



**FDV One Stop Hub
Mirrabooka**

CO-DESIGN WORKSHOP 1

COMMUNIQUE

23 January 2020



FDV ONE STOP HUB MIRRABOOKA CO-DESIGN WORKSHOP 1

ABOUT THE WORKSHOP

This workshop brought together stakeholders from across government, community, service providers and people with lived experience. This workshop was focused on building relationships, understanding the current system and suggesting modifications on the model proposed in Donna Chung's research.

The participants engaged in activities that encouraged them to work in small groups and in thought-provoking group discussions. During this workshop, insights relating to the unique situation of Mirrabooka emerged. Several themes emerged that we will explore more deeply through the co-design process.

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 Di Ryder;
- an introduction to co-design mindsets;
- an overview of the project history by Department of Communities Manager of Family and Domestic Violence Unit Nigel Van Santen;
- cultural mapping;
- current system sketches: prevention, crisis response, post-response (from the perspectives of victims, perpetrators and children);
- overview of the FDV Hub model Version 1.0 (see attachments); and
- reflection activity on Version 1.0.



WALK-THROUGH SESSION

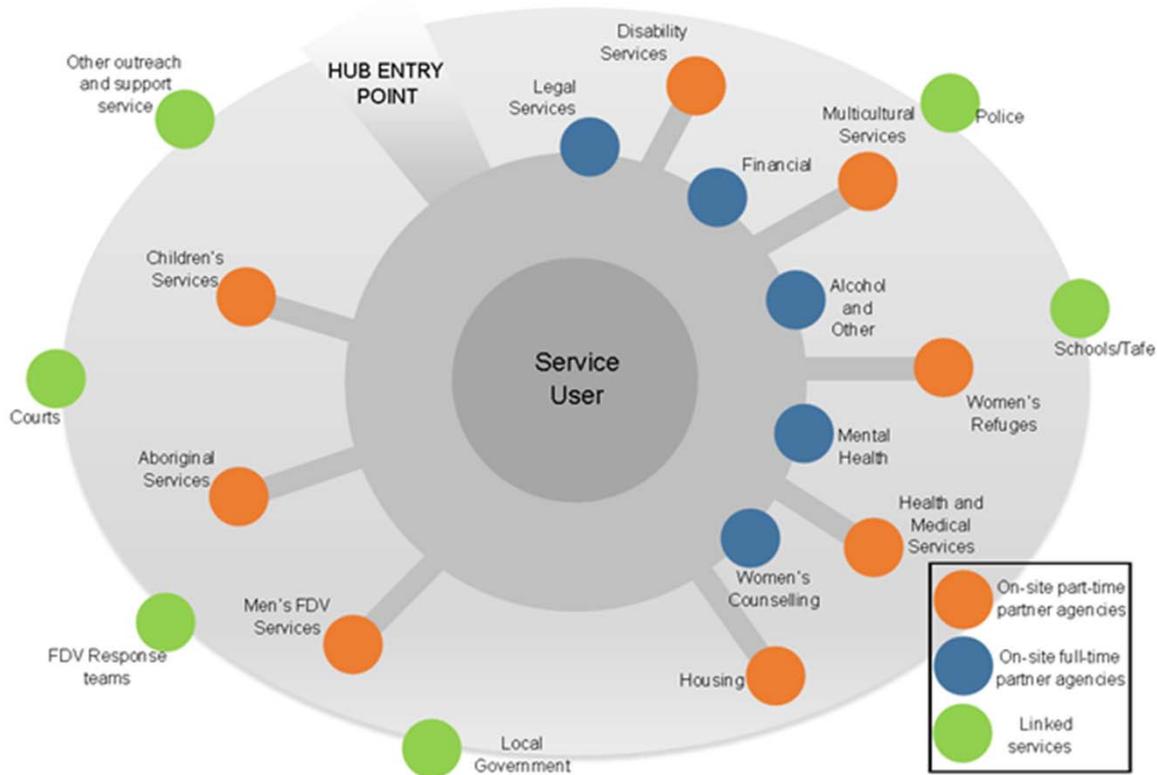
From 1.30pm to 3.00pm there was an opportunity for people to 'walk through' activities and workshop artefacts. This gave an informal opportunity to see what insights have emerged from the workshop, to give feedback and to ask questions. The co-design facilitators and representatives from the Department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



During the workshop participants were asked to reflect on the current proposed model.

	NOTES	
<i>The parts of the model that work are...</i>	<ul style="list-style-type: none"> • Intention to not tell the story more than once • Co-location of services • The model is similar to existing Mirrabooka hub models that work well • Services for the following people: Aboriginal people; CaLD; children; men (both perpetrators and victims) 	<ul style="list-style-type: none"> • Holistic services • Immediate safety needs are met on entry
<i>The parts of the model that won't work in Mirrabooka are...</i>	<ul style="list-style-type: none"> • Perpetrator focus is lacking • The approach of the model must understand Aboriginal people have shame around FDV as do most cultures • The model must have clear eligibility • Aboriginal services/staff need to be full time and not part time • Monday to Friday operating hours are not broad enough 	<ul style="list-style-type: none"> • If new services are funded/established when nothing goes to the existing services in Mirrabooka that currently need funding • There is currently no touchpoint to Child Protection services
<i>For the Hub to work it needs...</i>	<ul style="list-style-type: none"> • To feel like a place of love: it needs to feel like family & belonging; you feel like you are part of the hub. It's a place that you find strength inside and 'you wanna be there' • To be owned and driven by the community (not have government logos stamped at the forefront) • There needs to be many reasons to visit the hub. eg. community connection, healing, sports, as well as crisis care • The Hub must have culturally-appropriate services • All frontline staff should have the same training, and be trauma-informed • There must be a united focus with client engagement • Available interpreting services to suit the clients language and background • Clear eligibility for a service response • A focus on prevention and pre-crisis support (not just crisis and emergency responses) • A focus on post-crisis support 	<ul style="list-style-type: none"> • Co-location with police • CRARM Framework to inform a consistent approach across all staff and service providers • Support for both offenders and victims • An outreach component • A good IT service • The possibility of victims gaining some paid employment in the Hub • A focus on cyber safety • LGBTQI friendly • Peer support • Cultural awareness training embedded in practice • Clear limitations of the Hub • Advocacy for victims • Migration services • Consistency in services • To advocate for appropriate funding for support services (that are not in the hub) • A clear understanding of where Child Protection's role is with the Hub • A collective learning environment • A safe, inclusive and non-judgemental workplace
<i>We will know if the Hub is successful if...</i>	<ul style="list-style-type: none"> • It's used i.e. people are accessing the service • Outcomes are measured and linked with WA Outcomes Framework • Service users report the service is safe and secure • Clients report that they want to go to the Hub • Partnerships are equal and working well 	<ul style="list-style-type: none"> • Victims and children have a voice • Victims report feeling safer as a result of accessing the Hub • Perpetrators are held accountable and are in sight • It is inclusive of all people and cultures
<i>It is important to consider...</i>	<ul style="list-style-type: none"> • A culturally-neutral location • The age of users • Pets of victims • Community management • The hub is close to services such as Centrelink, banks, public transport • The inclusion of a forensic DV unit (forensic nurse) • That FDV legislation could be better • That It's a service-hub model (it needs to be a community hub model e.g. painting, yarnning, classes etc.) 	<ul style="list-style-type: none"> • Community education beyond the Mirrabooka area • 24/7 responses • How best to promote children and parents staying together safely • Community leaders should be equal leaders in the Hub • Evolve the Hub through reflective practice • Trauma service specifically for children • That the Hub does not replicate a system of power and control, i.e. the Hub cannot control victims and must be strength's based and victim-led

FDV ONE STOP HUBS MODEL VERSION 1.0



SERVICE JOURNEY MAP FOR VERSION 1.0

