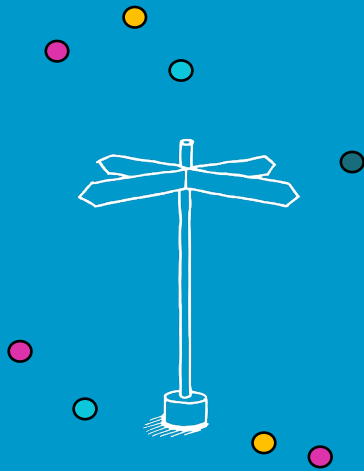


Guide to uplifting
**WORKPLACE
RESPONSES**

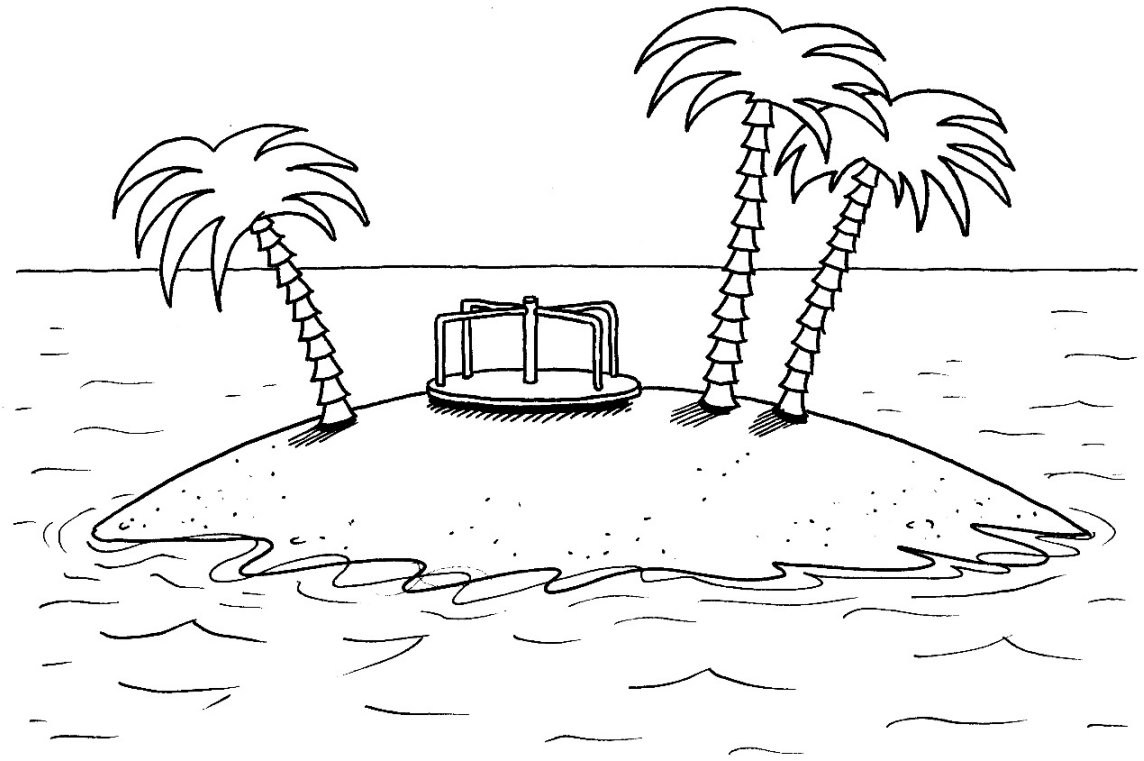
to domestic, family and
sexualised violence
(2nd edition)



www.insightexchange.net

INSIGHT EXCHANGE

There is no such place as referral island.



Responses are *more than* referrals.

Workplaces as responders

Workplaces, are well placed to provide timely and significant support to victims-survivors of domestic, family and sexualised violence. We encourage organisations to develop their understanding and readiness to respond in ways that uphold dignity and build on safety.

Purpose of this guide

This guide invites you to build on being a workplace that has insight-informed design and responses to people experiencing domestic, family and sexualised violence.

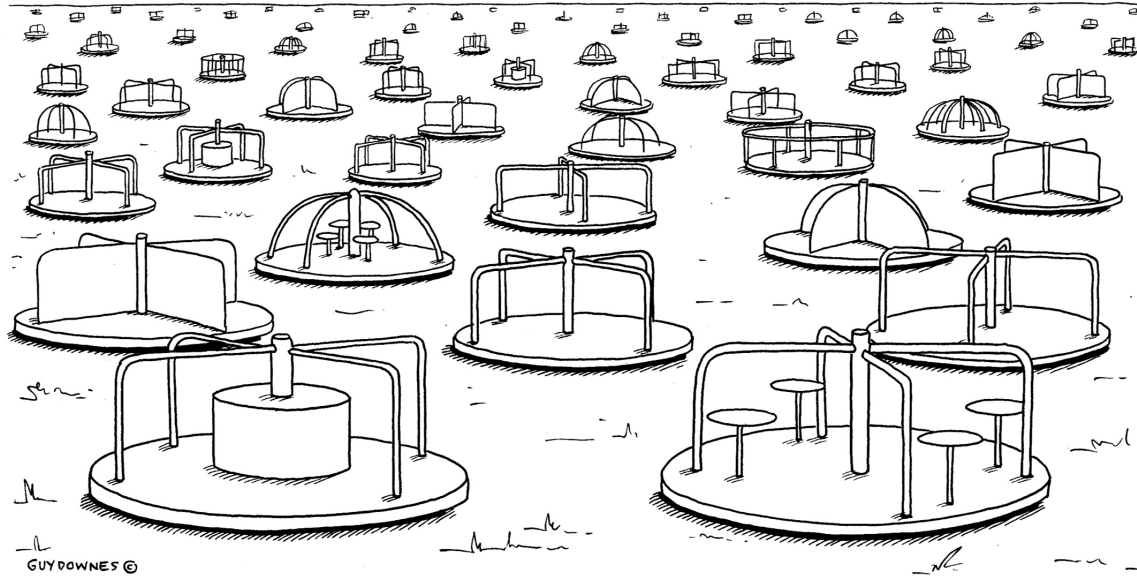
Using Insight Exchange

Insight Exchange has many resources made available for free (donated) to support responding industries and organisations to build on understanding of and responses to domestic, family and sexualised violence.

www.insightexchange.net/guide-using/



This resource 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.



Being sent to the ‘referral merry-go-round’ can be endlessly circular, exhausting and empty.

Seeing Possibilities

It may be the first, only or last time a victim-survivor of domestic, family and sexualised violence reaches out. Every response matters.

There is no one preference or path for support. Every responder, community and industry matters.



[‘Seeing Possibilities’](https://vimeo.com/684039585)

<https://vimeo.com/684039585>

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?

Key ecosystem data:



According to the Institute of Health and Welfare (AIHW), almost half of women who experienced violence from a current partner did not seek advice or support from anyone.



For those who did seek support following violence from a current partner, 67 per cent of women sought advice or support from a friend or other family member. This was more than any other response.



UN Women estimates that between 55 and 70 per cent of people experiencing domestic and family violence are in the paid workforce.



With rare exceptions everyone is a customer or client somewhere, using these products and services as part of their day-to-day life.



For many reasons, people experiencing domestic, family or sexualised violence are not always safe to (or may not choose to) use traditional statutory and specialist services when seeking support.

In fact, according to the Institute of Health and Welfare (AIHW), 8 in 10 women who experienced violence from a current partner, did not contact the police.

[Excerpt: Insight Exchange animation ‘Seeing Possibilities’ <https://vimeo.com/684039585>]

The future of leadership is social leadership

No community, service or system is an island. Understanding the interdependence of our ecosystem is critically important in shaping our responses to domestic, family and sexualised violence.

'Social leaders' of systems, services, organisations, institutions and communities understand the power of knowledge, courage and morality to forge and support change. 'Social leaders' don't wait for obligations or for others. They take up their leadership ethically, holistically and practically.

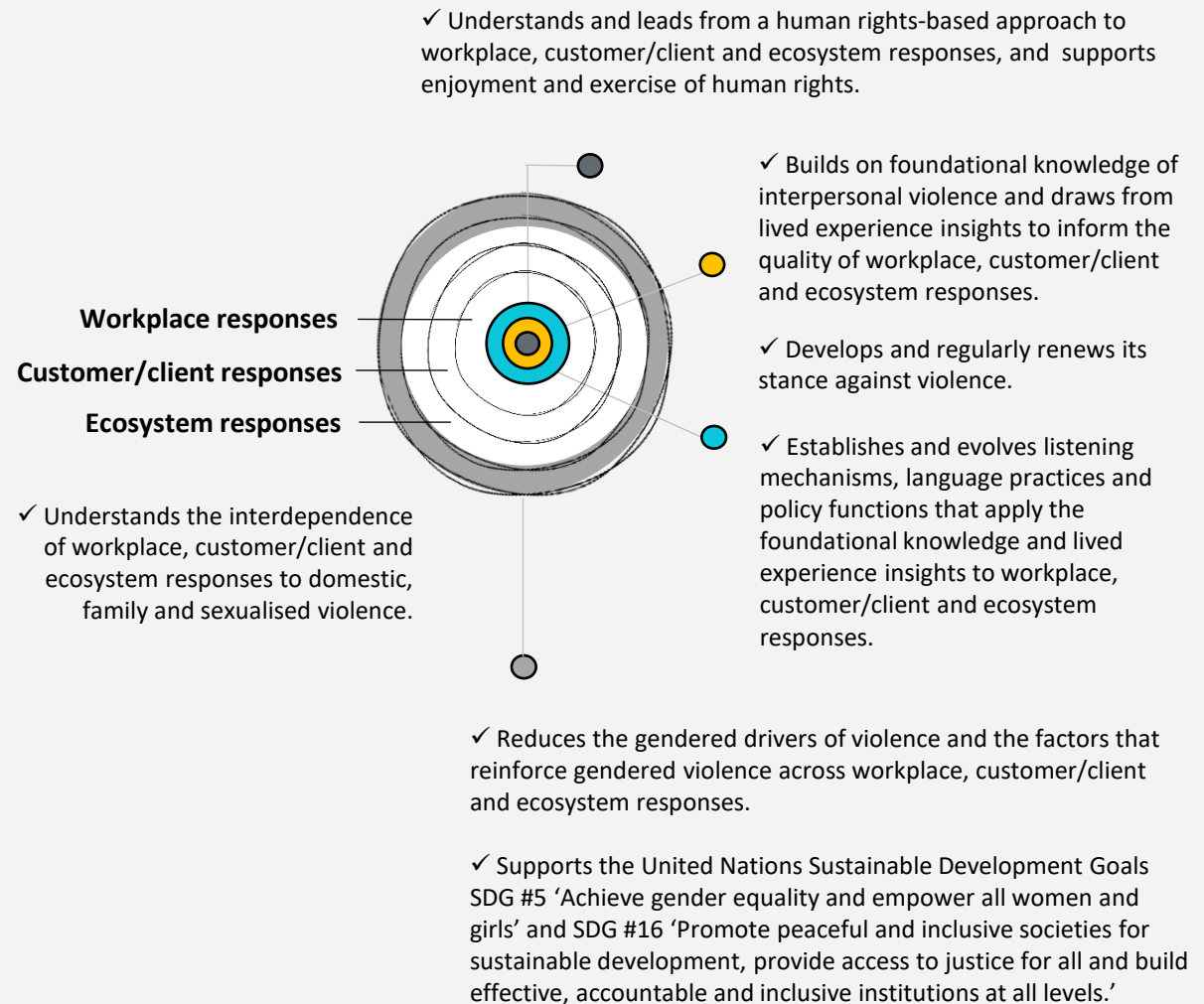
A strategic holistic response

Imagine if *Social Leaders* developed and implemented a strategic, holistic response to domestic, family and sexualised violence.

The systems, services, organisations, institutions and communities they lead and influence, would demonstrate these features (adjacent).

[Excerpt: [Futures Framework](#)]

A strategic holistic response



Spheres of responsibility and possibility



We encourage organisations and institutions to understand the importance of workplace responses in the context of a strategic holistic response to domestic, family and sexualised violence.



Workplace Responses

[Employees, Contractors, Volunteers]

The response of the workplace is important to victims of domestic, family and sexualised violence for many possible reasons including their sense of self, social connections and safety. Importantly, having an income supports economic safety, and keeps more options on the table for victims considering their future.

Customer/Client Responses

[Consumers, Patients, Collaborators]

The prevalence of domestic, family and sexualised violence is such that no business can assume it does not have victims and perpetrators among its customer or client base.

Many organisations offer products and services that can be manipulated or weaponised by perpetrators for their own benefit and/or to the detriment of their partner/former partner or family member. Organisations can decide to do things differently.

Ecosystem Responses

[Community, Suppliers, Shareholders, Systems]

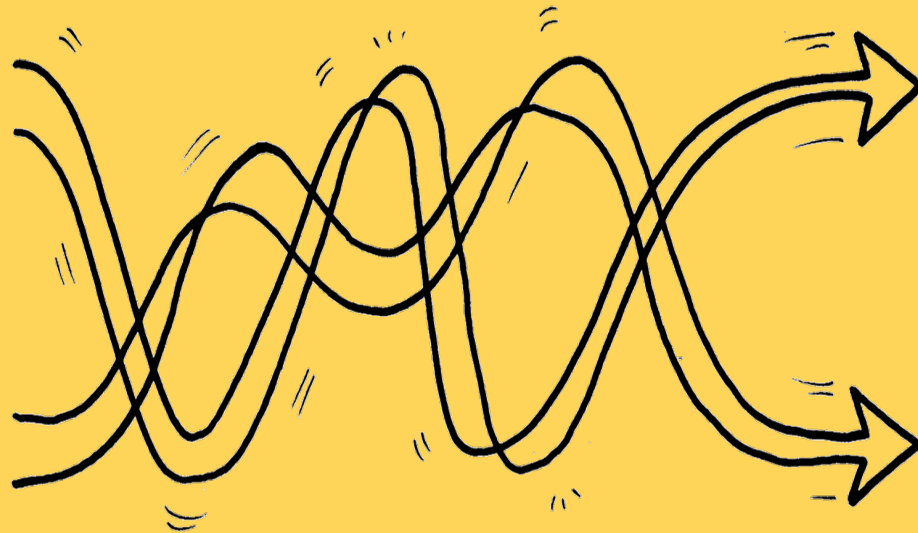
Organisations have significant influence not only with their employees and customers but also their sector, their suppliers, shareholders, stakeholders and local communities where they operate.

Organisations can choose the standards they require of their suppliers, who they do business with, and how they support local communities. They can choose which stakeholders they engage with and what issues they make a priority.

[Excerpt: [Futures Framework](#)]

**We don't have time
to wait or waste.**

**What is safe for
one person may
be dangerous for
another.**



urgent

and

careful

Workplaces: Uplifting responses to violence and abuse is urgent and careful work. Both *always* matter.

Uplifting workplace responses

In 2020 we released an [Insights Paper: Experiences and perceptions of workplace responses to domestic and family violence](#).

When victim-survivors of domestic and family violence were asked what they'd most like us to influence about workplace responses, respondents' top three wishes were for:

1. **People in the workplace to be compassionate and nonjudgmental**
2. **Workplaces to provide more, or better, tangible support and**
3. **Improved understanding and awareness of domestic and family violence.**

This guide offers support to workplaces to respond to these wishes in an informed way.

In addition to the above we have included a chapter on **communication** in response to insights revealed through the [No Hidden Door](#) insights.

Content

1	“People in the workplace to be compassionate and nonjudgmental” p9
2	“Workplaces to provide more, or better, tangible support” p23
3	“Improved understanding and awareness of domestic and family violence” p35
4	Communication and safety are inextricably linked p39
5	Additional material and resources p47

Violence and abuse is **never acceptable** in any community, family, institution, place or context. Despite this, people who perpetrate violence benefit from many features of our status quo. They benefit by being able to conceal, excuse, minimise or extend their abuse often without being held to account.

Inadvertently, people in the community and people working in services and systems also benefit by not having to change processes, attitudes, and laws, nor hold perpetrators to account.

But in the long-term, domestic, family and sexualised violence benefits no-one.



Violence and abuse costs us all. Lives are lost. Homicide. Femicide. 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.

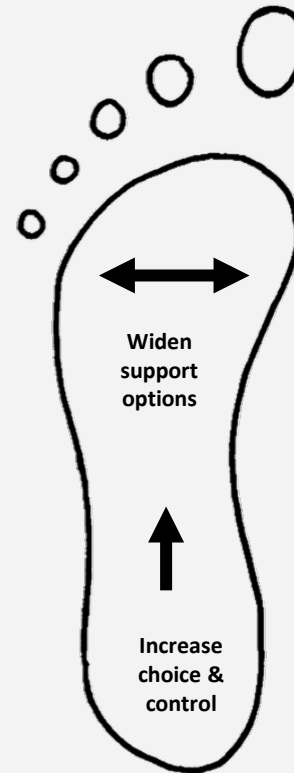
We can all stand against violence and abuse from wherever we are in society.

[Excerpt: Insight Exchange animation 'Who Benefits? Who decides?' <https://vimeo.com/638450609>]

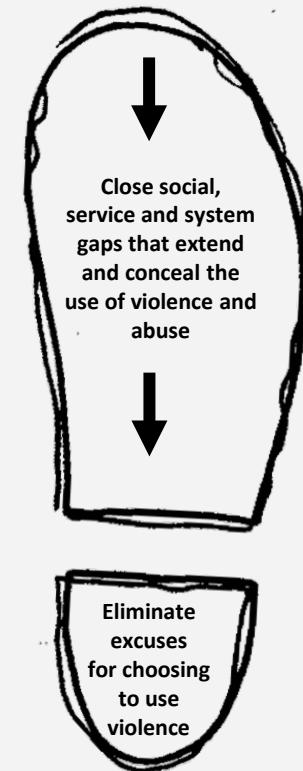
Both feet or backwards

It's not 'progress' if we are only responding to people who have been subjected to violence. Perpetrators of violence rely on social, service and system responses to do little or nothing about the use of violence and abuse.

In responding to victim-survivors, we need to:

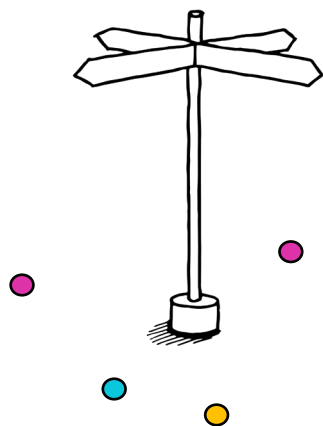


In responding to perpetrators, we need to:



Actions and inactions assumed to be 'helpful' can be unhelpful and harmful.

We must listen to victim-survivors lived expertise insights and follow their lead.



In this section you will find access to information and insights about lived experiences of domestic, family and sexualised violence.

1

“People in the workplace to be compassionate and nonjudgmental”

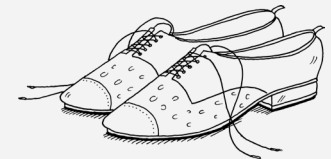
In the workplace

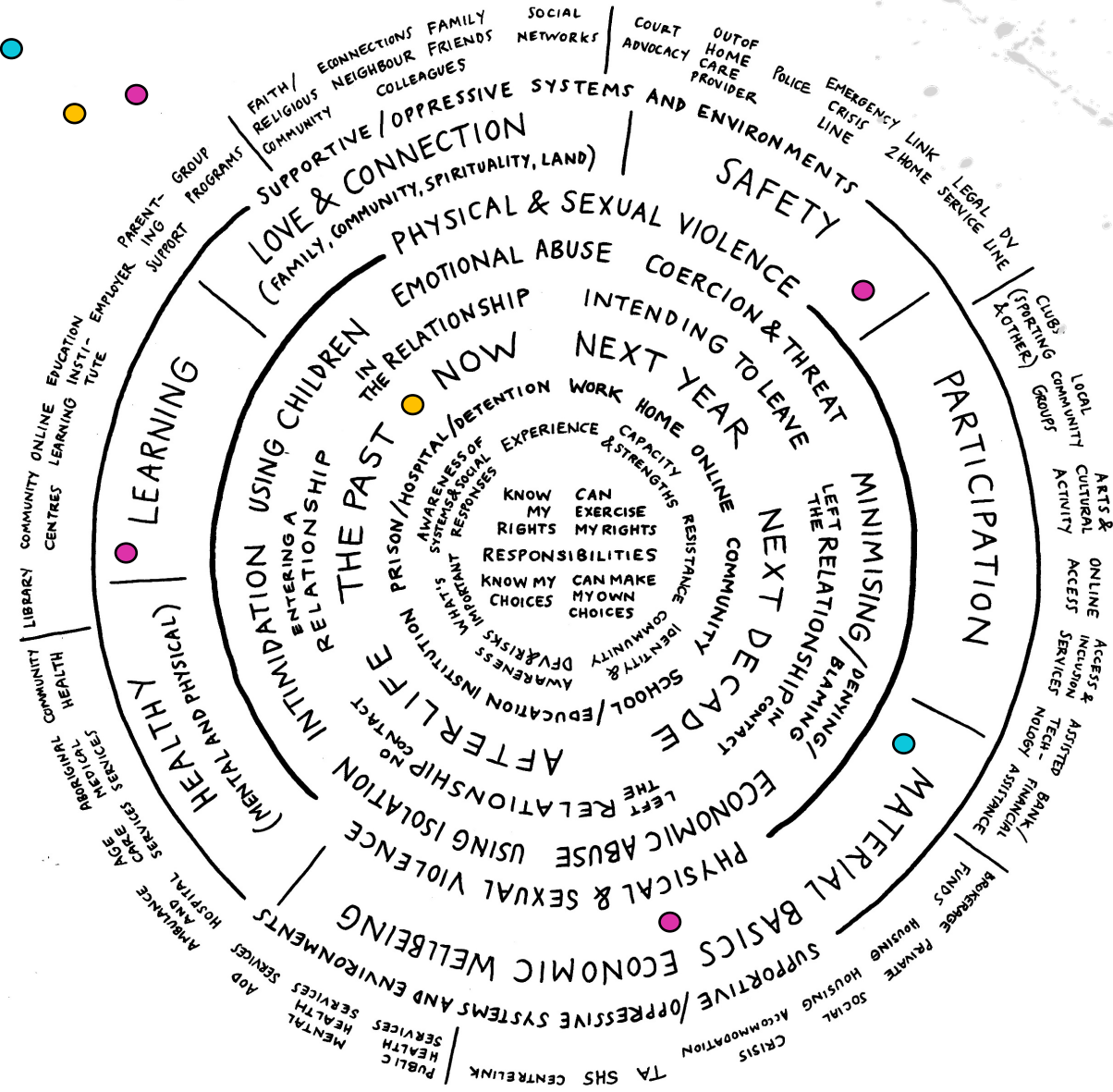


I'll be looking to see:

- what you think I (or other victim-survivors) might need
 - whether supports can be accessed via different policies that don't require identifying or talking about violence and abuse.
 - that you believe me without requiring the humiliation and danger of providing documented evidence
 - if you trust me to know which things I need most and next
 - what you think of me having made a request for support
 - whether you are open to me asking for more supports later
- whether more is expected of me because workplace resources have been used to support me
 - if my request for support will be used against me
 - if I will be judged and/or talked about by others
 - how many people will find out and how quickly
 - whether you or others will limit my career options now that you know more about me
 - how this information will be stored in the workplace

and what this means next...





There are many ways workplace can support employees in the workplace.

People with lived experience of domestic, family and sexualised violence and workplace sexual harassment are looking for workplaces that take them seriously and 'Follow their lead'.

FOLLOW MY LEAD

“How you respond to me when I share with you, and in the time that follows, matters significantly to me.”

Follow My Lead

Follow My Lead is a resource designed to build on the understanding of people responding to control, abuse and violence.

Follow My Lead speaks from the voices of people with lived experience of domestic, family and sexualised violence who need professionals and their social networks to be more prepared to respond in ways that uphold their dignity and build on safety.

Short Animation



FOLLOW MY LEAD



Watch the [Follow My Lead](https://vimeo.com/468850972) animation (4mins) (English)
<https://vimeo.com/468850972>

Watch the [Sígueme a Mí](https://vimeo.com/775728493) animation (4mins) (Español)
<https://vimeo.com/775728493>

Booklets



Follow My Lead

domestic, family and sexualised violence

www.insightexchange.net/follow-my-lead/

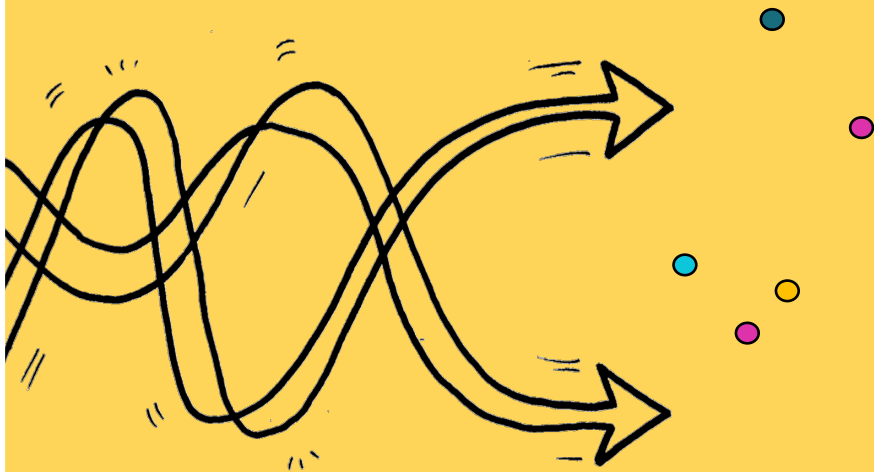
Follow My Lead	Follow My Lead Aotearoa	Sígueme a Mí
English with Australian support contacts	English with New Zealand support contacts	Español with Mexico support contacts

Follow My Lead

Workplace Sexual Harassment

www.insightexchange.net/sexual-harassment/

English with Australian support contacts



Workplace culture considerations

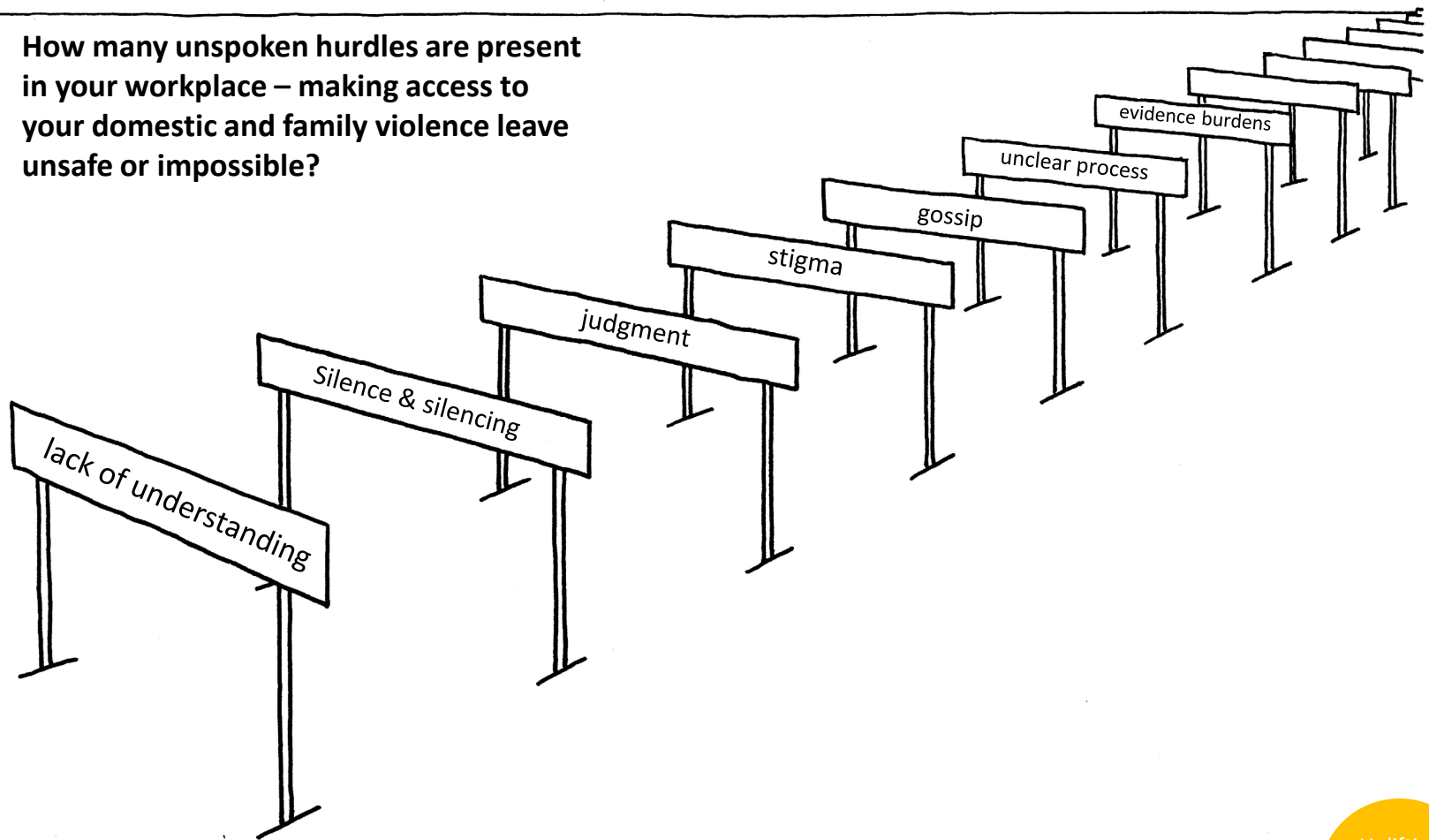
Perpetrators and victim-survivors of violence and abuse are alert to workplace culture. What they observe and/or experience from colleagues and managers, informs their decisions.

For victim-survivors, widening support options and increasing choice and control is important. The value of these options and choices is contingent on workplace safety (practically and culturally) to access and utilise the support without adverse consequences.

For perpetrators, working in a culture of silence about violence and abuse, or a culture of silencing of victim-survivors, they are able to continue their use of control, abuse and violence undetected and without consequence.

We invite workplaces to reflect on the following workplace culture considerations. These examples are illustrative and not exhaustive.

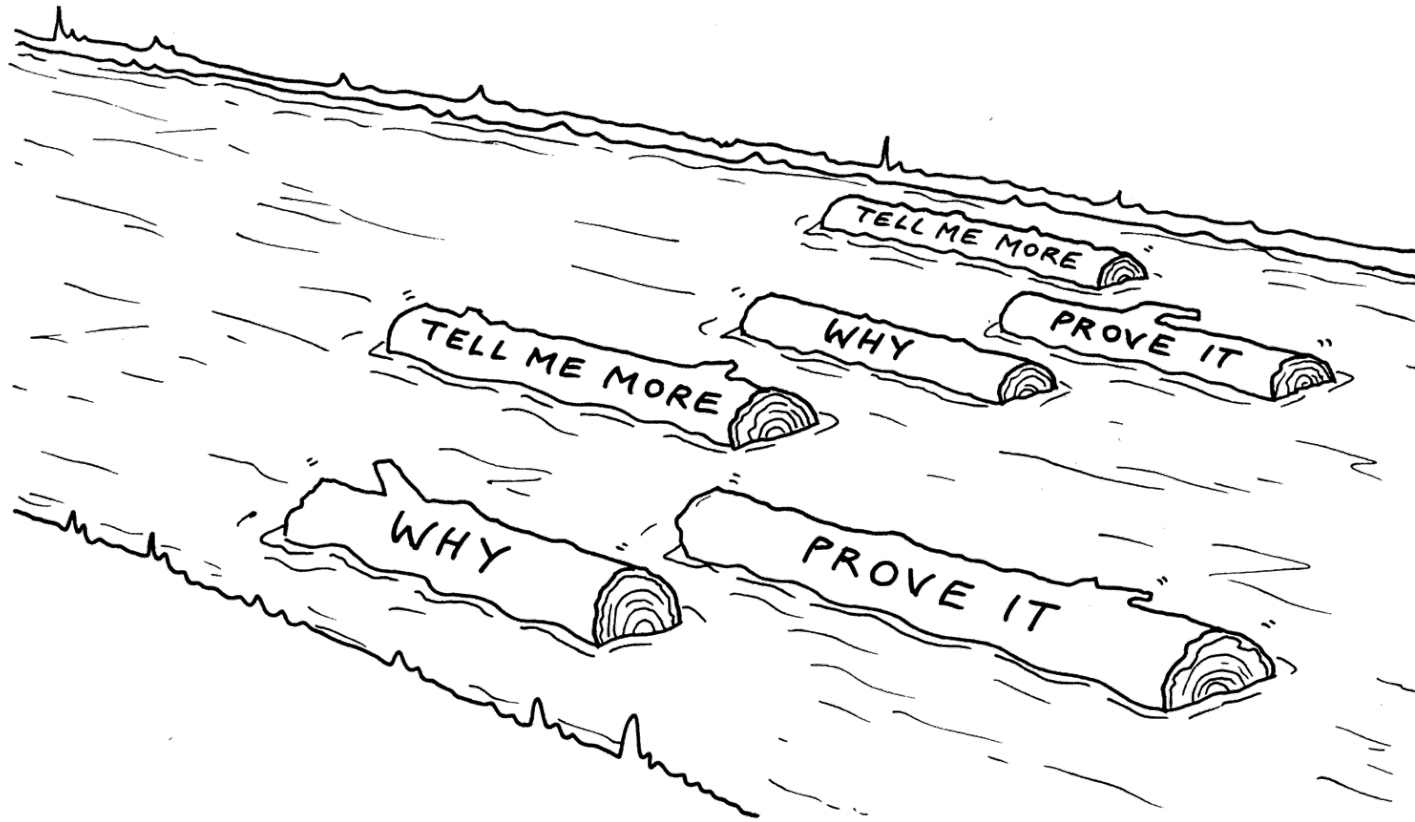
How many unspoken hurdles are present in your workplace – making access to your domestic and family violence leave unsafe or impossible?



Workplaces: A proactive and supportive workplace removes hurdles. Every one.



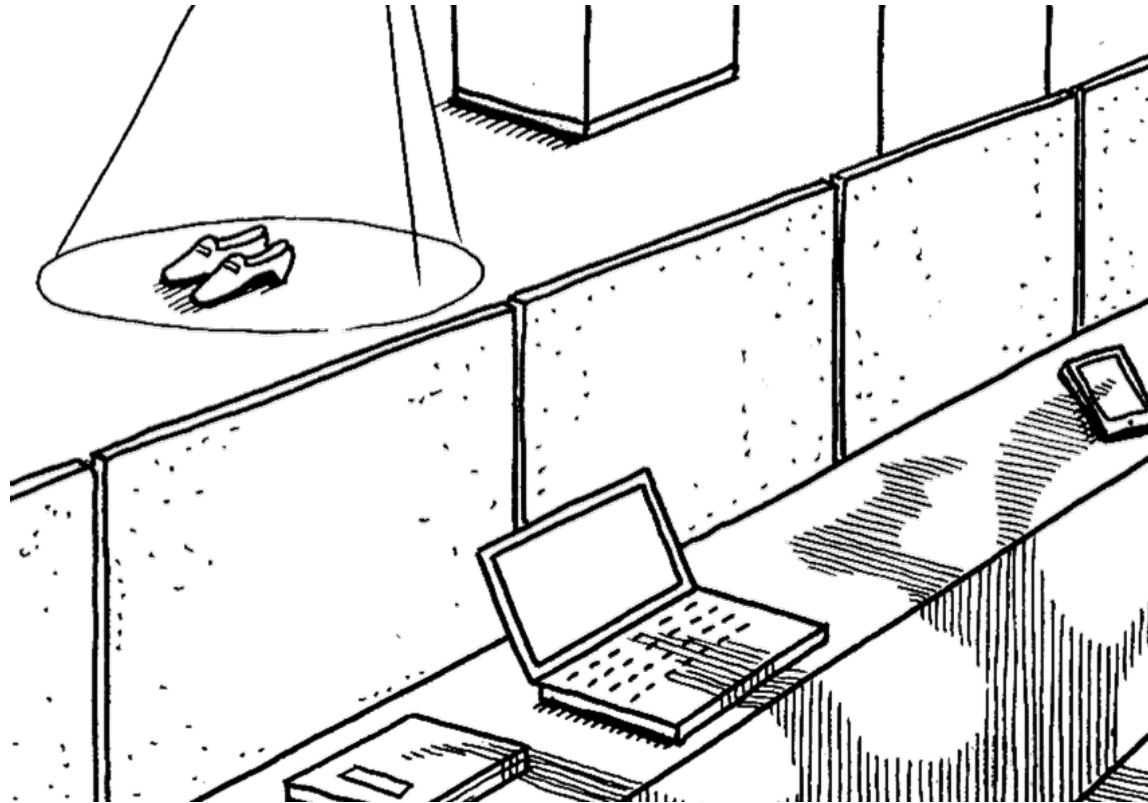
Is asking “Why do you need this?” in the way of asking “What do you need?”



Workplaces: Question the steps it takes to know about and access your support options.



Imagine if the scrutiny applied to victim-survivors who are seeking support....

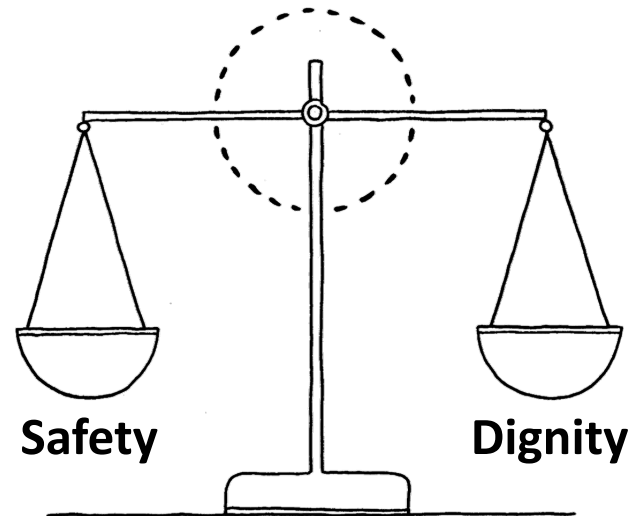


... was applied instead to perpetrators misuse of workplace resources (devices and hours) to extend their use of control and abuse.

Workplaces: Is your workplace resourcing the perpetration of abuse?

Uplifting
workplace
culture

Safety and dignity are not always equal or aligned.

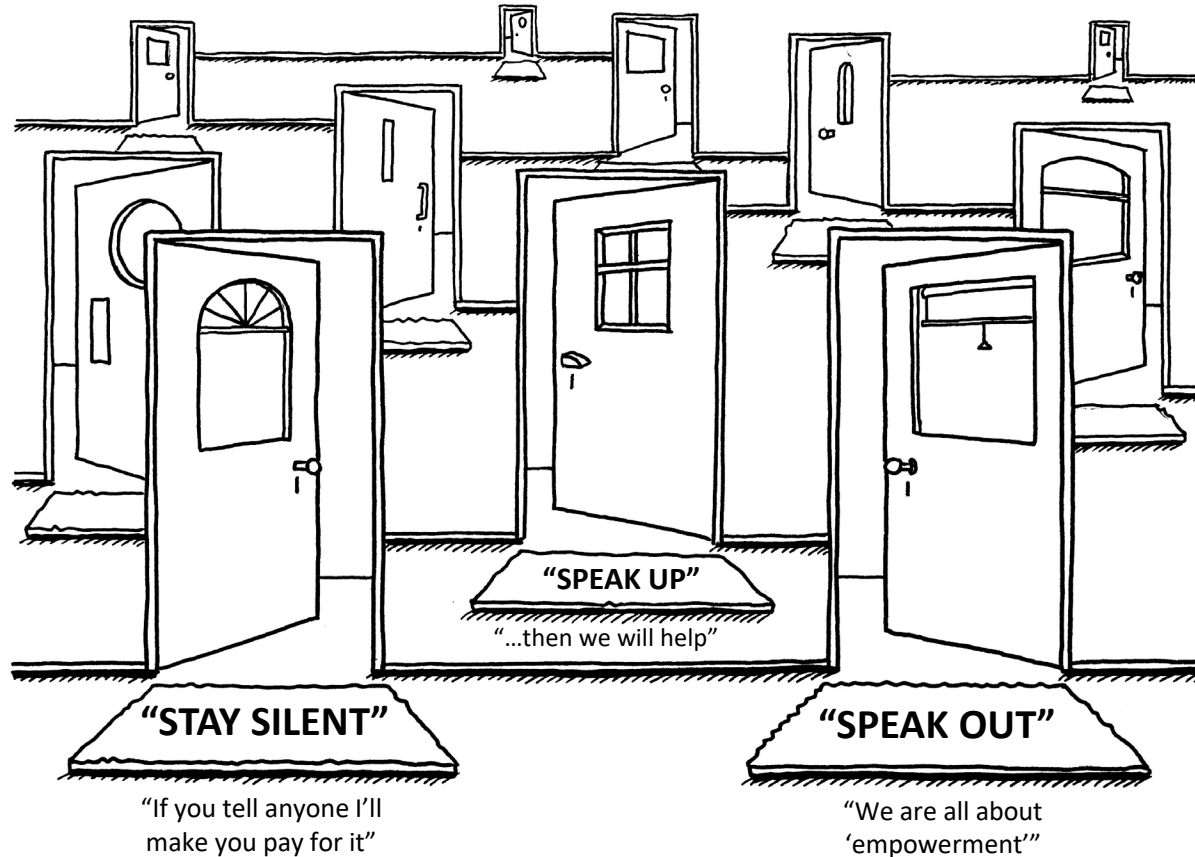


To design 'out' and 'without' dignity is to 'design in' more danger.

Workplaces: In what ways do we design for and attend to dignity in our workplace responses?

Uplifting
workplace
culture

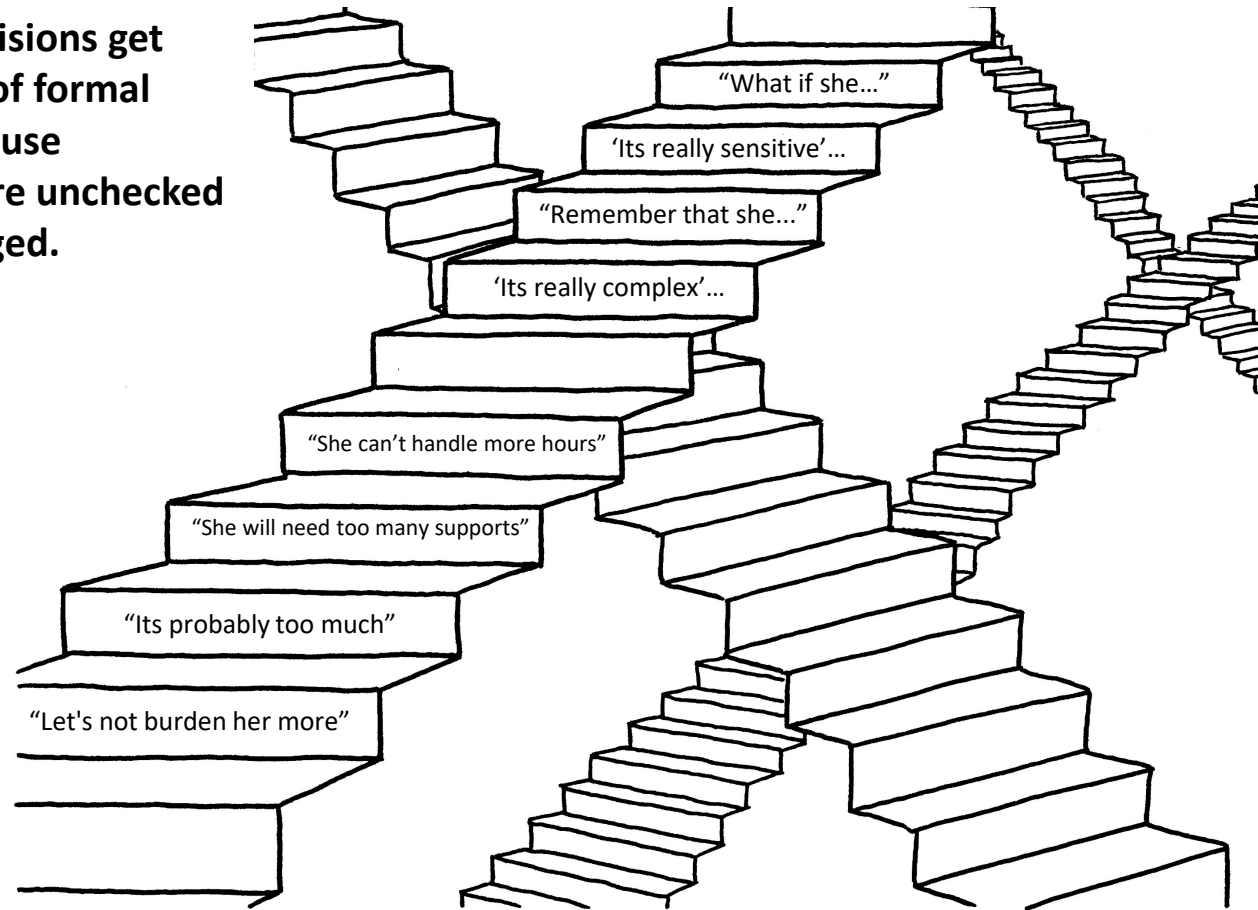
Being 'evidence-based' is not being 'assumption-based'.



Workplaces: Ask me what I need. Don't assume to know if I am 'safe' or what I 'lack' or 'need'.



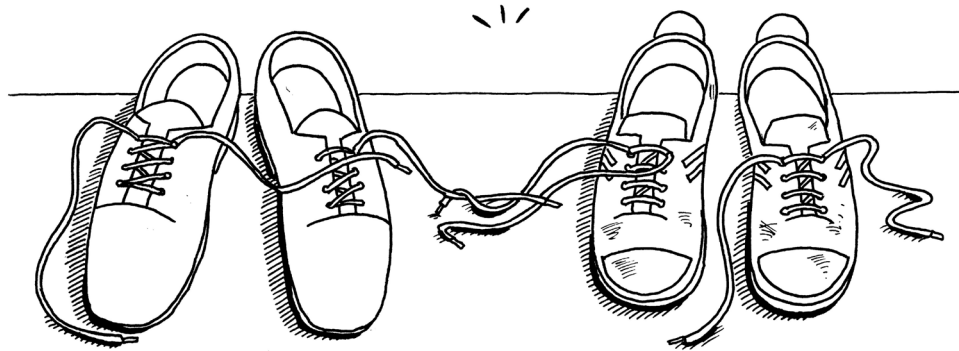
Dangerous decisions get made outside of formal processes because assumptions are unchecked and unchallenged.



Workplaces: Challenge the assumptions and actions of the 'career limiters'.



**“You’ll ask or expect to hear
about my abusive ‘partner’...**

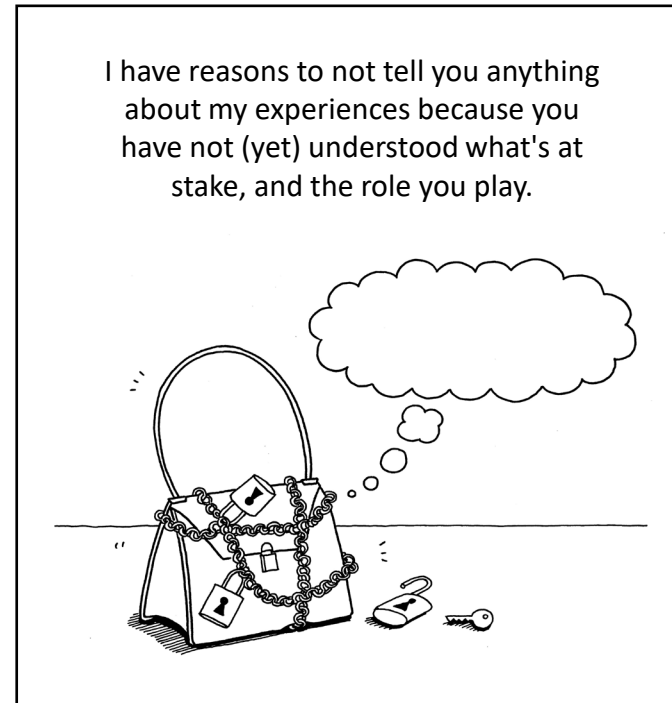


**....But I'm not wanting to tell you (or
anyone) – it is my son.”**

Workplaces: Can a victim of domestic, family and sexualised violence access your support options without having to tell you who is perpetrating the abuse?

Uplifting
workplace
culture

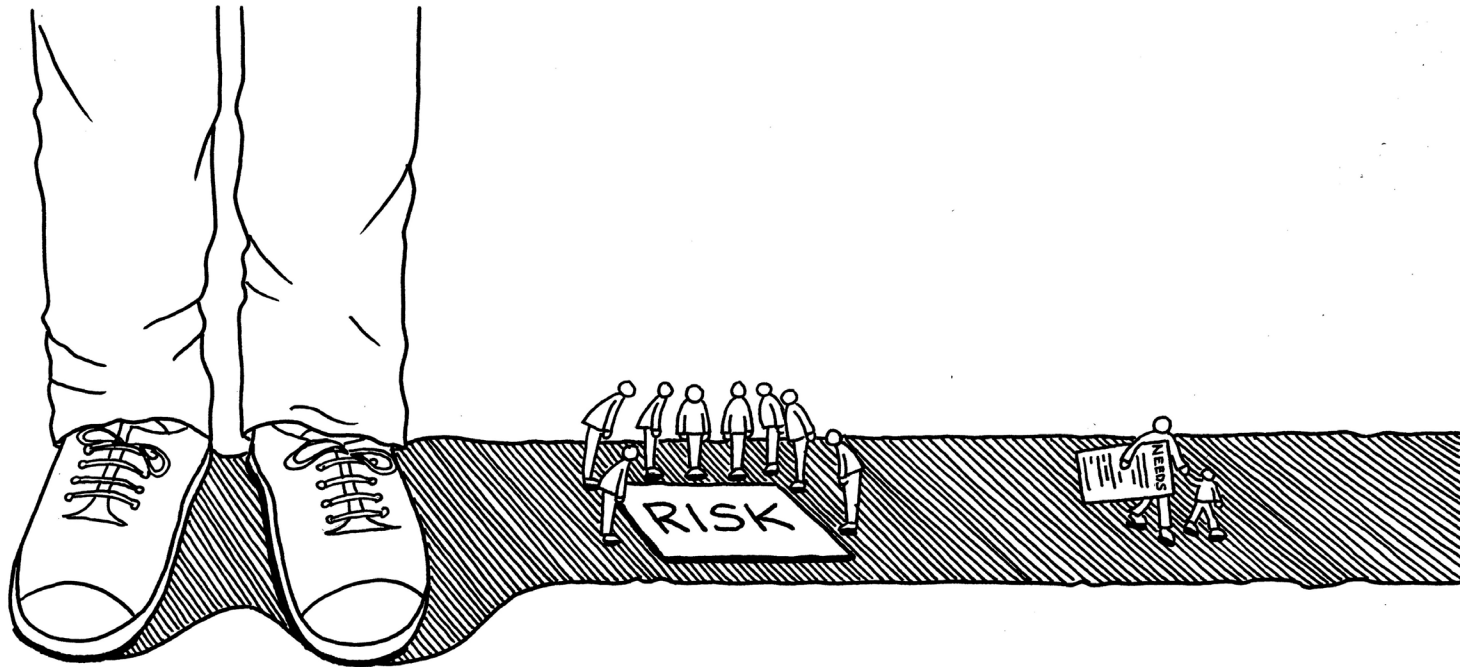
**To be strategically silent is a reflection of my skill
not a measure of my courage.**



Workplaces: Build on your understanding to create safety.



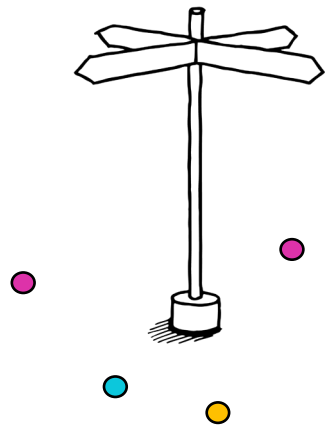
Assessing 'risk' is an (important) activity.
It is not an outcome.



Workplaces: What does the victim-survivor identify they need now and next?



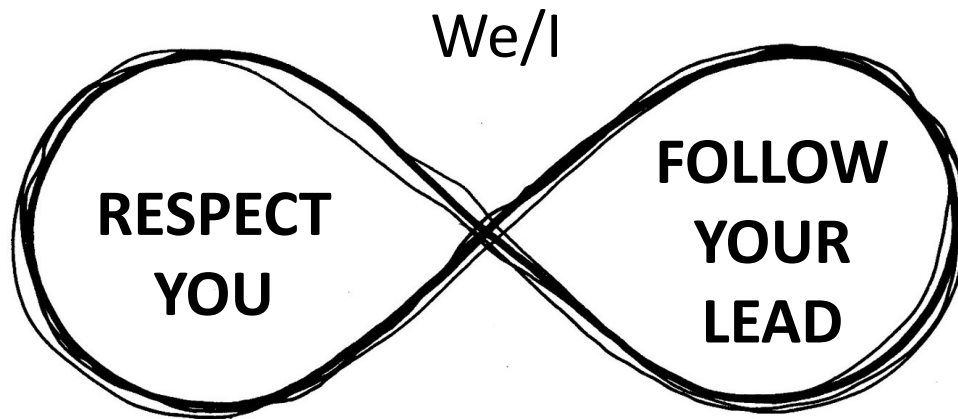
Workplaces need to be flexible and supportive in their response to the needs of people subjected to domestic, family and sexualised violence and abuse.



In this section you will find access to information and insights about the importance of support options – widening the options available to victim-survivors and increasing opportunities for choice and control in accessing these options. You will also find ideas for workplace culture considerations.

2

“Workplaces to provide more, or better, tangible support”



Respect: You will be treated with courtesy, compassion, cultural sensitivity and respect for your rights and dignity.

Charter of Victims Rights
(Victims Rights and Support Act 2013)

Expertise: We value your lived experience and your expertise to uphold or reclaim your dignity, and to stay safe and protect the people you love.

Follow My Lead
(Insight Exchange)

Profoundly 'simple' commitments can have simply 'profound' value and impact.

So, what does it mean to follow a person's lead when it comes to support options?

"Just as every person is unique, the violence I experience is unique..."
...therefore ... "what I need now and next may differ from other employees who have asked for support".

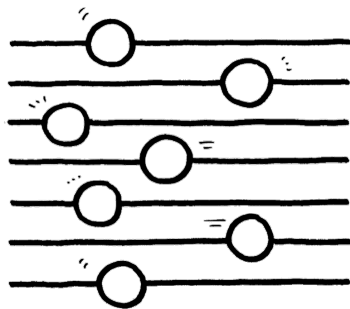
[Excerpt: [Follow My Lead](#)]

"I may need something else, or something adapted to meet my safety and wellbeing needs.

Will you take me seriously and respect my lived-expertise?"

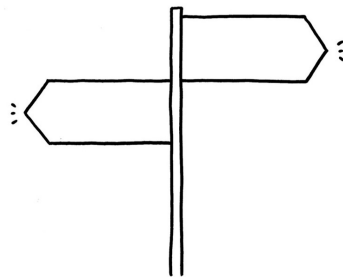


Options

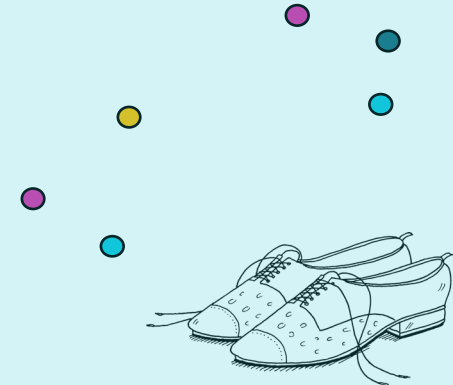


Perpetrators of violence 'choose' to use violence and are afforded many 'options' to conceal their actions and evade responsibility.

Choices



Yet...victim-survivors are judged for the 'choices' they make in an ecosystem of adverse 'options'.



Know the difference between options and choices.

We need to widen the options for victim-survivors and challenge the choices of people choosing to perpetrate abuse.

Making decisions relies on knowing what your options are.

My Support Options

The following pages present a list of support options that a person with lived experience of violence and abuse may need, noting what is needed today may be different tomorrow.

This list of options has been developed through listening to lived experience insights.

The support options were identified in the publications listed (adjacent). The options are ideas not advice. They are not exclusive or exhaustive.

Our thanks extend to people with lived experience who contributed to these reports and the people and organisations who undertook this work for the benefit of many.



Examples of options are drawn from lived experience insights in the following sources:

Insight Exchange (2020). Insights Paper: Experiences and perceptions of workplace responses to domestic and family violence (Appendix A, B and C, open text responses). Retrieved from: <https://www.insightexchange.net/wp-content/uploads/2020/02/Insights-Paper-Workplaces-and-EAPs-FINAL-web.pdf>

Fitz-Gibbon, K., Pfitzner, N., McNicol, E. & Rupanagudi, H. (2021). Safe, thriving and secure: Family violence leave and workplace supports in Australia. Monash University, Victoria, Australia. DOI: 10.26180/17131691. Retrieved from: <https://research.monash.edu/en/publications/safe-thriving-and-secure-family-violence-leave-and-workplace-supp>

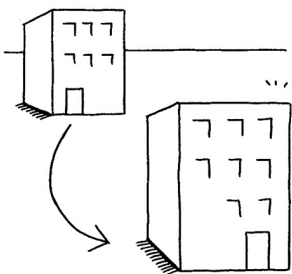
McNicol, E., Fitz-Gibbon, K. & Brewer, S. (2022). From workplace sabotage to embedded supports: Examining the impact of domestic and family violence across Australian workplaces. Monash University, Victoria, Australia. DOI: 10.26180/21268686. Retrieved from: https://bridges.monash.edu/articles/report/From_workplace_sabotage_to_embedded_supports_examining_the_impact_of_domestic_and_family_violence_across_Australian_workplaces/21268686

McFerran, L. (2011). Gendered Violence & Work: Safe at home, safe at work? Australian Domestic and Family Violence Clearinghouse, University of New South Wales: Sydney. Retrieved from: https://bridges.monash.edu/articles/report/From_workplace_sabotage_to_embedded_supports_examining_the_impact_of_domestic_and_family_violence_across_Australian_workplaces/21268686

My Support Options

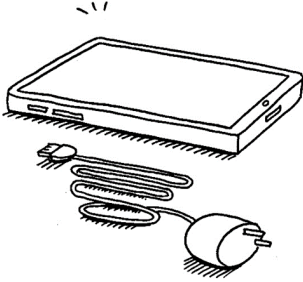
The support options are ideas not advice. They are not exclusive or exhaustive. What is needed today may be different tomorrow.

Explore: www.insightexchange.net/my-support-options/



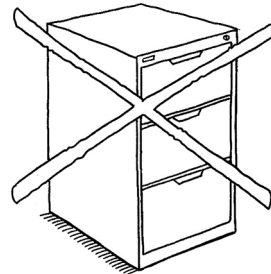
Change my work location

GUY DOWNES ©



Access to a pre-paid/work-funded mobile

GUY DOWNES ©



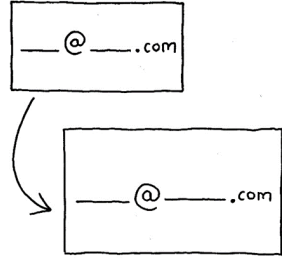
No records about DFSV kept without my express permission

GUY DOWNES ©



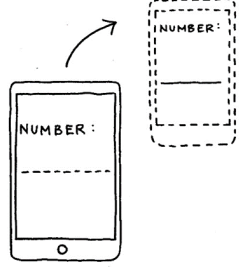
Alternative mail address

GUY DOWNES ©



Alternative email address

GUY DOWNES ©



Alternative phone number

GUY DOWNES ©

If my workplace doesn't offer these listed options – do they offer something similar?

I need other options to support to my safety and wellbeing...






Access to secure parking

GUY DOWNES ©



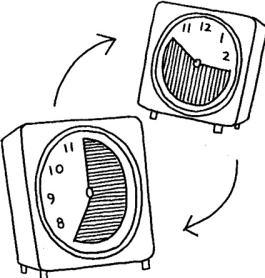
Secure/restricted access to staff areas

GUY DOWNES ©



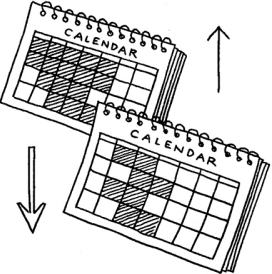
Flexible lunch breaks

GUY DOWNES ©



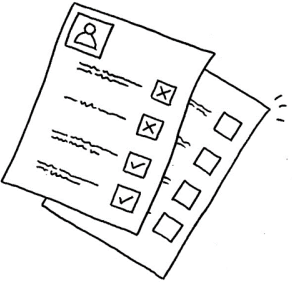
Change/vary my work start and finish times

GUY DOWNES ©



Change my work hours

GUY DOWNES ©



Adjusted/alternative duties

GUY DOWNES ©

If my workplace doesn't offer these listed options – do they offer something similar?


I need other options to support to my safety and wellbeing...





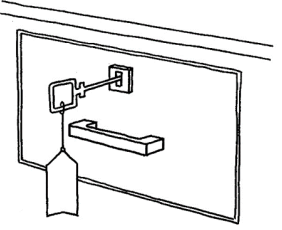
A safe/private place to make calls

GUY DOWNES ©




A separate work computer to look up information

GUY DOWNES ©



A place to securely store documents

GUY DOWNES ©



Change of work contact details or visibility of my details

GUY DOWNES ©



Safe lockers for storage of personal items


GUY DOWNES ©



If my workplace doesn't offer these listed options – do they offer something similar?

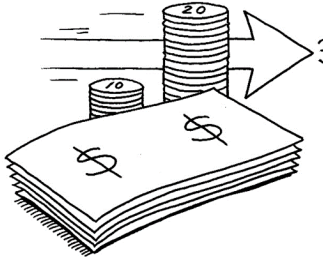
I need other options to support to my safety and wellbeing...





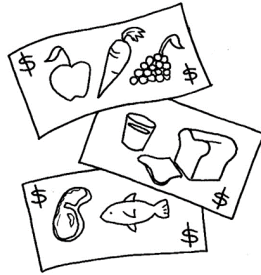
Access to emergency funding

GUY DOWNES ©




Access to pay in advance

GUY DOWNES ©



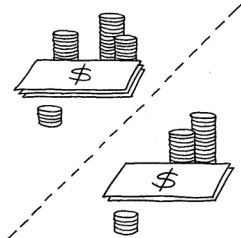
Food vouchers

GUY DOWNES ©



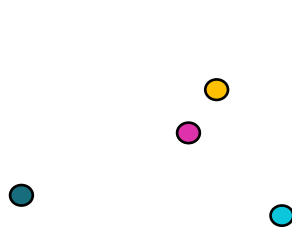
Utility vouchers

GUY DOWNES ©



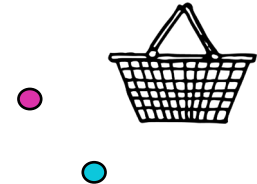
Separating my pay

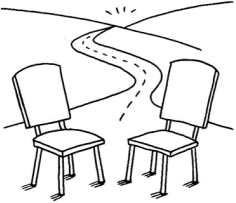
GUY DOWNES ©



If my workplace doesn't offer these listed options – do they offer something similar?


I need other options to support to my safety and wellbeing...





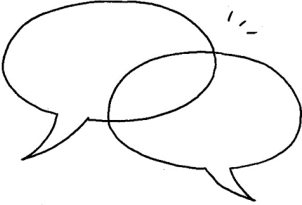
Resources toward career management/progression

GUY DOWNES ©



Domestic and Family Violence Leave (Paid)

GUY DOWNES ©



Colleagues I can trust and talk to

GUY DOWNES ©



After school space at workplace for children (e.g. to safely complete homework)

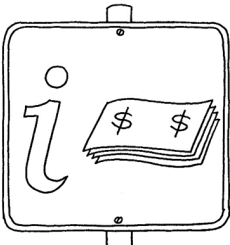
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If my workplace doesn't offer these listed options – do they offer something similar?

I need other options to support to my safety and wellbeing...

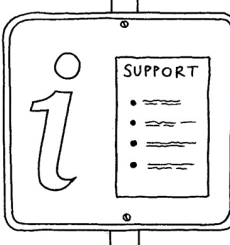





Information on financial hardship supports




Access to free (violence-informed) counselling



Information about DFSV support options



Legal assistance



Information about support options for my children



Employee assistance program

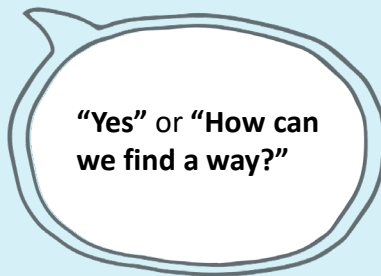
If my workplace doesn't offer these listed options – do they offer something similar?

I need other options to support to my safety and wellbeing...



Is your workplace ready if asked for something listed on the support menu?

How will you respond?



We acknowledge that the support options offered by each workplace will be dependent on the type, systems and size of the business.

Where a resource can't be directly provided by a workplace – the workplace needs to be prepared to assist with access to the support needed through other providers or strategies.

What does your organisation need to do to widen support options and increase choice and control of victim-survivors of domestic, family and sexualised violence?



Support Options - Status

- Who needs to be involved in pre-approving that all (or as many as possible) of the options are available?
- Who needs to be involved in being aware of and ready to implement these options?
- Which of these options can be made through a range of policies/initiatives so that access is not contingent on a disclosure of violence and abuse?
- For the support options you can't directly provide – who can assist and where is that organisational knowledge held?

My Safety & Wellbeing

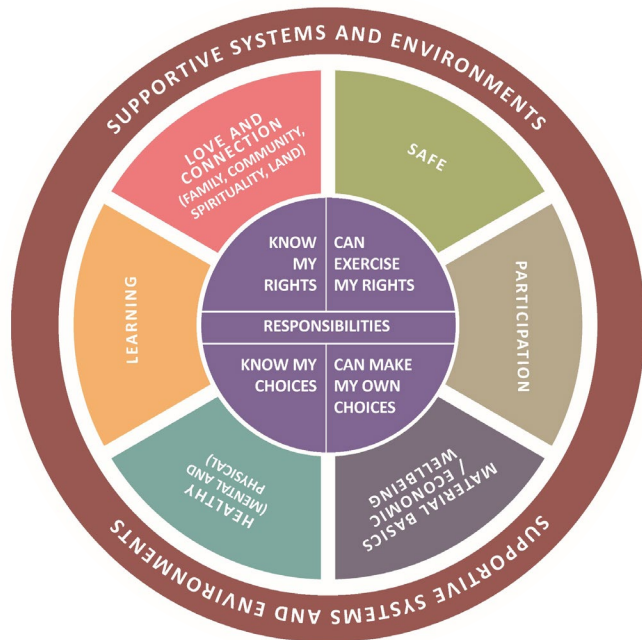
“ My wellbeing - and that of my children - matters to me and this includes my safety.

Being ‘safe’ is more than being physically safe – it includes all aspects of my wellbeing.

Each area of my wellbeing will also change over time as my needs, priorities and circumstances change.

The violence I experience can undermine my wellbeing across many areas of my life.

”






My Safety Kit

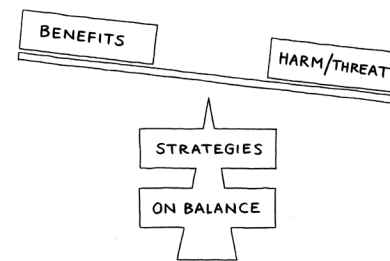
My Safety Kit is a reflection resource for people who are – or might be - experiencing domestic and family violence.

www.insightexchange.net/my-safety-kit/

My Safety Kit Booklets

		
My Safety Kit	My Safety Kit Aotearoa	Mi Kit de Seguridad
English with Australian support contacts	English with New Zealand support contacts	Español with Mexico support contacts

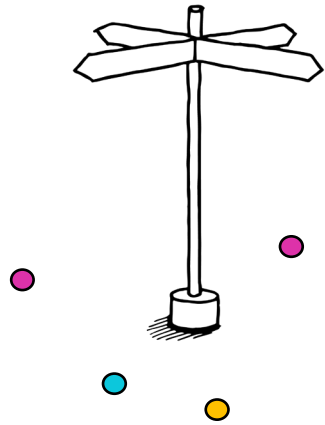
My Safety Kit - Decision Making Tool



GUY DOWNES ©

An introduction to the My Safety Kit [decision-making tool](https://vimeo.com/489707070) (3.5 mins) [https://vimeo.com/489707070]

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.



In this section you will find access to information and insights that can directly inform your foundational understanding and quality of responses.

3

“Improved understanding and awareness of domestic and family violence”

Introductory Modules

Every response matters, and therefore the understanding of every industry matters. The free (donated) introductory modules are designed to build on understanding of and responses to domestic, family and sexualised violence.

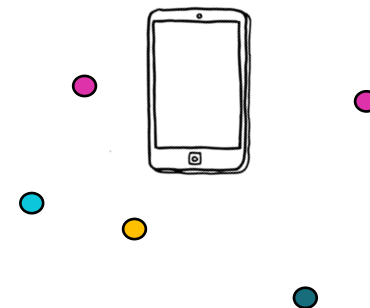
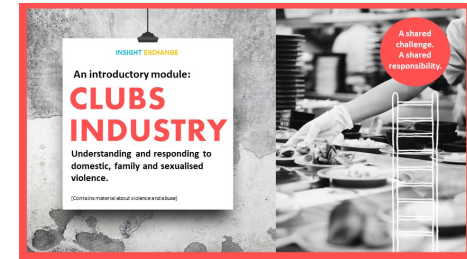
We invite you to view, share and embed the free (donated) Insight Exchange modules.

<https://www.insightexchange.net/modules/>

Each module is 50 minutes and contains lived experience insights, data, concepts, animations and introduction to resources you can take forward (at no cost) into your industry.

Choose one of the 5 introductory modules

- Any responder – Any industry
- In focus (Based on the Any Responder module with examples used from industry in focus) – Clubs Industry, Hotel Industry, Security Industry, Fitness Industry



Foundations & Foundations Applied

Foundations and Foundations Applied are free (donated) modules designed to build on your foundational understanding. The two digital productions include Auslan sign language.

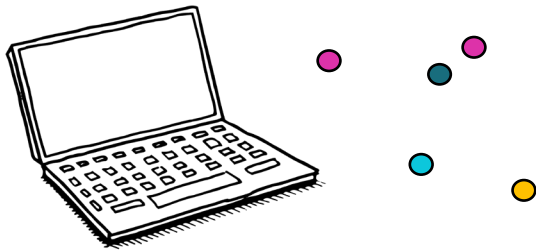
We invite you to view, share and embed the free (donated) Insight Exchange modules.

insightexchange.net/foundations/

Reviews

Read reviews about the Foundations and Foundations Applied on the Foundations Page

www.insightexchange.net/foundations/



Foundations and Foundations Applied

The **Foundations** (45mins) walks through key ideas and accompanying lived experience insights that are important to our foundational understanding – any role, any sector.

<https://vimeo.com/640800752>

The **Foundations Applied** (40mins) shows the foundational ideas applied into Insight Exchange resources available to any individual and organisation.

<https://vimeo.com/640824859>

www.insightexchange.net/foundations/



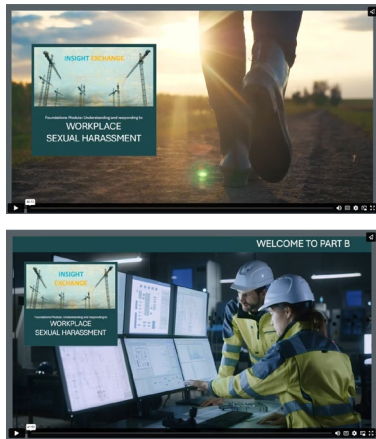
Reflections Kit

This [Reflections Kit](#) is designed to build on understanding of and responses to domestic, family and sexualised violence. It is a free (donated) resource for any individuals, teams, communities, organisations and institutions.

The Reflections Kit introduces the purpose of and link to some of the materials featured in the Insight Exchange library.

Modules

We invite you to view, share and embed the free (donated) Insight Exchange modules.



Understanding and responding to workplace sexual harassment

Part A (50mins)

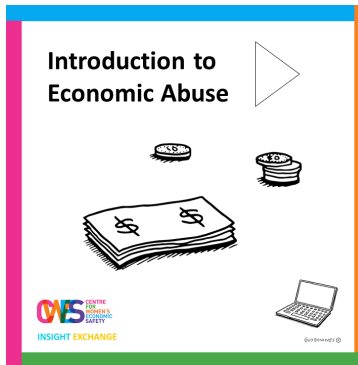
<https://vimeo.com/827106381>

Part B (40mins)

<https://vimeo.com/827183194>

The concepts in this module encompass urban, regional, rural and remote workplaces, however we take a focus on lived experiences and insights in areas outside of major cities.

insightexchange.net/sexual-harassment/



An introduction to economic abuse

View and embed the video

'Introduction to Economic Abuse' (23mins)

<https://vimeo.com/848610943>

This video is for anyone who wants to learn about financial and economic abuse as a form of domestic and family violence.

A co-production of the Centre for Women's Economic Safety and Insight Exchange.

insightexchange.net/my-economic-safety/



Understanding and responding to Strangulation

View the video (60mins) Building understanding of and responses to strangulation

<https://vimeo.com/762184255>

This module is available for individuals to view (includes Auslan sign-language) and organisations can apply to embed the module on eLearning platforms.

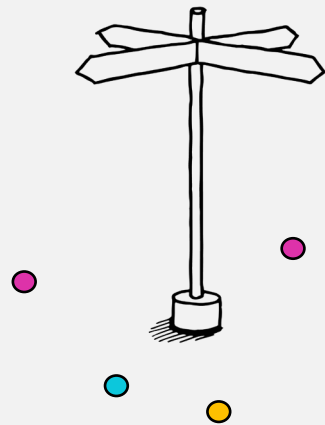
insightexchange.net/strangulation/

Responses to domestic, family and sexualised violence don't 'start' when someone 'tells' us something.

We have been responding all along (directly or indirectly) through our stance, our silence, our action or inaction about violence and abuse.

We are responders even when nothing is told to us.

[Excerpt: [Talk](#)]

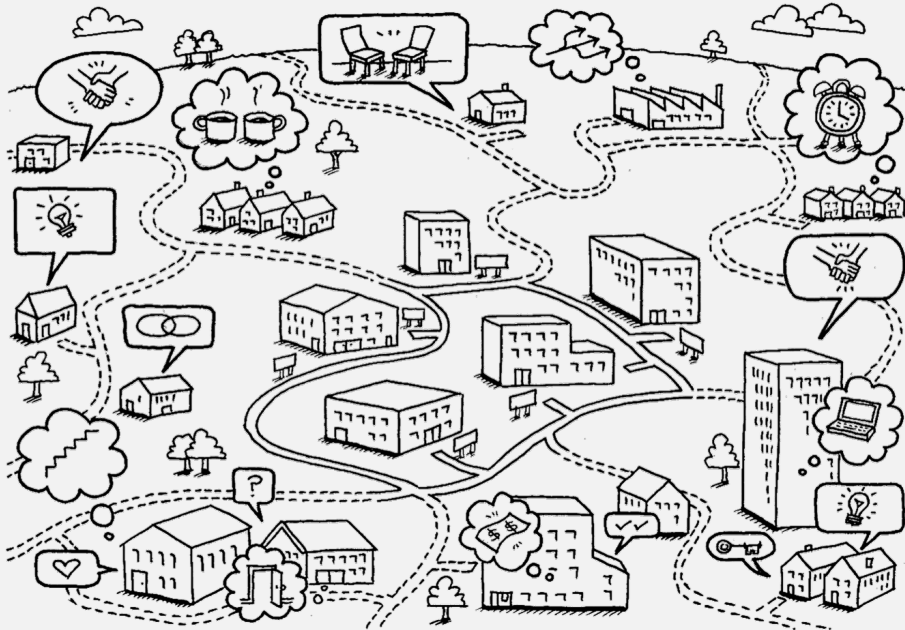


In this section you will find ideas and suggestions on ways to review and uplift our communication channels and content.

4

Communication and safety are inextricably linked.

Victim-survivors of domestic, family and sexualised violence are everywhere.



**Many don't tell anyone.
Those who do - prefer to talk to family & friends.**

Workplaces:

Employees are also the family and friends someone may talk to.

Proactive communication can build on safety

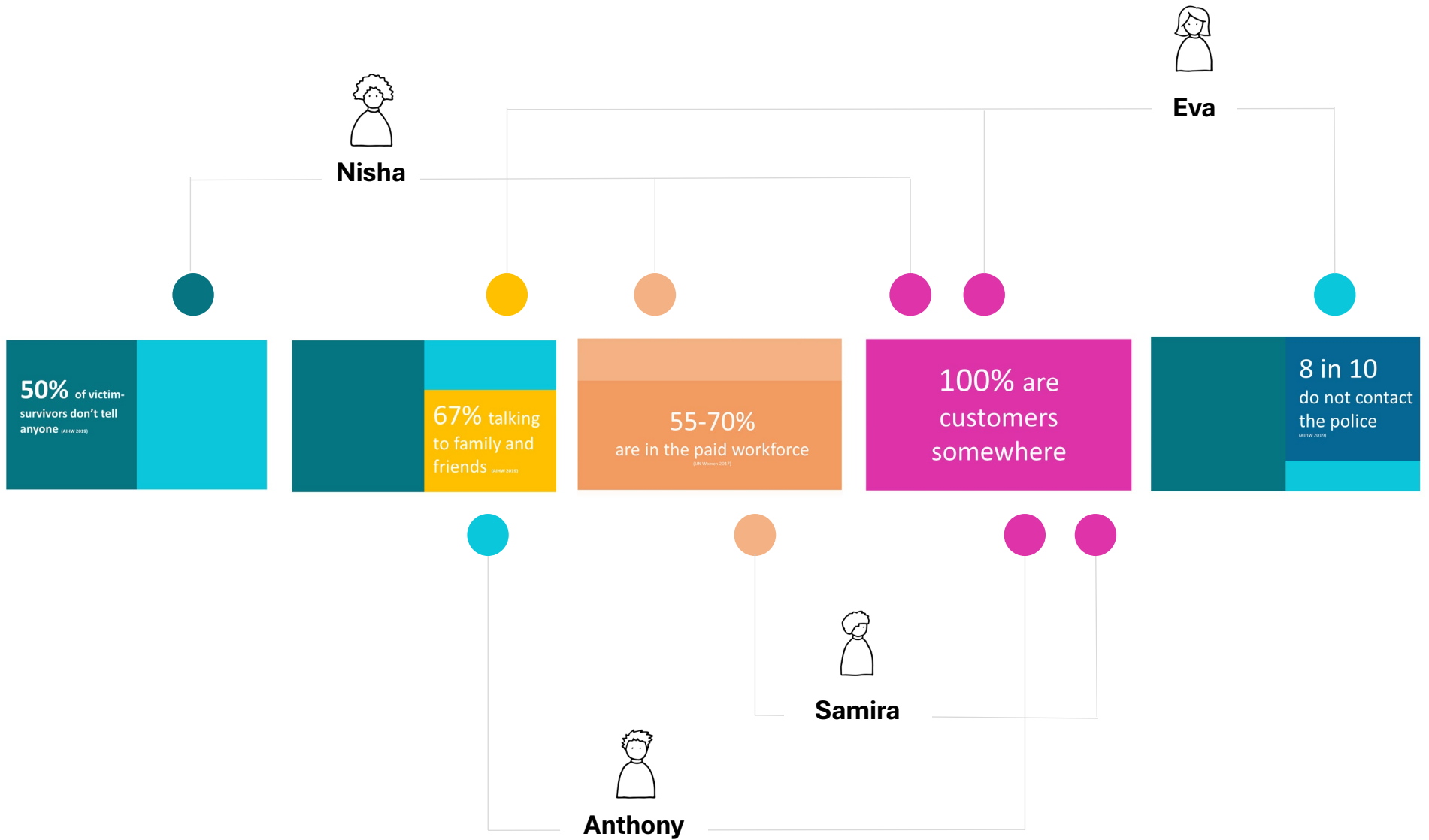
With so many people experiencing domestic, family and sexualised violence being in the paid workforce, how well is your workplace communicating internally with employees?

On page [41 and 42](#), we invite you to explore four examples (drawn from the Seeing Possibilities animation) about where victim-survivors may be, and may be deliberating about if and how they talk to someone and/or seek support.

With close to 50% of victim-survivors not telling anyone about the violence and abuse they are subjected to, their silence doesn't mean they don't want or need access to information and options.

Your proactive communication really matters, and we may never know the full and enduring value of making information and reflection material available to readers.









On page [43 to 46](#), we invite you to explore suggested ideas for reviewing and uplifting your workplace intranet content. The [workplace intranet content guide](#) sits within this document and as a standalone document hosted on the Insight Exchange website.



[Excerpt: Insight Exchange animation 'Seeing Possibilities' <https://vimeo.com/684039585>]

No Hidden Door

How well does your communication serve these 4 different people?

 Nisha	 Anthony	 Eva	 Samira
<p>Nisha is a customer or client somewhere.</p> <p>She is in the workforce, yet she is not telling <i>anyone</i> about her ex-husband's ongoing use of violence and abuse and how she is protecting herself and her children on a daily basis.</p>	<p>Anthony is a customer and client of several businesses and organisations. He is trying to access products and services that build on his safety.</p> <p>He hasn't told any family or friends about his partner's violence. He has decided to stay living with him as this is his safest option. He is thinking about talking to a colleague at work.</p>	<p>Eva is in contact with police (although this happened outside of her control). She is a customer of several businesses.</p> <p>She's told a friend some of the details of her boyfriend's abusive behaviour and prefers to talk to her friend more than anyone else.</p>	<p>Samira has disclosed to her manager at work and accessed family and domestic violence leave to attend court appearances.</p> <p>She found it difficult to disclose and is feeling concerned about the consequences of asking for further support.</p>
			

[Excerpt: Insight Exchange animation 'Seeing Possibilities' <https://vimeo.com/684039585>]

In focus: domestic, family and sexualised violence

Workplace intranet content guide



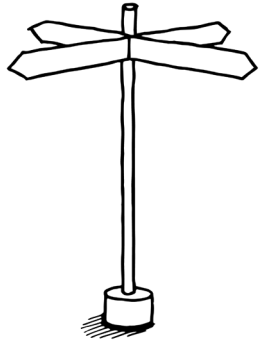
This guide is designed to support organisations in their intranet communication about workplace responses to domestic, family and sexualised violence.

The guide is not exhaustive or conclusive. It is designed to support reflection and review of what your organisation has in place already, how that might need to be adapted, and what might be missing.

Listening mechanisms to hear from people with lived experience will inform how and where further refinements can be made in your workplace responses.

Note: The [Workplace Intranet Content Guide](#) is a supporting resource to the Insight Exchange Futures Framework and introduced through the [Guide to uplifting workplace responses to DFSV](#).

This document is hosted on www.insightexchange.net (Includes a quick-exit button.)



The status quo

Who benefits from what is on your intranet now?

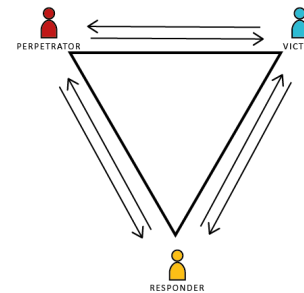
And who decides to keep things the same?

What would it take to decide differently?

We invite you to view the 3min animation *'Violence is social and interactional'*

Scan the static QR code or click on the link to view the animation

<https://vimeo.com/591876130>



Creating Possibilities

A suggested content menu for your intranet

Any reader		Support streams		
Section 1	Section 2	Section 3	Section 4	Section 5
Any Employees	All Employees	People thinking about their controlling, abusive or violent behaviours and helpline options	People thinking about their relationships and experiences of violence and abuse	People thinking about their responses to colleagues, friends, family and contacts

Explore the suggested menu in detail on the following pages as a basis for building on your communication to perpetrators of abuse, victim-survivors and responders.

Intranet content menu

What content do you currently have on your intranet? Does your material include a menu that communicates to victims of violence, perpetrators of violence and to responders?

Browse and build from the suggested menu of free (donated) insight-informed Insight Exchange resources outlined in the table.

The menu is not exhaustive or conclusive. It is designed to support your organisation with content options and communication to different readers.

The content in this menu might complement what you already have in place and/or address content or resource gaps.

The menu consists of items that are authored by the organisation (X) and items that are ready to use from the Insight Exchange website

*For best versions we suggest where possible using hyperlinks not downloads.

Section 1

Any Employees

Domestic, family and sexualised violence can happen to anyone. National, state and territory definitions of domestic and family violence and criminal codes vary, however violence and abuse is never acceptable in any community, family, institution, place or context.

In this section you can explore the following:

Understand more about *What is domestic and family violence?*

- What is domestic and family violence? ([Animation](#) 4mins) (English) <https://vimeo.com/577857798>
- What is domestic and family violence? [PDF](#) ([English](#))

Understand more through *An interactional focus*

- Violence is social and interactional ([Animation](#) 3mins) (English) <https://vimeo.com/591876130>

Every industry matters. And all of us have a part to play. All of us are friends and family to people in our lives and we can be more prepared to respond if someone shares with us they need our support.

Understand more through an [Introductory Module: Any Responder](#) (50mins) (includes Auslan) <https://vimeo.com/775554936>

Section 2

All Employees

As an organisation it is important that we understand the cost of violence and abuse.

Understand more through 'Who benefits? Who decides?' ([Animation](#) 4mins) (English) <https://vimeo.com/638450609>

As an organisation we are part of the ecosystem of responses.

Understand more through 'Seeing Possibilities' ([Animation](#) 4mins) (English) <https://vimeo.com/638450609>

[Organisation X] recognises it has a key role to play in responding to domestic, family and sexualised violence.

Below you can explore the following about [Organisation X] stance and responses:

- [Organisation X] stance against violence
- [Organisation X] Family Violence Support Policy
- Family Violence Support FAQs
- CEO and Leadership Message/s



Section 3

People thinking about their controlling, abusive or violent behaviours and options

At [Organisation X] we know that using violence and abuse is a choice. People who are using violence and abuse can seek help to change their behaviours.

Do you hurt the people you care about? Are you using domestic and family violence?

We can each choose non-violence in all relationships. We invite people who are using control, abuse and violence to view the I am I can animation and to seek support.

I am I can ([Animation](https://vimeo.com/542879965) 4mins) (English)
<https://vimeo.com/542879965>

Are you thinking about talking to someone? Don't know where to turn to get support to change your actions?

There are places that can help. See the list of contacts in Australia
<https://www.insightexchange.net/i-am-i-can/>

Do you pay child support? in part or in full?

Unpaid child support is preventable poverty. Dad your choice hurts me ([Animation](https://vimeo.com/873558179) 4mins) (English) <https://vimeo.com/873558179>

Section 4

People thinking about their relationships and experiences of violence and abuse and options

At [Organisation X] we know that for people subjected to violence, being safe is no simple, single decision or task. We know that just because you can't stop the violence and abuse it doesn't mean you let it happen. Every person resists and responds to violence in their own way to uphold dignity and safety for themselves and people they care about.

Explore these animations and information and reflection booklets:

- [Talk](#)
- [My Safety Kit](#)
- [My Economic Safety](#)
- [Fear](#)
- [My Support Options](#)
- [Being Safety*](#)
- [My Dignity](#)
My Dignity - My body is mine
Intimate Dignity
Reproductive Dignity
- [Selecting a counsellor](#)
- [Follow My Lead](#)
- [Follow My Lead workplace sexual harassment](#)

Section 5

People thinking about their responses to colleagues, friends, family and contacts

At [Organisation X] we know that the responses of others - friends, family, colleagues, managers, specialists, services and systems matter significantly. The responses of others can be helpful, unhelpful or harmful. All of us (as colleagues, friends, family and contacts) can build our understanding to be more informed to respond in ways that build on safety, dignity and justice.

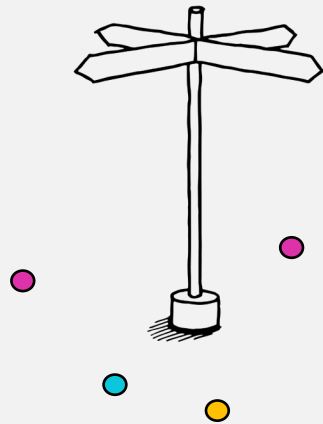
Explore these animations and information and reflection booklets:

- [Talk](#)
- [Follow My Lead](#)
- [Follow My Lead – Workplace Sexual Harassment](#)
- [An imperfect letter](#)
- [Fear](#)

Digital Modules:

- [Foundations](#) (45mins) & [Foundations Applied](#) (40mins) (includes Auslan) <https://vimeo.com/640824859>
- [Introduction to economic abuse](#) (23mins) (*Centre for Women's Economic Safety) <https://vimeo.com/848610943>
- Understanding and responding to Strangulation (60mins) (includes Auslan) <https://vimeo.com/762184255>
- Understanding and responding to Workplace Sexual Harassment ([Part A](#) 50mins <https://vimeo.com/827106381>) & ([Part B](#) 40mins <https://vimeo.com/827183194>)

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.



In this section you will find access to additional material and resources that can inform your responses over time.

5

Additional material and resources

Futures Framework:

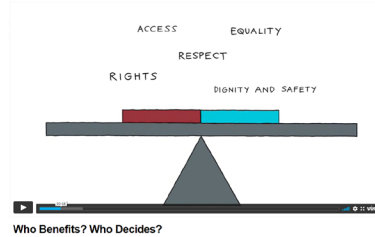
This is an over-arching framework that can help guide your organisation's commitment and direction in responding to domestic, family and sexualised violence. It has 3 spheres of focus – workplace responses, customer/client responses and ecosystem responses.

The framework is designed to share responsibility for understanding and change. Boards, executive leaders & managers can pick it up, communicate with teams and begin implementation.

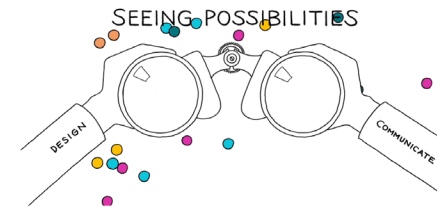
insightexchange.net/futures-framework/

Leadership roadmap and support menu

The steps on how to implement the futures framework have been laid out in a practical way in the “**Leadership Roadmap**” document, that offers clear steps for organisational leaders through to team members. The other accompanying resource to guide implementation is the **Support Menu** with all the steps and resources for staff to access and explore.



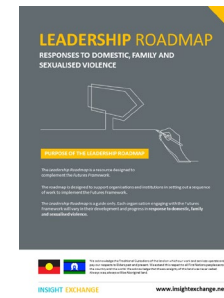
View the Insight Exchange animation [‘Who Benefits? Who Decides?’](#) (4mins)



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



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



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



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

Workplace scenarios

The **workplace scenarios kit** is designed to provide practical support to organisations as they assess their existing and potential responses to experiences of domestic, family and sexualised violence.

The workplace Kit is designed to respond to and focus on the six themes from the Insights Paper. Before commencing the kit individuals/teams are encouraged to view *Follow My Lead* animation which holds central concepts underpinning the kit.

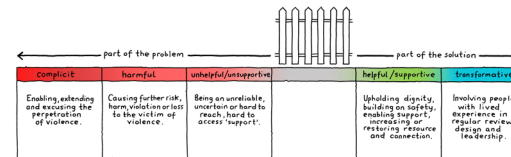


Explore and use the [Workplace Scenarios Kit](#)

Quality response continuum

What do we need to be thinking about when it comes to the **quality** of our responses to domestic, family and sexualised violence?

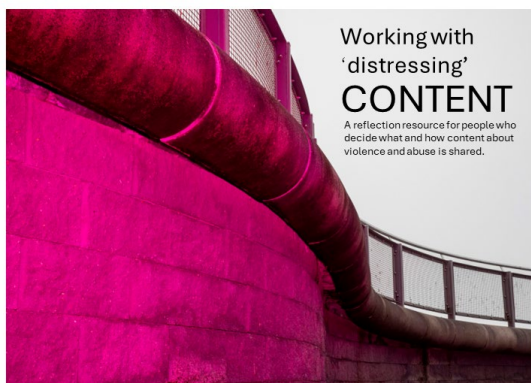
The [quality response continuum](#) is an Insight Exchange tool designed to support critical reflection about the quality of our responses.



On the **quality response continuum** landing page there is a [library of examples](#) and in this you can:

- identify situations that relate to an industry or situation where you might be a responder
- click on the link to explore one or more examples
- reflect on your individual and/or organisational responses in your context.

GUY DOWNES ©



Do you work in academia, making decisions about research or curriculum?

Do you work in policy development, making decisions about how policy is designed, published or communicated?

Do you work in education and training, developing, delivering or reviewing content?

This resource invites you to reflect on and consider the way you work with content that may be viewed as 'distressing' because it relates to domestic, family and sexualised violence.

It has been developed by people who have worked, and are working, across a range of learning, policy and research contexts. Many of us have lived experience of domestic, family and sexualised violence.

In this resource we explore, and invite reflection on:

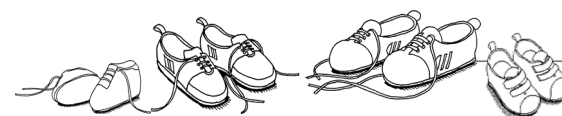
- What happens when we conceptualise content as distressing? And how does this shape content development and sharing practices in learning, policy and research contexts?
- Is there a myth of the neutral observer operating in these contexts? And who benefits from maintaining this myth?
- Who has the power to make different decisions about what and how content is shared? And what would it take to decide differently?

There is no fence to sit on.

There is no neutral standpoint from which to theorise the 'problem' of violence or to educate others about it.

Our decisions about what content is prioritised or removed, and how content is communicated and experienced, can shape how people respond to violence and abuse. Responses to victim-survivors of violence and abuse can be transformative, helpful, unhelpful, harmful or complicit.

All our decisions (big and small) about content make a difference - in the moment and over time. Each decision playing a part in influencing change at scale.



Scan the static QR code to open the Insight Exchange resource '[Working with distressing content](#)'.



www.insightexchange.net

INSIGHT EXCHANGE

Explore other free (donated) insights and resources on Insight Exchange

Listening

www.insightexchange.net/listening/

Listening to lived experience insights is essential. In the 'listening' menu you can explore the lived experience insights listed below.

Exploring

www.insightexchange.net/exploring/

Individually and collectively, we can listen to and be led by victim-survivors' insights and experiences of violence and abuse. In the 'exploring' menu you can view and read animations and resources informed by lived experience insights.

Responding

www.insightexchange.net/responding/

Our response to listening to lived expertise is what makes the difference – socially and systemically. In the 'responding' menu you can view and read about resources and initiatives designed to uplift responses across the ecosystem.

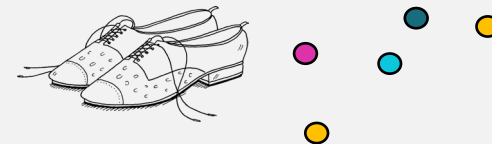
Learning

www.insightexchange.net/learning/

What we understand about domestic, family and sexualised violence informs how we respond; it influences how we design and communicate products, services and systems. Individually and collectively, we can build on our understanding to inform our responses. In the 'learning' menu you can view and read resources designed to build on understanding of violence and abuse.



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.



Thanks

The Insight Exchange team thank the people who have shared their lived experience insights for the benefit of many, and the individual donors who make this work possible.

INSIGHT EXCHANGE

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

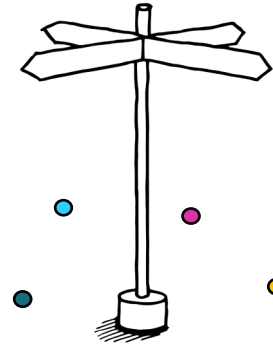
Insight Exchange is sustained by generous donations from individuals and a silent donor, for the benefit of many.

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Original hand drawn illustrations © 2024 Guy Downes

For more information visit
www.insightexchange.net

Read more about using Insight Exchange resources:
www.insightexchange.net/guide-using/



This guide is hosted on the Workplace Responses landing page:

www.insightexchange.net/workplace-responses/

Scan the static QR code to open

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