



**FDV One Stop Hubs
Kalgoorlie**

CO-DESIGN WORKSHOP 1

COMMUNIQUE

21 January 2020



FDV ONE STOP HUBS KALGOORLIE CO-DESIGN WORKSHOP ONE

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 thought provoking group discussions. During this workshop, insights relating to the unique situation of Kalgoorlie 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

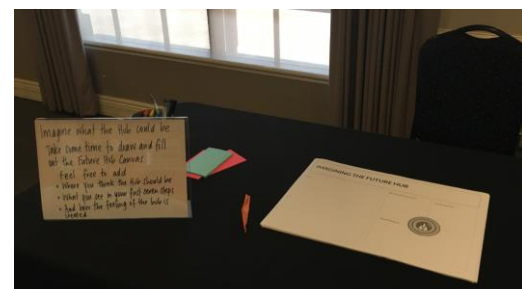
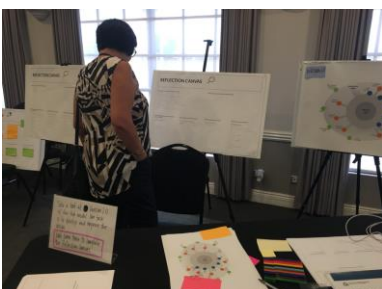
The workshop included:

- a Welcome to Country by Brian Champion;
- an introduction to co-design mindsets;
- an overview of the project history by Nigel Van Santen, Manager, Family and Domestic Violence Unit, Department of Communities.
- 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

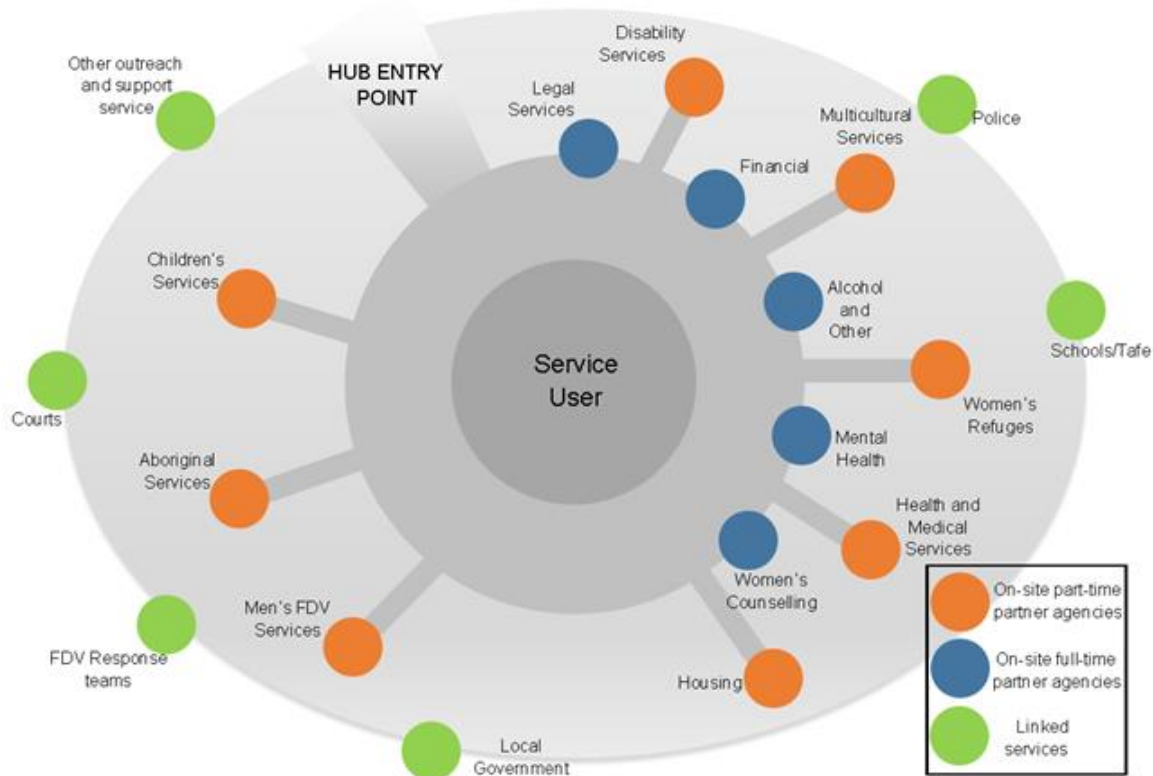
From 1.30pm to 3.00pm there was an opportunity for people to 'Walk through' activities and workshop artefacts. This gave an informal opportunity to see what insights have emerged from the workshop, to give feedback and ask questions. The co-design facilitators and representatives from the Department 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"> • Multi-service location • Holistic approach with the service user at the centre • Easy to navigate • Self- referral • The concept of 'one-stop' • Only telling the story once - information sharing • Health and medical service integrated • Creche |
| <i>The parts of the model that won't work in Kalgoorlie are...</i> | <ul style="list-style-type: none"> • No focus on the perpetrator • FDV effects a large geographic area, this may not work for remote communities • The opening hours • Stigma and lack of anonymity in a small town • Most people will not access a Hub until in a crisis • Western style of counselling (culturally appropriate healing and other options are critical) |
| <i>For the Hub to work it needs...</i> | <ul style="list-style-type: none"> • Branded in a way that doesn't stigmatised • Informal supports for men need to be included in the model • Need to understand where and how the perpetrator is included in the model • Deep knowledge of trauma • Skilled workers in all parts of the Hub (including creche) • Training in Kalgoorlie • Outreach • Location is key • Transport assistance • Clear definition of the service user • Cultural sensitive design (cultural identity acknowledged, local artwork, flags) • LGBTIQ Inclusive • Maternal health (FASD) • Gym • Yarning circles, art and craft programs, cultural activities, parenting, cooking etc. • Outdoor areas • Welcoming community feel • To not be an "FDV Hub" - due to the shame and stigma attached • Confidential and sensitive • Understanding of how perpetrators will be supported • Child services needs to be strongly involved (need to explore how this works e.g. full time on-site or part-time) • To be linked to AOD • Disability access |
| <i>We will know if the Hub is successful if...</i> | <ul style="list-style-type: none"> • People are accessing AOD services • Trauma informed practice is implemented across all services • People are accessing the Hub • Number of people requiring the Hub declines • Behaviour change • Intergenerational shift away from FDV • Services are trusted • No re-telling of story |
| <i>It is important to consider...</i> | <ul style="list-style-type: none"> • Hub visibility - there needs to be other reasons that people go to the Hub to decrease the stigma and to increase safety • Post separation services to be included in services • Offsite services for men to go to • Informal support • Promotion, awareness, prevention • After hours support • Phone line |

FDV ONE STOP HUBS MODEL VERSION 1.0



SERVICE JOURNEY MAP FOR VERSION 1.0

