ACCOR Group</p> <p>The dilemma of disclosure (sexualised violence) and the problem of non-disclosure agreements NDA's) Collaboration: The University of Sydney Law School and Insight Exchange collaborated to host a virtual event with author of 'Going Public' Distinguished Professor Julie Macfarlane. 160 individuals attended Part A and 147 individual attended Part B of the event.</p>	<p>Settlement Services International (SSI) Facilitating content to 10 community leaders at the Supporting U - Responding to multicultural communities (Learning Circles)</p> <p>Employee Assistance Professionals Association of Australasia (EAPAA) Presenting with CWES the <i>Guide to Support My Economic Safety</i> at annual EAPPA conference</p> <p>Sonder EAP Exploring DFV responses & provision of Insight Exchange resources in the Sonder App for client member</p> <p>Employee Assistance Programs (See Pages 20)</p>	<p>Royal Melbourne Hospital <i>Follow My Lead</i> session to 39 staff as part of the Strengthening Hospital Responses to Family Violence (SHRFV)</p> <p>Telstra Health – 1800 Respect* (*incoming provider from July 2022) (See Pages 22)</p> <p>NSW Health ECAV - Family Violence Advanced Practice (See Pages 22)</p> <p>Healthy North Coast (North Coast PHN) IE materials and panel participation in webinar for Health Practitioners</p> <p>National Mental Health Commission All Staff Spotlight presentation on the Insight Exchange <i>No Hidden Door</i> Initiative</p>	<p>Response-Based Practice Aotearoa (RBPA) Collaborative development of <i>My Safety Kit Aotearoa</i></p> <p>Centre for Women's Economic Safety (CWES) Collaboration: Development of the Guide to Support My Economic Safety. A Guide for organisations thinking about how to address economic abuse. Donated print stock of <i>Follow My Lead</i> for the CWES Spot talk at Financial Counselling Australia Conference.</p> <p>St George DV Interagency Presenting IE Foundations to participants from across general and specialist services, as well as police and government services.</p>	<p>University of Sydney Law School IE Foundations sessions for 150 (approx.) law school students (See Pages 22)</p> <p>NSW Police The examples of de-identified police responses are being used as further reading material in the NSWPF responding to Victims of Crime module. NSWPF is starting (in late FY21/22) to use Insight Exchange animations to support F2F victims of crime training for the 16,000 (approx.) state-wide NSWPF officers. (See Pages 22)</p>



Clubs Industry

Clubs are a connection point for many individuals and communities across Australia. The 2015 National Clubs Census estimated there are over **6,000 clubs** in Australia, and more than **13m members**, and **300m+ visits** annually. The clubs industry has a significant role to play in responding to domestic, family and sexualised violence.

The readiness and quality of **Club** responses to domestic and family violence matter. Every Club. Any community.

- Clubs can make a meaningful difference through their **workplace responses**, supporting thousands of employees who may need to access support earlier and whilst employed.
- Clubs' **customer/client responses** involve connection with millions of individuals and families in local community, many of whom may not now, or ever, engage with formal services for support. The Australian registered club industry makes a direct contribution to local communities through cash and in-kind donations to a broad range of community priorities and initiatives.
- Clubs can strategically refine and evolve how they contribute to a more cohesive **ecosystem response**.

Employees and customers with **lived experience of domestic, family and sexualised violence can make vital insight-informed contributions**. Their voices and insights must be central in shaping how clubs respond in the short and long term.

Engagement with the Clubs industry



One of our initiatives has been to make information and resources available to the Clubs industry. We have initiated a fixed term full-time Insight Exchange Associates role specifically for this purpose. The sessions are donated without cost or access barriers and people directly or indirectly engaging with the information sessions can ongoingly draw from Insight Exchange ideas and insights to inform their work and responses.

Since Nov 2021 to the end of June 2022 we have met with **27 clubs** representing a combined total of **62 venues, 7,070 staff, and 1,330,520 members***.
*(*some members may be members at more than one club)*

The clubs/venues we have engaged with are listed on the following page.

In this period, we have also engaged through the following events/forums/communication channels:

1. Presentation at the **Responsible Gaming Forum**
2. Presentation at **Leagues Club Australia (LCA) Sponsors** Event
3. **Clubs NSW** Webinar – 200 people registered to attend online
4. Meeting with **Community Clubs Victoria**
5. Meeting with **MAX** | (155 venues in portfolio NSW & Victoria) / 500-1000 employees
6. Presentation at the Tuggerah Lakes **Liquor Accord** Meeting
7. Speaking at the **Bulldogs Women in Leagues** Luncheon
8. Feature in the monthly newsletter **RSL Services Clubs Association**

Direct or digital engagement session with the following clubs/venues

*The clubs/venues listed indicate the approximate number of venues, employees and members.

- Bankstown Sports Club | (6 x venues) 65,000 members / 500 staff
- Blacktown Workers Club Group | (3 x venues) 56,000 members / 211 staff
- Cabra Bowls Group | (3 x venues) 10,000 members / 70 staff
- Cabravale Diggers | 63,000 members / 80 Staff
- Canterbury Leagues Club Panthers group | (5 x Venues) 145,000 members / 700+ staff
- Castle Hill RSL Group | (5 x Venues) 50,000 members / 450 staff
- Central Coast Leagues Club | 45,000 members / 100+ staff
- Club Marconi | 45,000 Members / 320 staff
- Corowa RSL Club | 10,000 members / 50-200 staff
- Cronulla Leagues Club | 27,000 members / 200 staff
- Ex-Servos (Nowra) | (2x venues) 3,500 members / 130 staff
- Gosford RSL Club | (1x venue + 2 Motel) 27,000 members / 100+ staff
- Hornsby RSL | 35,000 Members / 202 staff
- Liverpool Catholic Club | (2 x venues + 1 Hotel) 51,000 Members / 300+ staff
- Mounties Group | (8 x Venues) 200,000 members / 700 staff
- Murray Downes Golf & Country Club | 10,000 members / 120 staff
- Norths Collective | (6 x venues) 52,000 members / 360+staff
- Panthers Group | (5 x Venues) 145,000 members / 700+ staff
- Revesby Workers Club | 50,000+ members / 360 staff
- Sporties Group | 28,00 members / 100 staff
- St George Leagues Club | 25,000 members / 100+ staff
- Tradies | 30,000 Members / 200 staff
- Walgett RSL | 20 members / 5 staff
- Wenty Leagues Club | 70,000 members / 282 staff
- Wests HQ | 60,000 members / 500 staff
- Wests Illawarra | 16,000 Members / 100 staff
- Woonona Bulli RSL Club | 12,000 members / 80 Staff

Reflections

What has it been like to step out of an industry, to immerse in the Insight Exchange ideas and insights, and to spend your time influencing back into industry you are from?



“

It has been life changing to be surrounded by such an inspiring team of Insight Exchange Associates and the learnings have been profound. Given that I have not ventured into this type of work before, every day has been a gift to learn more and then for me to be able to pass this knowledge on to my industry has been very rewarding.

The first few months were focused on scoping the Club Industry to gain a better understanding on what they knew about domestic, family & sexualised violence and if they as a club or industry had anything in place. We started with the Industry Associations and have filtered down to the large club groups and then to the small to medium sized venues.

After many discussions with multiple venues and associations I have found a very mixed response with no collective agreement or stance in place on their position with domestic, family and sexualised violence. However, with the support from key Industry leaders, I have found the growing engagement to be very positive, people are ready to talk, and they want to learn more and hear about what Insight Exchange is offering to the Club Industry.

My intention when starting on this work with Insight Exchange was never to be speaking publicly, funnily enough this has always been my greatest fear. But as it turns out, to forge a deeper connection with the clubs I met with - they actually desired this type of format. Being able to weave in my experience while taking them through the resources and work of Insight Exchange has provided a monumental shift in me not just professionally but also personally. I have faced my worst fear but because of my belief and passion about sharing of this work and resources with others; these moments that have challenged me are moments I will never forget.

”



Employee Assistance Programs

Employee Assistance Professional Association of Australasia (EAPAA) provider members (76) throughout Australasia oversee over 11,500 organisations, providing coverage to 9.4 million direct employees.

Source: Engagement Rate of the Employee Assistance Professional Association of Australasia (Inc.) October 2021

The readiness and quality of **Employee Assistance Program** responses to domestic and family violence matter. Every EAP. Any workplace.

- EAPs can make a meaningful difference through their own **workplace responses**, supporting hundreds of employees and Associates who may need to access support earlier and whilst employed or in contracted roles.
- EAP **client responses** involve connection with thousands of individuals and families in local community, many of whom may not now, or ever, engage with other formal services for support.
- EAPs can strategically refine and evolve how they contribute to a more cohesive **ecosystem response**.

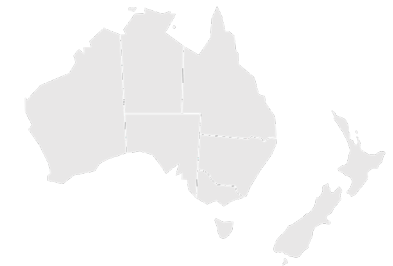
Employees and customers with **lived experience of domestic, family and sexualised violence can make vital insight-informed contributions**. Their voices and insights must be central in shaping how EAPs respond in the short and long term.

EAP Masterclasses - Foundations

One of the initiatives we have invested into supporting EAPs in Australia and New Zealand is to provide masterclasses for EAP practitioners that present the Insight Exchange Foundations and Foundations Applied with a 2 person panel from the Insight Exchange team for Q&A.

22 attendees from the following eight EAP providers:

- Positive solutions
- Acacia
- Connection EAP
- Assure Programs
- Converge international
- Access EAP
- Benestar
- OCP



"I want to share this workshop with others. It is truly amazing!"
(EAP Practitioner)

*"Thank you so much for an excellent and informative session. There are many resources and workshops out there about DV, but I really got a lot out of this one because it **provoked thought and reflection**. I love the focus on meaning and language etc, and the 6 Foundations. Thank you and I will definitely promote it amongst my colleagues."*
(Psychologist/EAP Provider)

A further **200** attendees are booked for sessions in 2022.

Foundations and Foundations Applied

In Australia the design and delivery of domestic violence related training is unregulated and varies vastly. It can be difficult for organisations procuring training to discern where to start and who to select.

Overall Insight Exchange does not position as a 'trainer' nor as a provider of 'training' in a traditional sense. Instead, we provide freely available insight-informed concepts and resources that can do the following:

1. Support an organisation to develop foundational understanding *before* selecting where they need training, and can inform the selection of training provider.
2. Support individuals to access concepts and resources *before* or *alongside* the pace of their organisations engagement.
3. Support training providers and trainers to centre actively on and from lived expertise insights by drawing from and pointing to the concepts and resources produced through Insight Exchange.



479*

 viewings of Foundations since published in Nov 2021.

*This count does not reflect the audience size as the Foundations have been played to small and large groups counting as single viewing.

Insight Exchange provides suggested ideas for organisations/institutions to use *Foundations and Foundations Applied* materials within their work.

Induction: New onboarding employees (across sectors/industries)	Ongoing professional development: Employees and Board members	Induction: New tertiary students (across schools/institutes/studies)	Ongoing Learning: Tertiary student learning extension (under & post-graduate)	Pre-requisite to attending a training session or course module

“Very clear yet nuanced accounts of a foundational understanding of DFV. Whilst this wasn't necessarily new information for me in this setting, it was certainly very beneficial and I wish I had had this exposure when I was learning about working in this space.”
(Family Support)

“Deeply moving. Very helpful. Centralises the voices and experiences of victim/survivors in ways that are humanising. Will use these resources in my work.”

(Primary violence prevention)

“Very informative and had great impact”
(Drug & Alcohol Treatment)



Read the [reviews](#) of Foundations & Foundations Applied
www.insightexchange.net/foundations/

The following page shows where in Australia and New Zealand Insight Exchange materials are being digitally embedded within organisations.



7

Which organisations have embedded Insight Exchange digital materials in FY21/22?

The following organisations initiated use of the specified Insight Exchange material (Foundations and/or specific animations) within their work.



TelstraHealth -1800 Respect (National)

Employee Induction: First Response & First Response Induction, 1800RESPECT National DFSV and WSH helpline
 Employee Ongoing professional development: All staff, 1800RESPECT National DFSV and WSH helpline
 Pre-requisite to training/course: All Practitioners, 1800RESPECT National DFSV and WSH helpline



University of Sydney Law School
 course included the *Foundations and Foundations Applied* and the *Masterclass on Language and Violence*.

NSW Health ECAV Advanced Practice course content includes the *Foundations and Foundations Applied*.

Women’s Safety Services South Australia

- use the *Follow My Lead* animation in their foundation level Recognise and Respond training package. This package is delivered to various organisations who support or come into contact with people subjected to domestic and family violence.
- use the *Language and Violence Resource Kit* PDF as part e-learning modules. Participants are service delivery staff at Women’s Safety Services SA.

Chisholm Institute in Melbourne's south east (VIC) is using *Foundations and Foundations Applied* for students with limited FV understanding who are entering the Graduate Certificate in FV.

SafeChoices Tasmania (TAS) is using the *Follow My Lead* animation as practical tool for workers within their educational training resource to recognise DFV for people who work with or support women with disabilities.

NSW Police Force is starting (in late FY21/22) to use the *‘Violence is social and interactional’* animation (an excerpt from the Insight Exchange Foundations) and the *‘Follow My Lead’* animation to support F2F victims of crime training for the 16,000 (approx.) state-wide NSWPF officers.

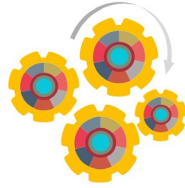
NSW Health ECAV uses *Follow My Lead* and *I am I can* animation in workshops, and to promote the *Workplace Intranet Content Guide to Local Health Districts*, to complement their DFV Workplace Policy. These online policies are accessible to all Health employees.

Northern Beaches Women’s Shelter(NSW) delivering two groups drawing from *My Safety Kit*



Shine NZ is using the *Follow My Lead* animation to support discussion about responding with empathy and without judgment, being guided by the person experiencing violence and what they would like support on. People also seem to pick up on the message that the person you’re supporting has only shared part of their story with you.

Governance and Leadership



Meet the DVSM [Board](#)

Read about Registered Charity DVSM on [Australian Charities and Not for Profit Commission](#) (ACNC)

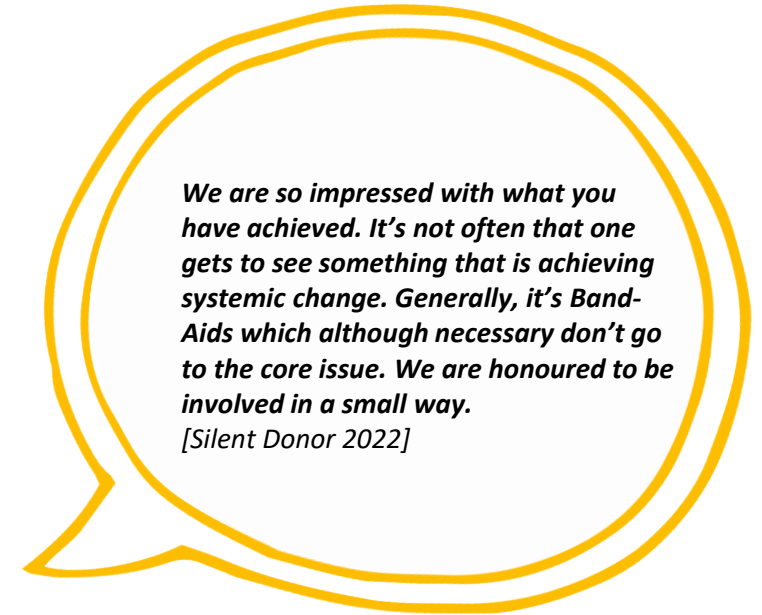
The Insight Exchange '[Team](#)' includes **Associates, Supporters and Collaborators.**

Acknowledgements and thanks

We would like to thank all contributors, critical friends and communities, who have engaged directly or indirectly with Insight Exchange.

We would like to thank Dr Linda Coates and Dr Allan Wade and their colleagues at the Centre for Response-Based Practice, Canada for their visionary and pioneering work on social responses, resistance, language, and the upholding of dignity.

Most significantly, our thanks go to all people with lived experience of domestic and family violence who have generously shared their insights for the benefit of others.



We are so impressed with what you have achieved. It's not often that one gets to see something that is achieving systemic change. Generally, it's Band-Aids which although necessary don't go to the core issue. We are honoured to be involved in a small way.
[Silent Donor 2022]



Read the 2021 – 2022 [Insight Exchange Strategic Framework](#)



To find out more about participating in Insight Exchange visit the [Participate](#) page.



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www.insightexchange.net

Explore our video channels and social media



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