

Culture change levers

Your role as a leader is essential in driving the effective implementation of the Framework.

You are encouraged to show active involvement and support to set a positive tone and emphasise the benefits of DFV training to better support people affected – both for internal staff as well as external clients. As a leader you can guide your team through change, promoting collaboration, ensuring accountability and fostering a positive and supportive work environment.

Below are 7 culture change levers that will help guide your thinking and actions.



The second page of this Factsheet provides some questions and suggested actions that align to each of these levers...

Source: Nous Group

What you may need to do next...

To understand what training and change management activities may be needed in your organisation, you should read the Framework and assess your needs using the supporting tools provided.



Culture change checklist

This Culture change checklist can help you play your part in implementing the Framework appropriately.

There are several prompts and supporting actions that align to the 7 change levers to support your business as usual. While this is by no means an exhaustive list, it may provide inspiration to help guide your efforts.

Change lever	Prompts to consider	Example actions to support implementation
Leadership commitment	<ul style="list-style-type: none"> • Are you consistently acting in accordance with your responsibilities as a leader in addressing DFV? • Do you articulate DFV capability building goals to the team, ensuring everyone understands the way forward? • Do you encourage other leaders to play their part? 	<ul style="list-style-type: none"> • Complete your DFV training and keep up to date with what training is required or planned for your team. • Set a regular team or management agenda item to discuss how building DFV capability is tracking.
Values and behaviours	<ul style="list-style-type: none"> • Do you encourage and enable all staff to take up DFV training? • Are you sharing stories and case studies about how your organisation is changing for the better and striving to become more DFV aware and proficient? 	<ul style="list-style-type: none"> • Make the guiding principles of the Framework a regular talking point during casual conversations. • Include discussion on DFV related values and behaviours in performance planning processes and include a self-rating and manager-rating against this during performance appraisals.
Workforce capability	<ul style="list-style-type: none"> • Do you proactively identify and address DFV prevention and support skills and capability shortages? • Do you demonstrate that building DFV capability is just as important as other technical capabilities? 	<ul style="list-style-type: none"> • Ensure DFV capability is part of your performance discussions. • Take time to coach and sit down with staff members to develop their skills.
Recognition and consequences	<ul style="list-style-type: none"> • Do you acknowledge employees' efforts in engaging with DFV training and development? • Do you call out behaviour that doesn't align with the objectives of the Framework, and encourage performance uplift? 	<ul style="list-style-type: none"> • Share at least one good news story a month with your team through various channels such as: team meetings, social media, newsletters and intranet sites. • Call out inappropriate behaviour in a respectful manner, don't let it go unchecked.
Practices and procedures	<ul style="list-style-type: none"> • Are workforce DFV policies kept up to date and developed as needed and do they address how the organisation supports its own staff affected by DFV as well as external clients? • Are staff allowed appropriate time for their training and development? • Are new staff brought up to speed on DFV related training and expectations? 	<ul style="list-style-type: none"> • Set up a structured policy review cycle (e.g. annually) where each policy is systematically reviewed, analysed, and updated. • When/if appropriate, schedule training into diaries/ calendars to ensure people have enough time to prepare and organise their commitment.
Underpinning structures	<ul style="list-style-type: none"> • Have you set up appropriate lines of communication with your key people? • Do you talk to other organisations/agencies to collaborate and develop partnerships around responding to DFV? 	<ul style="list-style-type: none"> • Establish cross agency/organisation partnerships to provide additional learning pathways and provide staff opportunities to learn from specialists and others. • Establish an agenda item for you to discuss this at a team meeting.
Monitoring and evolution	<ul style="list-style-type: none"> • Where appropriate, do you seek external feedback on your team's DFV capability? • Do you remind your team of the benefits of developing their skills? • Do you welcome new ideas? 	<ul style="list-style-type: none"> • Regularly review the monitoring and reporting outcomes listed in the Framework. • Ask employees about their confidence levels in recognising and responding to DFV. • Implement a suggestion box where team members can anonymously or openly submit their suggestions, ideas, or concerns.

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