

SERVICE PROVIDER WORKSHOP COMMUNIQUE

Family & Domestic Violence Therapeutic
Women's Refuge - Peel

Monday 16 December 2019
Mandurah ¹

Family & Domestic Violence Therapeutic Women's Refuge - Peel Service Provider Workshop

ABOUT THE WORKSHOP

Representatives from service organisations attended a workshop as part of the co-design of a new family and domestic violence (FDV) therapeutic women's refuge service model. This workshop was focused on the services within the Peel region where the new refuge will be established. The participants worked in small groups for participatory activities and engaged in thought provoking discussions.

The key areas of interest for this group of stakeholders were; the perception of police and the role this plays in the FDV service engagement of women and children; the case management and support of the child as an individual client; cultural considerations for women and their families; and the need for formalised partnerships to support information sharing. During the workshop interesting insights were surfaced around barriers and challenges in the system and the participants had the opportunity to begin to develop ideas around how these challenges might be addressed both by the service model and also by the sector more broadly.

The State Government's *Stopping Family and Domestic Violence* policy includes a commitment to establish two additional women's refuges. One of these refuges will be tailored to provide person-centred integrated responses for FDV survivors with co-occurring mental health and substance misuse concerns. This therapeutic refuge service model will be the first of its kind in WA.

The workshop was facilitated by Innovation Unit Australia New Zealand, who have been contracted by Department of Communities to facilitate the co-design process for this new service model.

PARTICIPANTS

The workshop was attended by 22 representatives from the following organisations:

- Allambee Counselling Inc.
- Anglicare WA
- City of Mandurah
- Department of Communities
- Palmerston
- Passages Resource Centre
- Pat Thomas House
- Peel Community Mental Health Service
- Peel Youth Service
- WAPOL
- Child and Adolescent Community Health
- Waroona Family Support Service

ACTIVITIES

The workshop included:

- A Welcome to Country by Uncle Harry Nannup
- An overview of the project by Stacey Collins, Director FDV Unit at Department of Communities
- An overview of the co-design process
- Two participatory activities:
 - Understanding the current service system - including key barriers and enablers - by exploring journey maps representing the service user experiences of women and children
 - Generating ideas to address key barriers and highlight opportunities for the new service model design

Family & Domestic Violence Therapeutic Women's Refuge - Peel Service Provider Workshop (cont.)

At the end of the workshop, participants were asked to write down the 'one greatest opportunity' they see for the new service. The table below lists these opportunities, under six broad themes.

THEME	OPPORTUNITIES FOR THE SERVICE MODEL
A person-centred and individualised service approach	<ul style="list-style-type: none"> ● Provision of holistic support which is accessible to a broader client range = increased safety ● A person-centred single-point service that is delivered at the time of most need ● To provide the scope and intensity of supports needed to achieve real change for women and children who enter the refuge ● Very flexible in terms of providing a person-centred or family-centred service ensuring criteria does not become a barrier ● To provide service and support to a greater number of people in need and their families; and by taking a holistic, therapeutic, wrap around approach hopefully reducing the chances of future FDV ● Engaging women in targeted interventions in an autonomous, client-led process ● Allow women to feel empowered by having a voice ● An inclusive service that supports women and children to easily navigate their way through their FDV situation
Support for FDV victims who may otherwise experience barriers to service access	<ul style="list-style-type: none"> ● Ensure accessibility for all women and children, especially communities without transport ● An opportunity to assist FDV victims not getting the most appropriate service currently ● Women can tell their story once and have all services they need readily available and accessible
Children have the opportunity to be heard and have support targeted to their needs	<ul style="list-style-type: none"> ● Allow children to feel empowered by having a voice ● The creation of a safe space for children where they can begin to address the trauma of what they have experienced ● Children have a sense of being heard and their own goals
Breaking the intergenerational cycle of domestic violence and related trauma and homelessness	<ul style="list-style-type: none"> ● Build a sustainable program to support families whilst children are young enough to stop the cycle ● Addressing intergenerational violence ● Breaking the FDV cycle ● Decrease homelessness and ongoing generational trauma
Collaboration and information sharing across the FDV service system	<ul style="list-style-type: none"> ● Engaging professionals throughout the region to deliver [the service] seamlessly and collaboratively ● Continuation of the collaboration of ideas ● There is an opportunity to work together to provide services (e.g. Creche for child care) ● An understanding that FDV can affect anyone and it's okay to talk about it - share information and do as much as we can to stop it
Advancing the capacity and capability of the FDV service system	<ul style="list-style-type: none"> ● Capacity to develop advanced practice staff profile as specialist service ● Trial 'pool' of funding of FDV client needs to re-establish family/home

For further information, questions or comments, please contact FDVRefugePeel@communities.wa.gov.au