



Government of **Western Australia**
Department of **Communities**



Information Session

FDV One Stop Hub
Mirrabooka 31 October 2019

Welcome to Country

Walter and Doolan-Leisha Eatts



Overview of day



9.45	Registrations and coffee	
10.00	Welcome to Country	Walter and Doolan-Leisha Eatts
10.15	Overview of the day, introductions	Co-design team
10.30	Project Alignment, Background + Looking at the Evidence	Stacey Collins
11.15	Light Refreshments	
11.35	Service procurement + Q&A	Stacey Collins
11.45	Where to from here? The process, principles and team of our co-design process	Co-design team
11.55	Table conversations: What's important to you over the next few months during the co-design process?	Co-design team
	Recap and close	

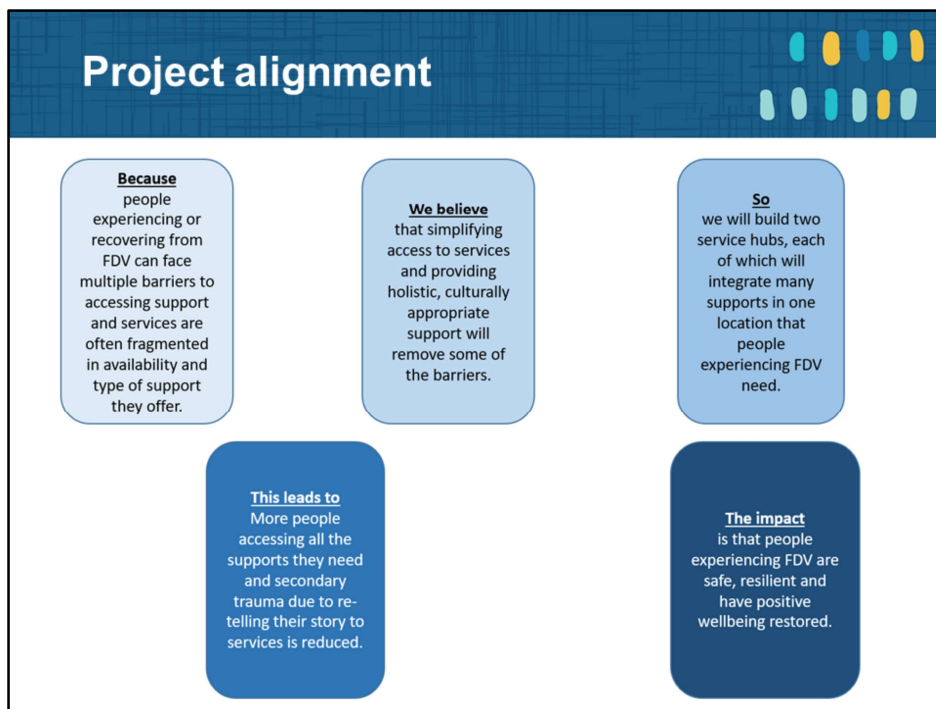
Table introductions





Project Alignment & Background

Stacey Collins



In January 2017 the State Government released its Stopping Family and Domestic Violence Policy.

The Policy outlines a strong commitment to keeping Western Australian women and their children safe and has introduced a comprehensive package of reforms aimed at supporting victims of family and domestic violence (FDV).

It includes the establishment of two FDV One Stop Hubs to simplify access to specialist FDV support services.

The Hubs will provide a wrap-around approach, with a range of support services on site to support victims of FDV in multiple aspects of life.

Support services may include services related to:

- legal and financial matters
- alcohol and other drugs
- mental health

- counselling
- disability
- cultural needs, and
- housing.

Information sharing is pivotal to the successful operation of the Hubs, particularly perpetrator visibility and accountability.

Communities is seeking to engage stakeholders, including community sector providers, people with lived experience, Aboriginal and CaLD people in the co-design of the service through open and respectful collaborations.

Parameters



The parameters for the delivery of the Hubs were identified in the Policy, of which the key components included:

- Initial establishment of two 'one stop hubs', one metropolitan and one regional, to simplify access to support services;
- provision of integrated intake teams and specialist practitioners

Parameters cont.



- provision of appropriate infrastructure and technology,
- culturally appropriate service delivery for Aboriginal and Culturally and Linguistically Diverse (CaLD) victims;
- access to a variety of support services;
- support services may include services related to legal and financial matters, alcohol and other drugs, mental health, counselling, disability, cultural needs, housing and other services in one location; and
- a review of the effectiveness of the Hubs after three years.

Evidence base

Stacey Collins



The case for change

- Alarming rates of family and domestic violence in WA.
- WA has the second highest rate of reported physical and sexual violence against women, second only to the Northern Territory (ABS 2017)
- Data from WA Police indicates high levels of perpetrator recidivism, and also offending against successive intimate partners (WA Police 2017)
- Service system is complex and difficult to navigate (MACCP 2016)
- The complexity of service responses, and a lack of meaningful coordination and collaboration, has resulted in duplicative and inefficient processes, information silos and ineffective service delivery. (Law Reform Commission of Western Australia 2014)

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Rates

- In 2018 there were 27 alleged homicides on Western Australians that took place in a family or intimate partner context
- This statistic is more than double reported in 2017 (11)

Service system

- Repeated reviews, stakeholder consultations and feedback from victims have told us the system is too difficult to navigate, offers too little support and protection for women and children

Complexity of service responses

- When responses are not integrated, it can compromise or escalate risk
 - Victims fall through the gaps between services
 - Victims feel disillusioned, disempowered and overwhelmed
 - **Perpetrators become lost or invisible** to the system
 - Agencies make decisions without a full understanding of the risk or the nature of other agencies' involvement or duplicate risk assessments for the same reason.

2018 research and consultation



- Curtin University engaged in 2018 to conduct research and consultations to inform Hub service model options.
- National and international hub models were reviewed and Curtin visited some existing FDV hubs in other jurisdictions.
- Curtin led consultation on the service design and implementation of the hubs with key stakeholders including mainstream and specialist providers (metro and regional WA) and policy makers.
- Communities led consultation on homelessness with the WA service system.
- Findings from consultations supported the need for co-location of services to support vulnerable people and informed the locations for the Hubs.

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To deliver an appropriate, evidence based Hub, Communities commissioned Curtin University to research and conduct consultations on service model options.

Six focus groups were held in the Perth Metropolitan area (45 people) and two in Broome (17 people). Participants reflected a broad cross section of FDV sector with a mix of front line service practitioners, service leaders and managers and policy officers from both government and non-government.

WA Service System consultations were conducted as part of the 10 Year Strategy on Homelessness – more than 300 people attended the 12 consultation sessions.

There were follow up surveys with (39 questionnaires returned)

Why Mirrabooka?



- Area of high risk and need.
- Access to public transport routes.
- Existing services and programs for the Hub to collaborate with.

The evidence...

What the evidence tells us could work	What could facilitate this
Operate 'alongside' and in collaboration with current system	Specialised workers
Co-location of key workers and support services	Formalised agreements between partner agencies
Strong information sharing policies, procedures and databases	Easy to use, shared database for use by partner agencies
Facilitate pathways to support and 'hold' the client for the whole journey	Thorough, common assessments and shared information
Aim to work closely with agencies not typically part of FDV responses (e.g. AOD, mental health, CaLD, Aboriginal services, financial counselling, legal) which can be difficult for women to access	Clearly defined roles and responsibilities within the Hub Collaboration through different mechanisms
Practice needs to be evidence based, trauma and DV informed	Evidence informed practice resources Training, workforce and professional development
Access to childcare	Creche on site
Service needs to be adaptive to local context.	Co-design, continuous improvement methodologies, relationship management.
Services need to be culturally secure, inclusive and accessible.	Specialised workers, evidence informed practice resources, training, workforce and professional development
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Specialised workers:

Bachelor level (minimum), Understanding of FDV, Culturally sensitive, trauma informed,

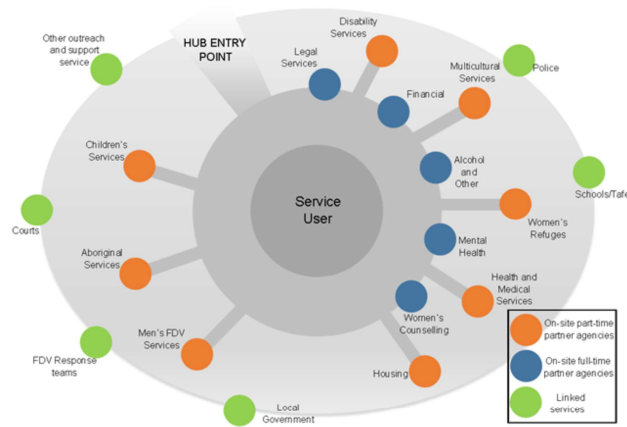
Inclusive practice: will consider the needs of same sex relationships, older people, people with disabilities, CALD, Aboriginal people, adolescent perpetrators

Data and information sharing:

Evidence repeatedly shows that lack of effective information sharing has resulted in further violence and fatalities.

Contains information about the perpetrator for all services not just those dealing with him directly

Hub support services



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Needs to be tailored to local context.

Refreshments



Service procurement



- Competitive grant process
- Consortium responses encouraged
- Outcomes based grant agreement, rigorous governance and management
- Intention for long term partnership, subject to evaluation and securing future funding
- Anticipate advertising March 2020
- Grants awarded August 2020
- Planned three month establishment period prior to service commencement
- Service to commence November 2020

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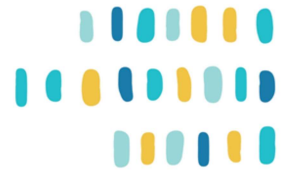
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Funding arrangement (if pushed).

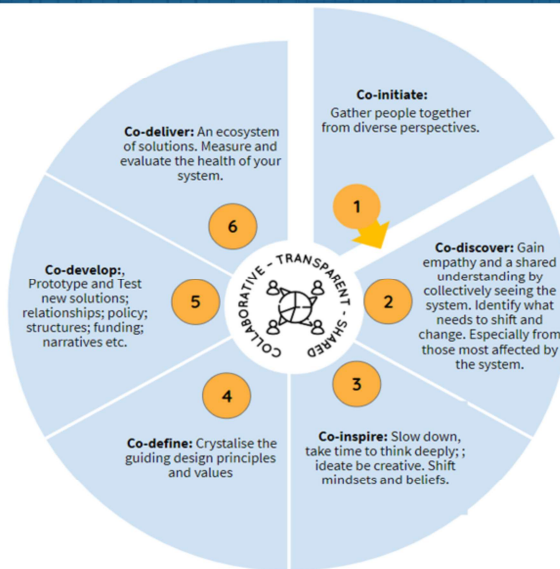
Initial hubs are a trial.

In accordance with Delivering Community Services in Partnership Policy, subject to evaluation and securing future funding intention for long term partnership.

Q & A



Co-design Process



Co-design principles



- Respectfully listening and always willing to learn
- Working across different parts of the system to co-design a service response that works for service users
- The co-design process will require people to leave their logos and egos at the door (we come together to create the best solution we can)
- Transparency and openness
- Multiple points and ways to engage and be part of the process

Multiple ways to be involved



- Large group conversations
- Smaller conversations
- One to one conversations
- With organisations and people you're comfortable with
- Through organisations that support you/advocate for you

Co-design team

Some of the faces you will see



Info-session
and
behind the
scenes: Co-
design



Mirrabooka
Co-Design
Studios



Mirrabooka
Co-Design
Studios



Co-Design
support



Co-design
support



Behind the
scenes:
Service design



Kalgoorlie Co-
Design Studios
and support

Lead organisation



Partner organisations



We are all deeply committed to listening deeply to all stakeholders and co-designing the most robust model we can to provide the outcomes that we all wish to see.



Table conversations

What's important to you?

- About the one-stop hub in Mirrabooka?
- About the design process?

Thank you

