



One Stop Hubs: where services come together

Addendum 05 - Information Session Summary – Kalgoorlie – Community Sector Providers

Session Date: 28 October 2019

Registration of Interest Number: ROIDOC201926608

Date of Issue: 20 November 2019

Key insights:

- We need a holistic view of families, which may sometimes still include the perpetrator.
- We need to balance the focus on intervention with education, outreach and prevention.
- Lots of different services will be offered at the Hub and discretion will be important.
- Do we need a tailored entry point to the Hub led by an Aboriginal provider?
- Cultural safety and security is important to everyone; however, people vary in their understanding, in their opinion of 'what' or 'how much' is required, and/or what it is to them.
- The scope/scale of the service needs to be defined.
- Specialist knowledge about the different kinds of violence which exist is important; and not just one service response for all types of violence.
- The Hub needs to be accountable for performance and must adopt an active learning approach. If something isn't working, we should change it.
- How might we strengthen support to go to women rather than the emphasis on supporting women to find support?

Key reflections for the co-design process:

- The parameters and boundaries of the co-design need to be defined.
- The co-design process could be a chance to expand and strengthen cultural competency.
- The co-design process needs to hear from women with lived experience and potentially children.
- How will the engagement of 'natural supports of those with lived experience' be captured in the co-design?