

SERVICE PROVIDER WORKSHOP

Communique

Family & Domestic Violence Therapeutic
Women's Refuge - Peel

13th February 2020

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

ABOUT THE SESSION

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. To develop the new service model, a co-design process was started in November 2019 and will continue until March 2020.

On Thursday 13 February 2020 representatives from service providers in the Perth and Peel areas attended a Service Provider Workshop facilitated by Innovation Unit Australia New Zealand. It is noted that while the workshop was initially designed to duplicate a similar opportunity offered in the Peel region in December 2019, the discovery process progressed in a manner that made it appropriate to adjust the format of the second workshop.

The workshop focused on giving participants the opportunity to develop sector ecosystem level considerations for the service model development; highlight high impact areas for innovation during service model development; and recognise and mobilise the diversity of expertise and knowledge across the sector.

Innovation Unit Australia New Zealand have gathered insights from service providers by inviting reflective discussion and insight generation based on service users':

- Journey maps
- Personas
- Other insights from the service user interviews and survey

PARTICIPANTS

22 participants were involved in the workshop - including varying role types from organisations providing services linked to family and domestic violence, such as:

- Waroona Family Support Service
- Women's Legal Service WA
- Department of Education
- Department of Health
- Peel Says No to Violence
- Palmerston
- South Metro Health Service
- Holyoake
- WA Police
- Women's Health and Family Services
- WA Mum's Cottage
- Child and Adolescent Community Health
- St Vincent de Paul.



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SESSION AGENDA

Welcome to Country	
Scene setting and introductions <ul style="list-style-type: none">• An overview of the project by Stacey Collins, Director FDV Unit at Department of Communities• An overview of the co-design process, the work done to date and the purpose of the day by Innovation Unit• Participants then split across two groups to either do Schedule A or Schedule B	
The schedule A group participated in the following <ul style="list-style-type: none">• 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	The schedule B group participated in the following: <ul style="list-style-type: none">• An activity around empathy building & understanding the system through using the personas generated from the service user engagement.• Developing an element of the future service model of their choice with new principles and ideas
Close, a chance for participants to ask questions or share any final comments	



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SCHEDULE A ACTIVITIES

Drawing from previously completed user research, the IU facilitation team created a set of journey maps to represent both the journey of a woman and the journey of a child through the FDV service system. Participants were encouraged to work first in pairs or groups of three and later in larger groups to interrogate these journey maps and consider what current barriers and enablers exist within the system from a service user perspective. Groups were encouraged to use their individual expertise to fill in any gaps in the journey maps to ensure a diverse representation of both what works and what doesn't work for service users.

Across all groups, key enablers included creating accessible services, increasing women's awareness of services and improved community education. For children, the enablers were around ensuring a child's life is not too disturbed and making the refuge not just a bearable experience but a positive one.

Similarly reflecting the enablers, some of key barriers identified for woman were around poor awareness and access for woman into services. The most common barrier mentioned for children was around them not being listened to or treated as a separate client.

Upon completing the first activity, workshop participants identified the barriers they deemed most important to think about to ensure success of the service.

- Children feeling invisible and not heard
- Lack of awareness of available services and disconnected services
- Growing personal ability and strength (of women and children utilising the service)
- Accommodation not meeting the diverse needs of women and families
- Victims not prioritised for housing
- Lack of understanding around language and acronyms

These barriers were then used as the focus point for the second activity. In this activity, participants worked in pairs to complete a canvas where they could generate new ideas and turn the barrier into a high impact innovation or opportunity by generating ideas. Their ideas were prompted by these categories:

- Partnerships/relationships
- Referral pathways
- Services/practices
- Policies/procedures
- Other

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SCHEDULE B ACTIVITIES

Each group was given a different persona to read and discuss. Having spent time considering the experience of the persona of a service user they were asked to start developing an element of the future service model. Groups choose which element they wanted to work on, considering their own expertise and which element of the future service model was going to be important for the persona.

Each group could both critique and build upon the principles and ideas that had been developed by stakeholders previously as well as the opportunity to add their own ideas.

The elements that participants choose to work on were:

- Partnerships
- Facilities
- Support for children

The partnerships group spoke a lot about creating successful partnerships through creating mutual respect and an environment where taking challenges and learning from mistakes is encouraged.

The facilities for young children group spent considerable time coming up with different ideas for how the different and diverse needs of children could be catered to within the future refuge.

The support for children group created a number of new principles for this element including:

- we strive to create a new normal for children
- we ensure social isolation does not occur
- we empower children to have a better understanding of networks and services.

