**FDV One Stop Hubs
Kalgoorlie**

CO-DESIGN WORKSHOP 2

COMMUNIQUE

30 January 2020

FDV ONE STOP HUBS KALGOORLIE CO-DESIGN WORKSHOP TWO

ABOUT THE WORKSHOP

This workshop brought together stakeholders from across government, community, service providers, police and people with lived experience. This workshop was focused on reflecting on last weeks workshop, collectively designing the future Hub, including a deep dive into particular elements.

The participants engaged in activities that encouraged them to work in small groups and thought provoking group discussions. During this workshop we came closer to a shared understanding of the model of the Hub that would work in Kalgoorlie.

The workshop was facilitated by the Centre for Social Impact UWA on behalf of the Department of Communities.

ACTIVITIES

The workshop included:
- a Welcome to Country by Noelene Walley and her two grandsons;
- reflection from last week's workshop;
- an introduction by Nigel Van Santen, Manager, Family and Domestic Violence Unit, Department of Communities;
- imagining the Future Hub Canvas; and
- deep dive activity stations.

WALK THROUGH SESSION

From 1.30pm to 3.00pm there was an opportunity for people to 'walk through' the activities and workshop artefacts. This gave an informal opportunity to see what insights have emerged from the workshop and to complete the exercises at the Activity Stations. The co-design facilitators and representatives from the Department of Communities were available to answer any questions.

Participants were asked if they had any further reflections from the previous work-shop

	NOTES
Current structures that could impact the Hub	• It's important for the Hub to look at FVRO's (justice system). as there is little understanding of what they are and how they work • There are also difficulties with financial matters as the victim will often have a joint bank account with the perpetrator • The connection (and distinction) between FDV and homelessness, food insecurity is important to consider in the Hubs
Shifting the narrative	• There needs to be a different and more empathetic story around men as they may have experienced violence themselves • We need to stop blaming mothers for the violence and stop burdening them with all responsibility for protecting children • Perpetrators of FDV must be held accountable for their violence • The Hubs need to have a narrative that heals and not an anti-men narrative • The Hubs must appreciate that FDV is not part of Aboriginal culture or of other CaLD communities • It is important that the Hubs adopt a strengths-based narrative • Keeping families strong and together is the most important thing to consider for the Hub • Culture is the starting point
Building the conditions for success	• The workshop helped to share information and build relationships within the community and services. This has had a positive impact and will increase the success of the Hub • It is important to ensuring we are hearing many perspectives and that we are challenging assumptions • Building a shared culture and language to form a place-based approach to FDV prevention • A strong cultural lens is needed • A strong trauma informed lens is needed
Focus on strengthening families	• Creating a safe space for families is important • Ensuring that we don't have fatherless families should be in focus • Keeping families together is critical • It's important to break down the shame associated with victims and perpetrators seeking help
Strengthening what exists	• We need to give more support to the services that are already doing work and increase their capacity • Funding should go to existing services outside the Hub, the Hub should not duplicate services that are already operating successfully in the area
Aboriginal employment	• There must be a requirement for local Aboriginal employment to support overcoming language barriers and this will create longer-lasting impact for the community
Focus on men	• There needs to be a space for men to meet and talk, however men's services need to be offsite from the Hub • Men who use violence need to be supported
Important cohorts	• Aboriginal women. • Aboriginal families. • CaLD women. • LGBTQI inclusive. • Disability inclusive.
Multi-layered reasons to come to the Hub	• The Hub needs to have art, painting, crafts, language groups • A space for Elders and other community groups to meet • A chance for relationships to be built • A reason to enter the building other than FDV to remove the 'shame' factor
Links to other services or places	• People will always go to where they are comfortable and where they know so outreach from the Hub is important, if the victim prefers to visit another service • Strong referral pathways are important
Collaboration is critical	• The process/requirement for collaboration needs to be factored into the funding • Aboriginal and CaLD community voices and engagement need to be built into the Hub model • Collaboration needs to be continuous throughout the life of the Hub

What we are learning about the following areas

	NOTES
Location	• The Hub needs to be central and close to other services • It cannot have a negative history • One Hub location might not work
Facility	**Needs the following:** • An outside space • A Creche • An office space • An art space • Yarning spaces • Secure fences (security) **Fit-out:** • The Hub should not look and feel 'clinical' • It should have local artwork • It should feel like 'home' more than an office • Comfortable couches and bean bags should be considered • Welcoming and inclusive gestures (e.g. flags)
ICT system	**Looking between three systems**: • SHIP • Fusion • Web EOC
Marketing and Communications	• The Hub will need a different name e.g. Family Centre; Community Hub; or Healing Place • Other activities need to be advertised so there are many reasons to go to the Hub e.g. arts and crafts, language, and health appoints etc.
Data collection	**Questions arising:** • How much of the database will be available and who can access it? • Will there still be manual collection? • Who will do data input into the system? • What does the template look like? **Other examples of data collection:** • By Name list being developed and trialled by the Homelessness sector
Referrals	• Self-referrals are important • Referral pathways from other agencies must be established

For further information, questions or comments, or to share any other ideas with the team, please contact
fdvHubs@communities.wa.gov.au.

During the workshop participants were asked to provide input into the FDV Hubs model

	NOTES	
Important elements of the Hub	- Outdoor area should consider a fire-pit and gardens - An art and painting area - Collaborative initiatives that reflect the needs and the desires of the community	- Yarning spaces - Men's space (not on-site) - A space to relax
What do you see when you walk into the Hub?	- It must be open and inviting - Welcoming – include Aboriginal Art - Safety – Police presence in the building - Hub should be a reflection of town cultures - Aboriginal and Torres Strait Islander Staff Multicultural staff - Language posters, information and visuals of different language groups - An absence of visible desks (office furniture), with a relaxed atmosphere - An offer of tea/coffee facilities - Separate spaces for men and women - Private and confidential spaces/rooms - An area for children	- Having the right (skilled) people for the job is important - A peer support person - An appealing entrance, reception and triage area - Large rooms for activities, programs and training
How do people feel when they come to the Hub?	- They must feel welcome - And feel listened to - Victims should feel 'unrushed' - Victims should feel that they know who they are talking to - They should feel connected to the service - And respected - People should feel that the people care - And feel that they have choices - Feel In control of what happens and informed about the options – 'it's about trust' - Feel that they are heard, understood and empowered - They should feel comfortable - And feel confident in the service - Feel a sense of healing	- Victims who enter the Hub should feel a sense of safety - The Hub should be striving for victims to feel strong, healthy, loved and stable

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What's important in the service user journey	● An awareness of the Hub ● There is a 'concierge' experience (warm greeting and helpful) ● It is important that staff can build rapport and conduct a robust Risk Assessment ● Individual agency support is important through the client journey ● DVIR (Police Report) should initiate a multi agency response through the Hub ● The option of face to face support for all people impacted by FDV is important ● The journey of children and young people is important ● The service needs to consider the journey of both victims and perpetrators ● Focus on healthy (safe) family members in the client journey ● Facilitate a journey which focuses on prevention of FDV ● Ongoing support is an important part of the client journey ● Service experience and client journey is orientated towards creating strong families and safe children ● Journey includes coordination of available resources which are distributed according to client need ● Allows for Aboriginal leadership and communities to be decision makers in the process and client journeys ● Enables measures to be undertaken that informs better outcomes (improved client journey) for the Hub

DEEP DIVE ACTIVITY STATIONS OVERVIEW:

The Activity Stations focused on the following design questions:

How might we....
1. *Design the inside of the Hub so it feels inclusive and welcoming? (First seven steps? Other aspects?)*
2. *Design the journey to the Hub, with the Hub and then post-Hub to meet the users needs?*
3. *Design the weekly schedule?*
4. *Understand which services need to be where? What positions the Hub needs to have?*

Each station focused on a different exercise. You can see some examples on the following pages.
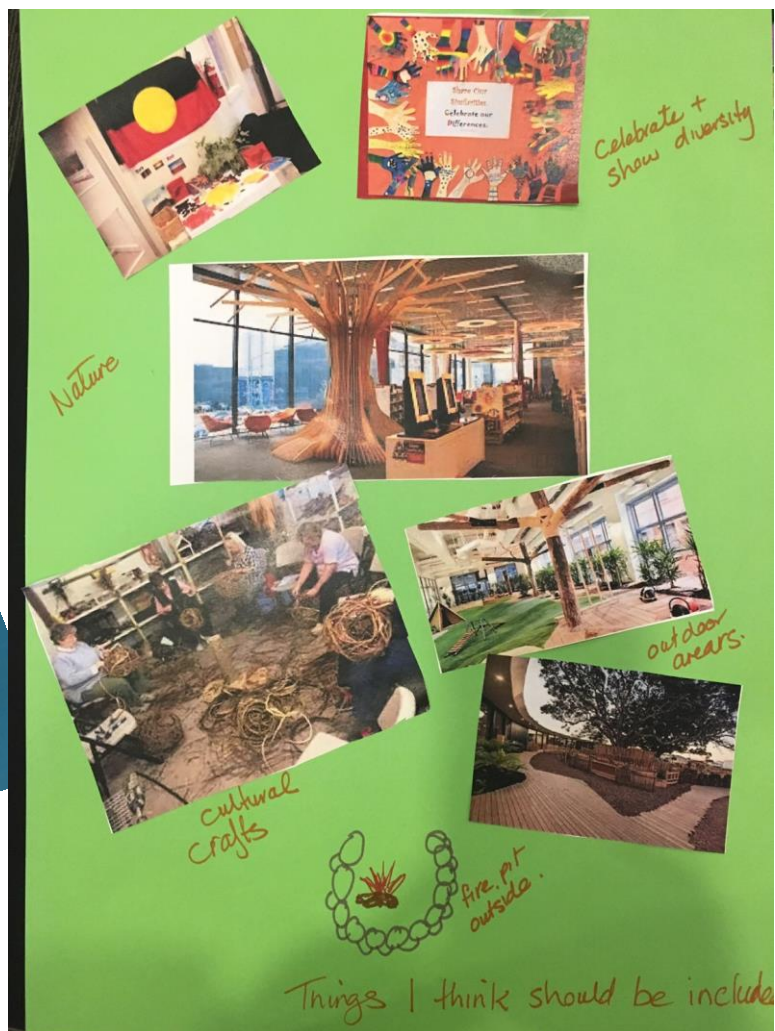
Activity One: Collage exercise
Activity Two: Complete the Service Journey Maps
Activity Three: Complete an example of the Weekly Schedule
Activity Four: Complete the Hub Model

Collage examples:

What could the weekly schedule of the Hub look like?

Monday	• Elders Group • Paint box • 3.30 - 5.30 Girls Leadership • Practice Reflection
Tuesday	• Mums and bubs group • Arts and crafts • 3.30 - 5.30 Boys mentoring
Wednesday	• Educational workshops 9.30 - 12.30
Thursday	• Positive workshops • FASD awareness and education • Character building classes • Prevention activities • Training: AOD focus / Mental health / Suicide
Friday	• 10 - 1.00pm Men's support group • Fortnightly or monthly back to country trips • Youth programs • Elders in Support
Saturday	• Community engagement activities (out of the office) • Homework classes • Online support classes • Suicide intervention and awareness activities
Sunday	• Community roast or BBQ • Church donations and volunteers • Classes; painting, weaving, dance, sports
End of day	• Staff mindfulness debrief
Staffing	**Part time** • Housing officers • Women's refuges • Disability services • Children's services	**Full time** • Aboriginal services • Mental health staff • Women's counsellors • AOD support staff • Community engagement officers • Financial advisory staff • Legal services staff
Linked services	• Local government representatives • FDV Response Teams (FDVRT) • Court support services • Schools, Tafe and other education • Police • Other outreach and support services	

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