



KALGOORLIE APPENDIX (Appendix B)

FAMILY AND DOMESTIC VIOLENCE

**ONE STOP HUBS STAKEHOLDER
ENGAGEMENT AND CO-DESIGN
CONSULTANCY REPORT**



CO-DESIGN TRIPS

DESIGN RESEARCH TRIP

DECEMBER 17

Key insights: —————

- Lack of training possibilities in Kalgoorlie mean that there is a lack of qualified staff
- Racism was named as the key issue across all of our conversations (Wanslea Research Report also supports this)
- The Hub needs to be part of a place-based approach with pathways to housing and other supports
- There needs to be regular activities at the Hub so people go there for many reasons, and there are safe touchpoints for them to connect
- Legal services were ranked as one of the most-needed services at the Hub. The limited legal options make it difficult to access, and the cost often makes it prohibitive
- Lack of driver's license meant that FDV victims find it hard to leave their relationships
- 72hr Police Order move on order' can heighten the risk of FDV. There are no useful pathways, and the spotlight needs to move to the perpetrator and not the victim.
- There are limited to no pathways, training or employment pathways for Aboriginal people
- 84.7% of prison population are Aboriginal, and it was mentioned that around 60% of these are FDV related
- There are no healing/FDV programs in prisons, so it's hard for the cycle to break
- No diagnosis of FASD, putting families under stress, and meaning they are under supported
- There is a lot of community-service convening happening, both informally and formally, including the Knowledge Circles happening four times a year, as well as fortnightly BBQs
- The community are running several informal activities to address the issues they see
- Desire for strong male role models, as well as mentoring programs
- Many language groups won't come together under the same roof. They need interpreters, and may need different days allocated.

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.

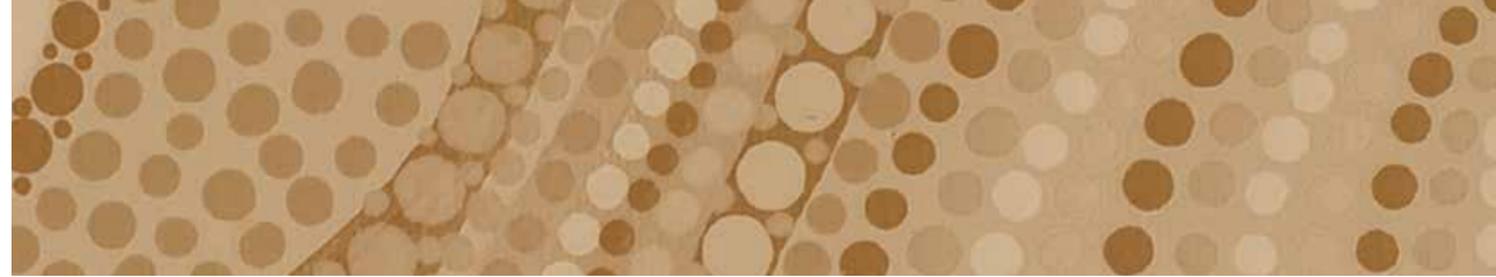
The participants engaged in activities that encouraged them to work in small groups and in thought-provoking group discussions. During this workshop, insights relating to the unique situation of Kalgoorlie emerged. Several themes emerged that we will explore more deeply through the co-design process.

The workshop was facilitated by the Centre for Social Impact UWA on behalf of the Department of Communities.

Activities

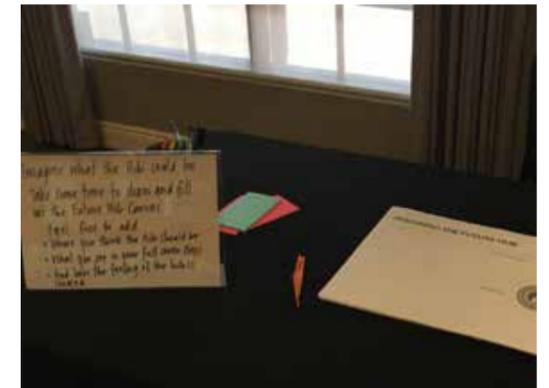
The workshop included:

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



FDV ONE STOP HUBS KALGOORLIE CO-DESIGN WORKSHOP TWO

ABOUT THE WORKSHOP

This workshop brought together stakeholders from across government, community, service providers, police and people with lived experience. This workshop was focused on reflecting on last week's workshop, collectively designing the future hub, including a deep dive into particular elements.

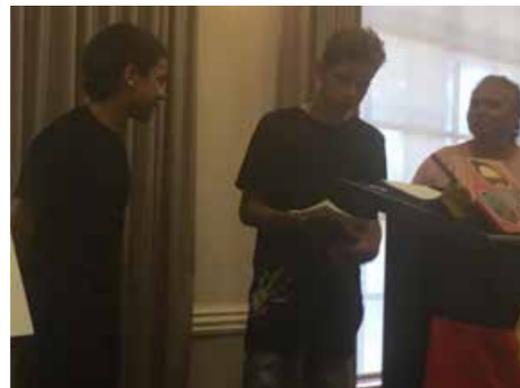
The participants engaged in activities that encouraged them to work in small groups and thought provoking group discussions. During this workshop we came closer to a shared understanding of the model of the Hub that would work in Kalgoorlie.

The workshop was facilitated by the Centre for Social Impact UWA on behalf of the Department of Communities.

ACTIVITIES

The workshop included:

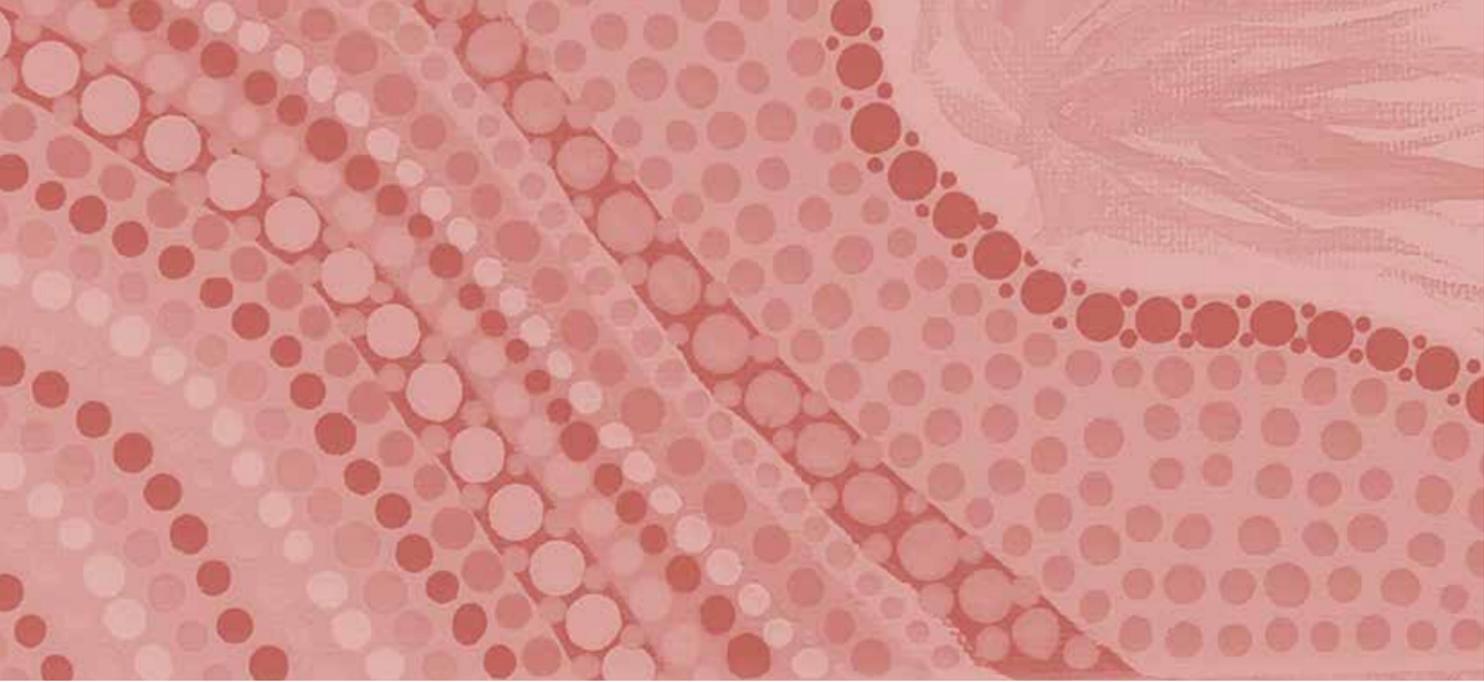
- a Welcome to Country by Noelene Walley and her two grandsons
- reflection from last week's workshop
- an overview of the project history by Department of Communities Family and Domestic Violence Unit Manager Nigel Van Santen.
- Imagining the Future Hub Canvas
- deep-dive activity stations.



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 and to complete the exercises at the Activity Stations. The co-design facilitators and representatives from the Department of Communities were available to answer any questions.





FDV ONE STOP HUBS KALGOORLIE

CO-DESIGN TRIP THREE

ABOUT THE TRIP

Community engagement

Three community barbeques were held on Wednesday 19 February at the following places:

- Bega Garnbiringu Courtyard
- Hammond Park
- Kingsbury Park

At each of the the barbeques the people who attended could speak to any of the hosts (who came from different service providers) to provide feedback. They were also encouraged to complete a Hub Canvas in which they could share what they hoped the Hub would be.

WORKSHOP

This workshop brought together stakeholders from across government, community, service providers, police and people with lived experience. This workshop was focused on reflecting on last week’s workshop and collectively designing the future Hub, including a deep-dive into particular elements.

The participants engaged in activities that encouraged them to work in small groups and in thought-provoking group discussions. During this workshop we came closer to a shared understanding of the model of the Hub that would work in Kalgoorlie.

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
- reflection from last week’s workshop;
- an announcement of the Hub’s location with the option of a tour;
- living prototype of Model 2.0 with different stations for feedback.

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, and to complete the exercises at the ‘Activity Stations’. The co-design facilitators and representatives from the Department of Communities were available to answer any questions.



“
**THIS is what our hub needs to be.
 You listened to us.**
 ”
*A community member upon entering
 the live prototyping of the Hub.*

MODEL 1.0

“How do people enter without shame and stigma?”

From previous consultation and research, Version 1.0 of the Hub Model was proposed.

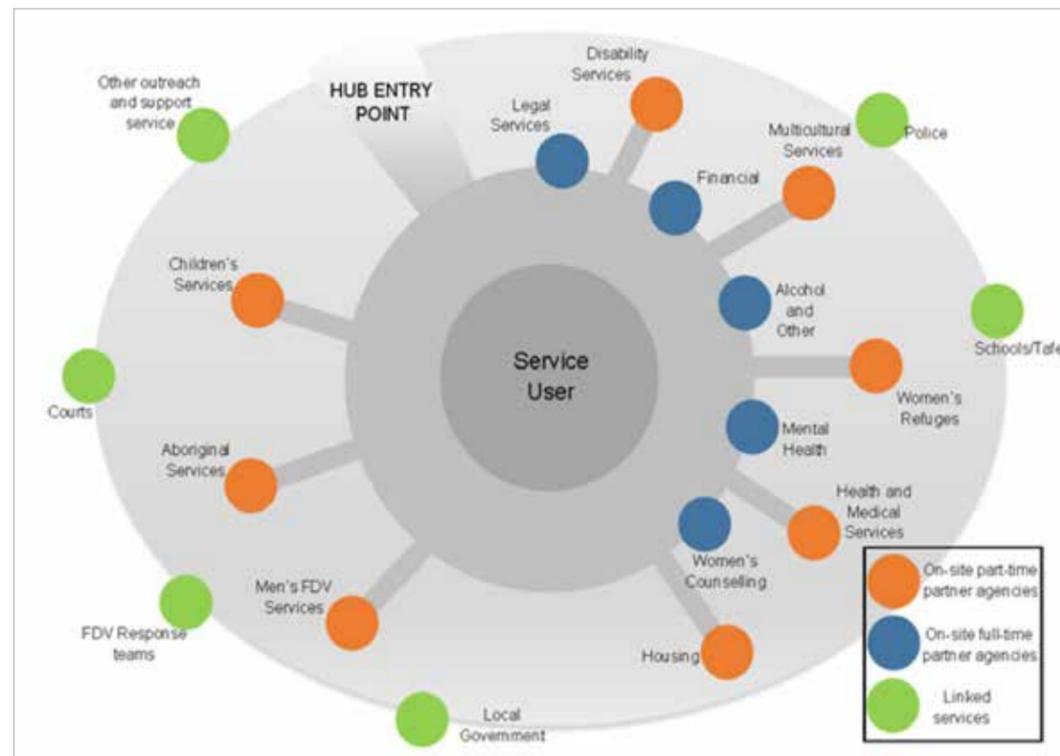
This is the model that we used to test and prototype during the co-design process with a broad range of stakeholders to identify improvements, barriers and enablers.

Version 1.0 non-negotiables in the model:

- There is a building
- Monday - Friday access 8am to 6pm

We heard multiple times that the difficulty with this model would be the shame and stigma that would be attached to someone walking in there.

There need to be many reasons to visit the Hub, and Aboriginal employment is critical.



During the workshop participants were asked if they had any further reflections on the current proposed model. (Version 1.0)

	Notes
<i>Current structures that could impact the Hub</i>	It's important to look at VRO's. There is little understanding of what they are and how they work. It also presents difficulties as the couple often have a joint bank account. The connection between FDV and homelessness, food insecurity etc.
<i>Shifting the narrative</i>	A different and more empathetic story around men; they have often been victims of FDV themselves. We need to have a narrative that heals. Not an anti-men narrative FDV is not part of Aboriginal culture or of other CaLD communities. Adopting a strengths-based narrative. Keeping families strong and together is the most important thing. Culture is the starting point.
<i>Building the conditions for success</i>	The workshop helped to share information and build relationships within the community and services; this has had a positive impact and will increase the success of the Hub. Ensuring that by hearing many perspectives we are challenging assumptions. Building a shared culture and language to form a place-based approach to prevention. Cultural lens. Trauma-informed lens.
<i>Focus on strengthening families</i>	Creating a safe space for families. Ensuring that we don't have fatherless families. Break down shame. Creche is important. Keeping families together is critical.
<i>Strengthening what exists</i>	"Do we need a Hub?" - how do we give more support to the services that are already doing work to increase their capacity? Can funding go to existing services outside the Hub?
<i>Aboriginal employment</i>	There must be a requirement of local Aboriginal employment (to support overcoming language barriers; will also create longer-lasting impact for the community).
<i>Focus on men</i>	Needs to be a space for men to meet and talk. Men need to be supported. Men's behaviour-change program has recently been federally funded. Men's services need to be offsite from the Hub.
<i>Important cohorts</i>	Aboriginal women. Aboriginal families. CaLD women. LGBTQI inclusive. Disability inclusive.
<i>Multi-layered reasons to come to the Hub</i>	Need to have art, painting, crafts, language groups. Space for Elders to meet. Space for other community groups to meet. A chance for relationships to be built. A reason to enter the building other than FDV in order to remove the 'shame' factor.
<i>Links to other services or places</i>	People will always go to where they are comfortable and where they know. What will the education and referral pathways be between the Hub and other places in town?
<i>Collaboration is critical</i>	The process of collaboration needs to be funded and facilitated. Aboriginal and CaLD community voices and engagement need to be built into the Hub model. It needs to be continuous throughout the life of the Hub.

For further information, questions or comments, or to share any other ideas with the team, please contact fdvHubs@communities.wa.gov.au.

What we are learning about the following areas:

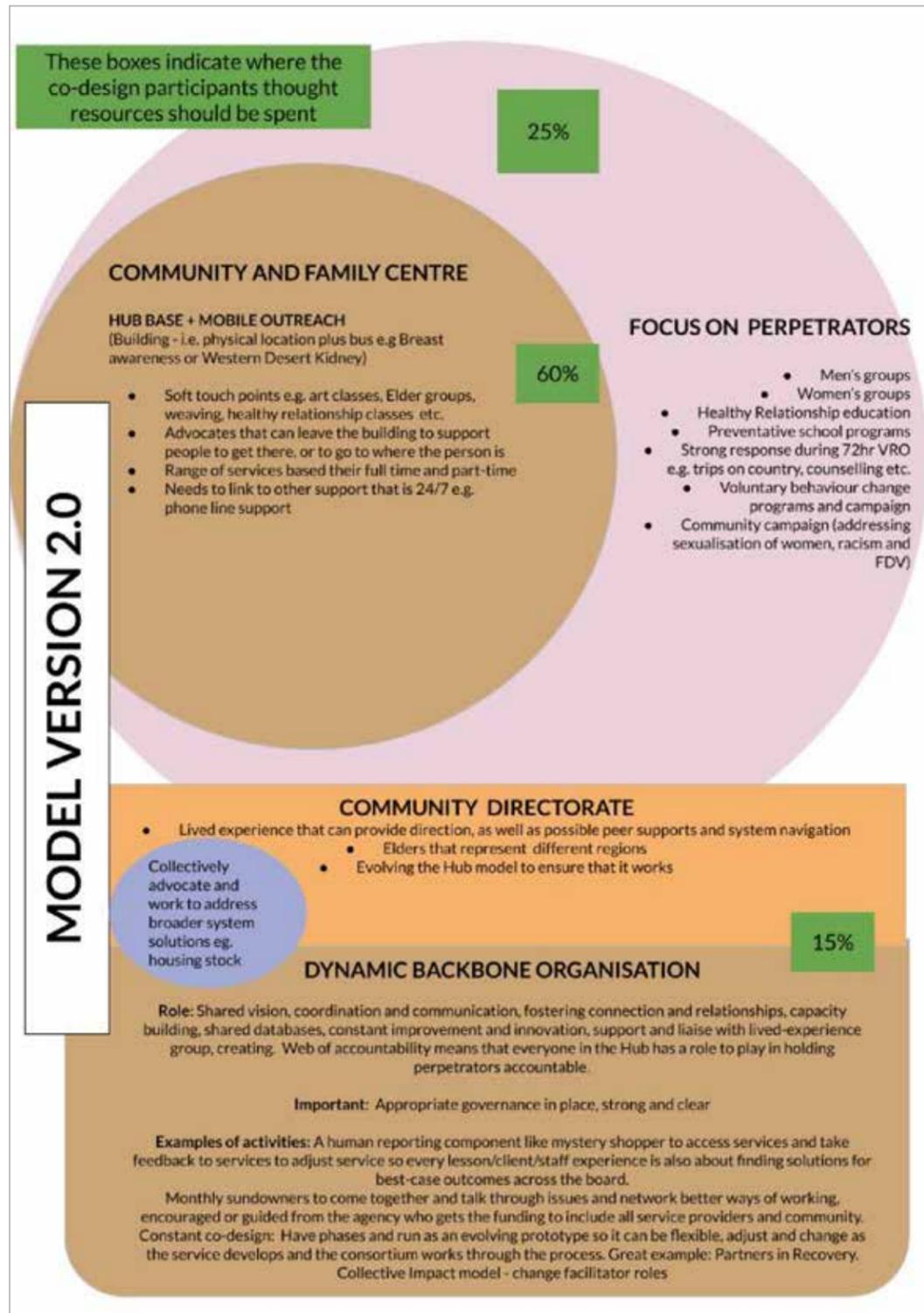
	Notes
<i>Location</i>	Needs to be central and close to other things Can not have a negative history One Hub might not work Potential places listed that would be good
<i>Facility</i>	Needs the following: Outside space Creche Office space Art space Yarning spaces Secure fences Fit-out: Not-clinical Local artwork Feels like 'home' more than an office Bean bags, comfortable couches Welcoming and inclusive gestures (e.g. flags)
<i>ICT system</i>	Looking between three systems: SHIP Fusion Web EOC
<i>Marketing and Communications</i>	It needs a different name e.g. Family Centre; Community Hub; Healing Place Other activities need to be advertised so there are many reasons to go to the Hub e.g. arts and crafts, language, health appointments etc.
<i>Data collection</i>	Questions arising: <ul style="list-style-type: none"> How much of the database will be available and who can access it? Will there be manual collection? What's the interim solution? Who will do data input into the system? What does the template look like? Other examples of data collection: By Name list being developed and trialled by the Homelessness sector.
<i>Referrals</i>	Self-referrals Referrals from other agencies If support is requested from other agencies or the police that there are clear referral pathways

For further information, questions or comments, or to share any other ideas with the team, please contact fdvHubs@communities.wa.gov.au.

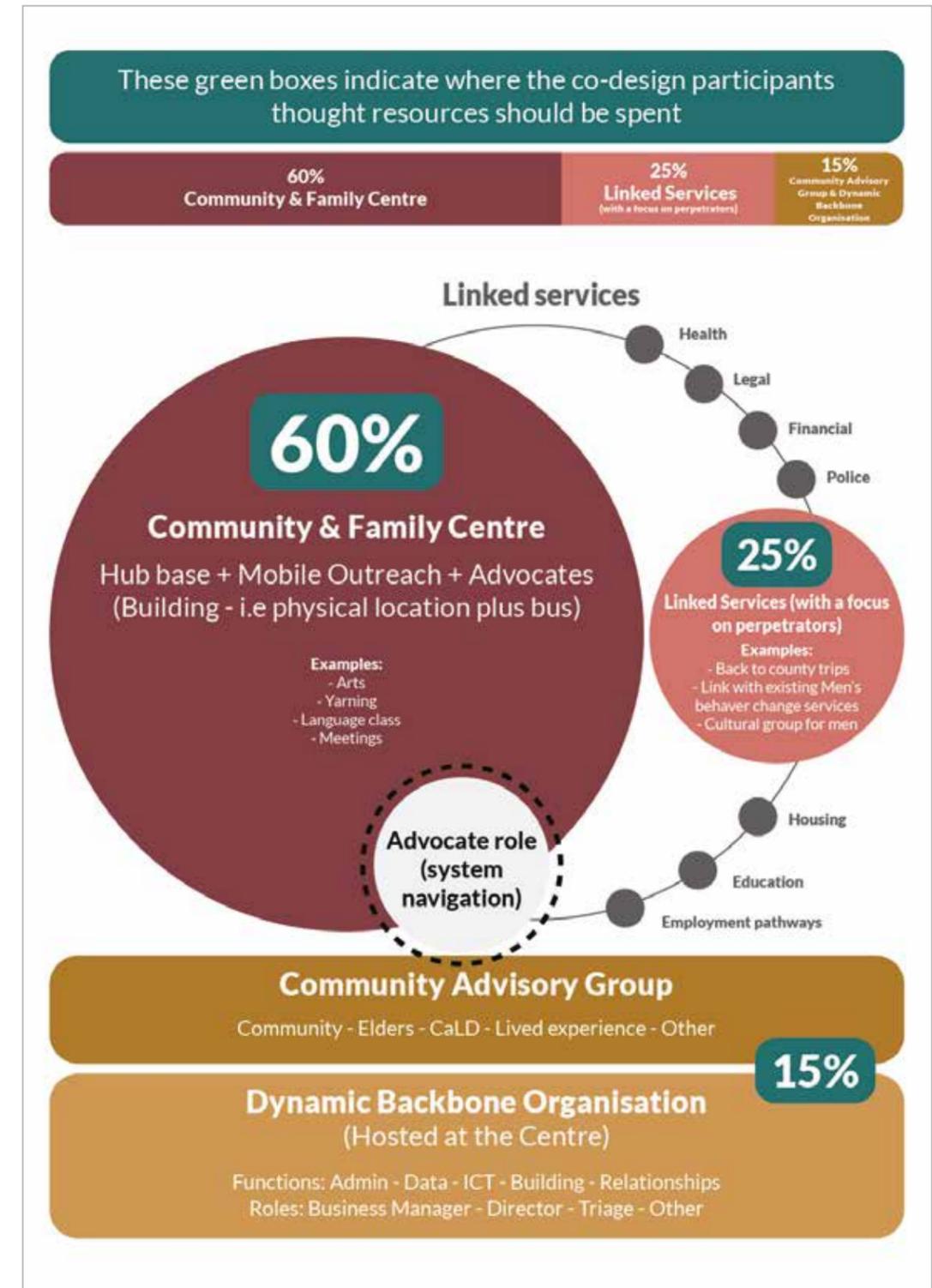
During the workshop participants were asked to imagine how they wanted the Hub to be:

	Notes
<i>Important elements of the Hub</i>	<ul style="list-style-type: none"> Outdoor area; fire pit and gardens Art and painting area Yarning spaces Men's shed - men's space Space to relax
<i>What do you see when you walk into the Hub?</i>	<ul style="list-style-type: none"> Aboriginal and Torres Strait Islander employees Open/inviting Welcoming - Aboriginal Art Safe - police in building Admin - mix of town cultures Inviting Aboriginal and Torres Strait Islander Staff Multicultural staff Language posters, information - visual of different language groups and areas Artwork Yarning space: places for painting Outdoor area (if possible) firepit, garden Absence of visible desks, relaxed atmosphere - homely, tea/coffee facilities, lounges, etc. Separate spaces for men and women It is a great model of safe spaces Private spaces <ul style="list-style-type: none"> Aboriginal staff make clients feel safe Not clinical Outside waiting area Spacious Welcoming - friendly faces Safe Visual aides Relationships building Right people for the job Children's area Teens area - appealing Neighbourhood house Peer support person Avoiding duplication Appealing entrance, reception/triage Large rooms for activities/programme
<i>How do people feel when they come to the Hub?</i>	<ul style="list-style-type: none"> Welcome Local language admin workers Friendly Listened to Unrushed They know who they are talking to Connected Respected People care They have choices In control of what happens and informed about the options Trust <ul style="list-style-type: none"> Heard Followed Respected - part of the solution Comfortable Confident in service provided Healed Understood Heard Empowered Equipped Safe Stong Healthy Loved Stable
<i>What's important in the service user journey</i>	<ul style="list-style-type: none"> Awareness of hub There is a 'concierge' experience (greeted and helpful) Assessment Individual agency support Face-to-face support of all people impacted by DV Service needs to be survivor focused Focus on healthy family members Facilitate a process which reduces or prevents Family Violence There are relationship services. These hold the family and support them through the journey Ongoing support help Service experience is orientated towards creating strong families and safe children Introduces better coordination of available resources, distributes new resources equitably Allows for Aboriginal leadership and communities to be decision makers in the process Enables measures to be undertaken that informs best/better outcomes/practice Promotes collaborative initiatives that reflect the needs and the desires of the community Widens capacity of consortium members to increase reach into community and for outreach Reception/triage Outreach worker - discussion of circumstances, assessment Identify area of concerns Referrals, advocacy

MODEL 2.0 (detailed)



MODEL 2.0





Feedback on the name of the Hub

It was clear that the Hub could not be labelled as the FDV Hub and will need to be renamed. Here's some of the feedback we received:

Many Maras COMMUNITY AND FAMILY CENTRE

The word Mara translates to hand. This word is used across many Aboriginal languages in this region, so it is seen as being inclusive. It was suggested that this could be accompanied with the word 'welcome' in many different languages to ensure that others feel welcome at the Hub too. Although, it was said that the building needed to be strongly identifiable as having an Aboriginal focus.

Both the word community and family came up as being very important to include in the name of the Hub.



Feedback on locations

Needs to be:

- Building plus mobile component
- Close to Bega
- A central location

The old video store (41 MacDonald Street)

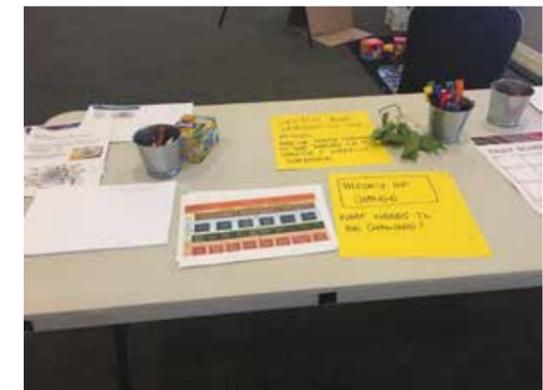
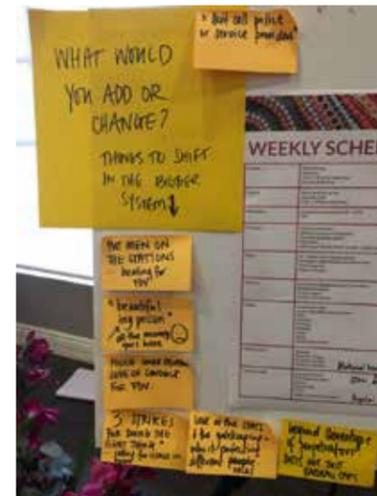
- Too small
- Dangerous for crossing the street
- No outdoor area that was appropriate
- Considered not safe for clients

The old Harvey Norman building

- Very large
- Could be useful in that it is half way between Kalgoorlie and Boulder
- Recommended by several people
- Also noted that there is considerable infrastructure repair that is needed

2 Forrest Road

- Vision was for it to be an arts and cultural centre, but without any funding it is currently unused. But the current lease holders want the building to retain a community focus
- Several people engaged in the co-design process think it could be a very good location for the Hub
- Wongutha Birni want to retain the lease
- Two mobile health/clinic trucks are onsite but not being used due to lack of funding
- Building is right next to train line
- Primary school across the road, although the entrance to the school appears to be from another street
- The building is at the end of a cul-de-sac, so it's a very quiet road
- The hospital and women's refuge are very close.
- It is walking distance from town but not too central
- No known cultural conflicts with the property
- No known reason why people would not come to the property
- Some repairs and landscaping are needed
- Security is needed
- It has a large perimeter fence with some holes in fence in need of repair
- Newly installed outside and disabled toilets
- Lots of Aboriginal art is visible inside
- Good-sized kitchen
- Large meeting room
- About four-five other rooms



FEEDBACK ON WHAT COULD BE INCLUDED IN WEEKLY SCHEDULE

	Notes
<i>Monday</i>	Elders group Paint box Girls leadership 3.30pm - 5.30pm Practice reflection
<i>Tuesday</i>	Mums-and-bubs group Arts and crafts Healthy relationships session Boys mentoring 3.30pm - 5.30pm
<i>Wednesday</i>	Educational workshops 9.30am - 12.30pm FDV awareness workshops
<i>Thursday</i>	Positivity workshops FASD awareness and education Character-building classes Healthy relationships session Prevention workshops - AOD focus/ mental health/ suicide - holistic training
<i>Friday</i>	Men's support group 10.00am - 1.00pm Fortnightly /monthly back-to-country trips Youth programs Elders in support
<i>Saturday</i>	Community engagement (out of the office) Homework classes Online support Suicide intervention
<i>Sunday</i>	Community roast Church donations and volunteers BBQ Activities Painting Weaving Dance Sports Suicide intervention
<i>Part-time staff</i>	Housing Women's refuges Disability services Children's services
<i>Linked services</i>	Local government FDV response teams Courts Schools/TAFE Police Other outreach and support Safety Patrol team

FEEDBACK ON WHAT COULD BE INCLUDED IN THE DAILY SCHEDULE

	Notes
<i>AM</i>	Bus pick up at designated points and times
<i>9.30 - 11.30 am</i>	Activities such as <ul style="list-style-type: none"> • Women's yarning • Positive parenting • Growing brains • Craft Creche offered
<i>Afternoon session</i>	Activities such as <ul style="list-style-type: none"> • Craft • Protective behaviours (girls) • Protective behaviours (boys) • Yarning circles Creche offered
<i>End of day</i>	Staff mindfulness debrief
<i>Full-time staff (or almost full-time)</i>	Aboriginal services Community engagement Mental health Women's counselling Educators AOD Financial counselling Legal services

