



INSIGHT EXCHANGE

Research Project | Our Response | July 2023

www.insightexchange.net

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

Launched in Australia in November 2017, Insight Exchange was established and developed in collaboration with Dr Linda Coates and Dr Allan Wade from the Centre for Response-Based Practice, Canada.

Insight Exchange is governed by Domestic Violence Service Management, a registered Australian charity (ABN 26 165 400 635).

Insight Exchange is sustained by generous donations from individuals and a silent donor, for the benefit of many.



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 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.

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Illustrations: © Guy Downes

For more information scan the static QR code below to visit

www.insightexchange.net

Insight Exchange website has a quick-exit button.



Research Project (2020/667)

Insight Exchange acknowledges that the research study took place on the unceded lands of the Gadigal peoples, and we pay our respects to Gadigal Elders of this land past, present and emerging. We extend this respect to all First Nations peoples across the country and the world.

This research project was made possible by the University of Sydney Law Engagement Partnership Project (LEAP) Grant. We would like to thank research team Professor Dr Rita Shackel, Associate Professor Dr Ghena Krayem from the University of Sydney Law School and Dr Leticia Funston who took a leave of absence from Insight Exchange to undertake this project.

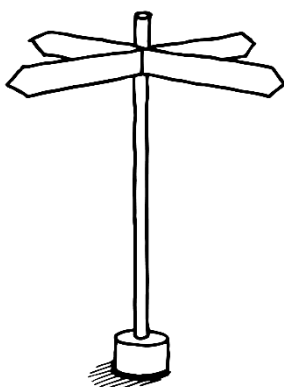
We would like to thank all the participants and especially acknowledge the generosity of the victim-survivors who shared their insights and their recommendations to improve the work of Insight Exchange.

About the Research

This paper reports on a qualitative study exploring victim-survivors' and social responders' experiences of Insight Exchange an Australian-based victim-survivor centered initiative informed by the Centre for Response-Based Practice. This study involved 51 participants who completed an online survey (N= 43 social responders, N = 8 victim-survivors) and 16 participants (N =12 social responders, N = 4 victim-survivors) who participated in semi-structured interviews. The findings indicate that Insight Exchange has supported social responders to improve the quality of their responses to victim-survivors of violence. Victim-survivors reported on the value of Insight Exchange, which emphasized their resistance and responses to violence and abuse.

Journal Article: A published paper about the research can be accessed (free) here: <https://journals.sagepub.com/doi/10.1177/10778012231186812>

Research period: July 2021 – Oct 2021



Purpose of this document

This document briefly summarises what research participants said was valuable about Insight Exchange. The document also describes and responds to quality improvement recommendations.

This document is hosted here: www.insightexchange.net/research/

Key findings

We heard from research participants that Insight Exchange holds value for victim-survivors and social responders:

- Insight Exchange improved social responder and victim-survivors understanding of domestic, family, and sexualised violence through demonstrating the **importance of clear and accurate representations of violence and the foundational ideas informed by Response-Based Practice**. This was critical in supporting social responders to improve the quality of their responses to victim-survivors and to challenge dominant victim-blaming ideas and responses in their practice.
- Insight Exchange **supported social responders to be victim-survivor led in their responses**: to listen to and be guided by victim-survivors’ lived expertise.
- Most victims-survivors described Insight Exchange’s **focus on their resistance and responses to violence as ‘life-changing’**. For many victim-survivors, speaking about their lived experiences of domestic, family, and sexualised violence with Insight Exchange team was the first time they understood their experiences through the lens of resisting and responding to violence, and how their efforts and strategies had increased safety and dignity for themselves and others – even though their options were constrained by the perpetrator/s.
- Many social responders shared that they also have lived experiences of domestic, family and sexualised violence. Similarly, many victim-survivors described how engaging with Insight Exchange supported **personal understanding and recognition of their own potential to be social responders and how their lived expertise could meaningfully contribute to improving responses to violence and abuse**.
- Insight Exchange **resources and ideas have supported responders to lead organisational and systemic change**. Social responders reported feeling confident using the ideas from Insight Exchange and Response-Based Practice within their organisations, and in interagency settings to advocate for the rights of victim-survivors. For example, by highlighting victim-survivors’ responses and resistance to violence and abuse, social responders felt they were able to challenge assumptions and judgements that pathologise and/or criminalise victim-survivors.
- Participants overall reported **a high level of trust in Insight Exchange**. Participants with lived experiences of violence felt that they could trust Insight Exchange. This trust was built on Insight Exchange’s attention to promoting victim-survivors’ insights and lived experiences, as well as the high quality of content developed and shared, and the connection with the Centre for Response-Based Practice.

Table 1:

Insight Exchange has increased my understanding of domestic, family and sexualised violence?

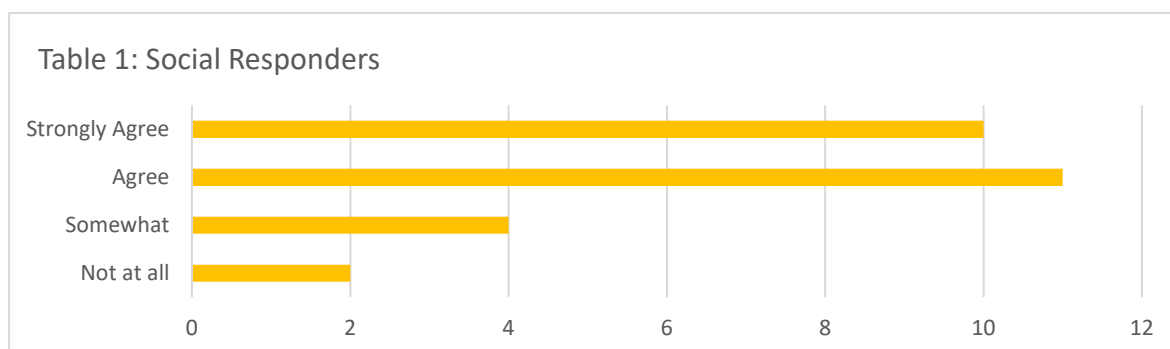


Table 2:

Insight Exchange has increased my understanding of victims-survivors' experiences of and responses to domestic, family and sexualised violence?

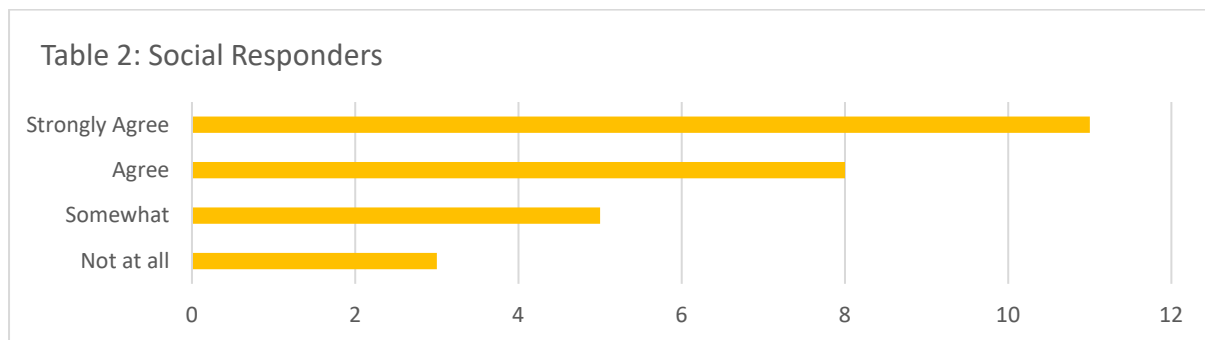
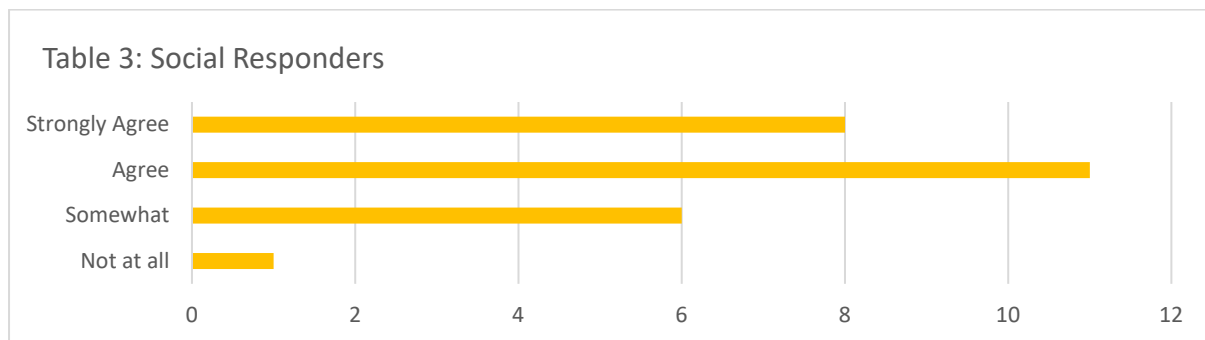


Table 3:

Insight Exchange has increased my understanding of the behaviours of perpetrators of domestic, family and sexualised violence?



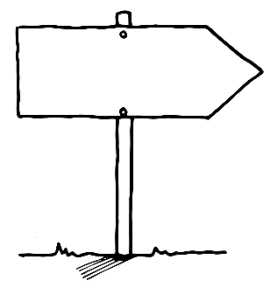
Quality Improvement Recommendations

Quality improvement recommendations made by research participants are listed below.

1. The provision of advanced formal courses
2. Ongoing supervision
3. An instructive implementation guide to better support organisations to implement the ideas and approaches, and to foster organisational change.
4. Organisational audit tool so that organizations, social responders, and victim-survivors could audit to what extent the organization utilises the ideas from Insight Exchange and Response-Based Practice.
5. Be more accessible, including more audio-visual options.

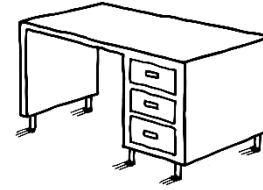
The following pages outline our response to each recommendation.

Our response includes a status update on actions taken by Insight Exchange since first learning of the recommendations.



Response to recommendation 1 of 5

The provision of advanced formal courses



Response:

Insight Exchange is not a registered training organisation (RTO) or formal educational institution. We can see great value in providing more learning opportunities that build on foundational understanding as well as detailed modules that apply the foundational ideas across a specific focus. By making this learning material digitally available we are able to support interested responders nationally and internationally without cost barriers.

Status Update:

Since the timing of these recommendations (end 2021) the following efforts/actions have occurred.

We have designed and produced the following ten digital productions:

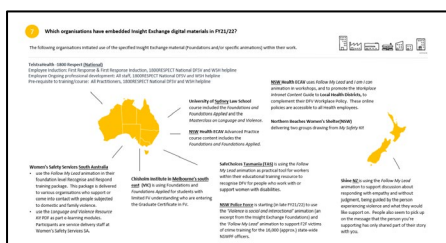
- 5 x [Introductory Modules](#) (50mins) – Any Responder, Hotels, Security, Clubs, Fitness
- [Foundations](#) (45mins)
- [Foundations Applied](#) (40mins)
- [Module: Understanding and responding to Strangulation](#) (60mins)
- [Academics are Social Responders](#) (13mins)
- Module: Understanding and responding to Workplace Sexual Harassment ([Part A](#) & [Part B](#))

In this period, we have also shared Insight Exchange materials with RTOs and formal educational institutes to support the learning experiences of participants.

Examples include NSW Health Education Centre Against Violence (ECAV) using Foundations in the MBC Advanced Practice Course work in 2022 and University of Sydney Law School – Family Law Course work 2022.

All digital modules can be embedded for free (donated) subject to a short agreement form.

Organisations embedding the modules (and animations) are published on the Insight Exchange website in the annual [Engagement Report](#).

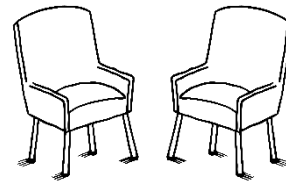


In addition to the published modules listed above, the following module is in development - Module: Introduction to Economic Abuse *Development led by collaborator Centre for Women’s Economic Safety (CWES)

This module, and any new modules, will be communicated via Insight Exchange updates when published for use.

Response to recommendation 2 of 5

Ongoing supervision



Response:

Insight Exchange is not a service provider and has no managerial oversight of any responding services or systems. We are not resourced or positioned to provide formal funded supervision. We can see great value in providing more opportunities to reflect and talk with peers within and across disciplines. Whilst this is different from one-to-one supervision the opportunity may hold value in complement to other formal supervision supports in place.

Status Update:

Since the timing of these recommendations (end 2021) the following efforts/actions have occurred.

We have established the following sessions that involve Q&A components for participants:

- **Masterclass Foundations – Individual Bookings with Q&A**

FY21/22 (EAP Focus)

FY22/23 (Counsellors, Social Workers, Psychologists)

- **Module Strangulation – Team Bookings with Q&A**

FY22/23 (Team Bookings in Australia, New Zealand and Canada)

- **Future Leaders Program – Six Session Series**

FY22/23 (10 participants 6 sessions with guest speaker program including Q&A)

The last 2 of the 6 sessions have been widened out in invitation. They are 2 Pop up Sessions (Workplaces and Arts Lab) with guest speaker program including Q&A.

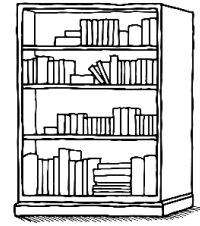
- **Associate Sessions / Creating Conversations**

2022 included a hybrid of in-person and virtual sessions every second month involving guest speakers and Q&A. The October 2022 session widened out the invitation to involve industries and collaborators who might not otherwise meet. The sessions were shaped around exchanging insights and peer support re understanding and implementing the ideas.

2023 includes a hybrid of 2 x in-person and 5 x virtual* sessions involving guest speakers and Q&A
*Virtual Sessions have been adjusted to now include international Associates. The in-person sessions involve a broader set of invitees from industries. These sessions provide opportunity to participate in cross-sector conversations responding to the lived experience insights and resources. The session invites participants to consider how their work (and our collective efforts) respond to people who are silent about, or silenced by, violence and abuse.

Response to recommendation 3 of 5

An instructive implementation guide to better support organisations to implement the ideas and approaches, and to foster organisational change.



Response:

Insight Exchange does not produce instructional guidance because the context (legal and practical) across industries and organisations varies greatly, and Insight Exchange is dedicated to all responders. We have focused attention on articulating and revealing the ideas and insights in practical resources with lived-experience excerpts embedded through the productions and publications.

Status Update:

Since the timing of these recommendations (end 2021) the following efforts/actions have occurred.

Insight Exchange developed and published the following Guides:

2021

- [Futures Framework](#), [Leadership Road Map](#) and [Support Menu](#)
- [Workplace Intranet Content Guide](#) is designed to support organisations in their intranet communication about workplace responses to domestic, family and sexualised violence.

2022

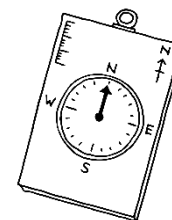
- [Guide to selecting a counsellor](#) may help you select a counsellor who is the right fit for you. Whilst this guide has been developed for the counselee, we have also circulated the guide to counselling networks and providers to reflect on their communication and practice in responding to domestic, family and sexualised violence.
- [Guidance: Website content and functions](#) is for industry employees responsible for designing, developing and delivering communications relating to DFSV, with a particular focus on digital platforms (websites). Industries can use this guidance to inform and influence the design of content and functions on their website to communicate directly with DFSV victim-survivors. This guidance is designed to support reflection, validate the lived experiences of victim-survivors, provide access to information, and raise awareness of victim-survivors' available options.

2023

- [Guide: Uplifting workplace responses to domestic, family and sexualised violence](#). See related resource '[My Support Options](#)' described in recommendation 4 (next page).
- '[Talk](#)' - A reflection resource designed to reveal and value the strategic considerations of victim-survivors when deciding if, when and how to tell someone about experiences of violence and abuse.
- '[Fear](#)' – A reflection resource about how responders can better understand victim-survivors many reasons to fear, when we explore what victim-survivors are having to do, not do, give up and go without to be able to survive and lead their lives.

Response to recommendation 4 of 5

Organisational audit tool so that organisations, social responders, and victim-survivors could audit to what extent the organization utilises the ideas from Insight Exchange and Response-Based Practice.



Response:

Insight Exchange is not a regulator and has no compliance or certification levers to its work. We can see great value in developing flexible self-auditing tools that inform quality improvement that responds to needs and priorities identified by victim-survivors. Self-auditing tools are accompanied with complementary resources to support uplift in responses.

Status Update:

Since the timing of these recommendations (end 2021) the following efforts/actions have occurred.

Insight Exchange developed and published the following audit tools, with related guidance and resources.

2022

- **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). 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. The reports include an [Executive Summary](#), [NSW Health](#), [Employee Assistance Programs](#), [Support Services](#) and [Police](#).

Each report contains guidance for industry employees responsible for designing, developing and delivering communications relating to DFSV, with a particular focus on digital platforms (websites). Industries can use this guidance to inform and influence the design of content and functions on their website to communicate directly with DFSV victim-survivors. This guidance is designed to support reflection, validate the lived experiences of victim-survivors, provide access to information, and raise awareness of victim-survivors’ available options.

- **Quality Response Continuum**

The [quality response continuum](#) is an Insight Exchange tool designed to support critical reflection about the quality of our responses. The landing page includes a short animation which introduces the tool. It hosts illustrative examples, provides a template to build your own examples for shared learning.

2023

- **My Support Options**

[My Support Options](#) is designed to share with you examples of what victim-survivors of domestic, family and sexualised violence have wished for and/or asked for from their workplace. The options were identified in the publications listed on the landing page. The support options are ideas not advice. They are not exclusive or exhaustive.

Response to recommendation 5 of 5

Be more accessible, including more audio-visual options.



Response:

Insight Exchange has significant room to improve accessibility across the portfolio of work. We have made important uplifts (outlined below) however there are many more accessibility features to be developed.

Status Update:

Since the timing of these recommendations (end 2021) the following efforts/actions have occurred.

2021

- Populating closed captions for new animations (You Tube).
- Commencing use of Auslan sign-language in digital modules.
- Commence use of static QR codes to (1) support direct access to digital resources from mobile phone, (2) signpost between materials, (3) feature in digital posters and discreet sized business cards
- Continue the development of Arts Lab Collection.

2022

- Sustaining closed captions for animations (You Tube).
- Developing audio visual features in digital productions.
- Sustaining use of Auslan sign language in digital modules.
- Building a library of illustrations to link animations and concepts more fluidly.
- Featuring lived experience of disability within resources.
- Improving alt text coding of images used in digital resources.
- Developing audio guided tour of workplace responses materials.
- Commencing regular posting of social media to share resources directly with the public.
- Commence the development of a Mexico-led portfolio of Insight Exchange resources in Spanish.

2023

- Populating closed captions for all animations (Vimeo – master channel) in English, and in Spanish (where Spanish equivalent animation not produced).
- Populating closed captions for all Insight Exchange modules.
- Develop visual tiles for the accessibility of ‘My support Options’ for mobile browsing without sound.
- Procure and utilise licensed illustrations within resources to communicate interdependent ideas.
- Continue the development of a Mexico-led portfolio of Insight Exchange resources in Spanish.
- Extend the Arts Lab to establish ‘The Creative Book Exchange.’

Continuous improvement priorities for recommendation 5:

- Procure and embed Auslan Sign-language for module on understanding and responding to Workplace Sexual Harassment and incoming modules (English).
- Continue to apply closed captions across new animations and modules.
- Continue to procure and utilise licensed illustrations within resources to uplift visual communication.