

INTENSIVE CO-DESIGN SYMPOSIUM

Communique

Family & Domestic Violence Therapeutic
Women's Refuge - Peel

17 - 19 February 2020

Family & Domestic Violence Therapeutic Women's Refuge - Intensive Co-Design Symposium

ABOUT THE SYMPOSIUM

The State Government's *Stopping Family and Domestic Violence* (FDV) 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.

FDV and other relevant service providers were selected through an expression of interest process to participate in an Intensive Co-Design Symposium, held 17 to 19 February 2020.

The intention was to invite those with experience of delivering FDV, or other relevant services, into the room to draw out their expertise. These participants have the insight into how services look currently, what's worked in the past, what hasn't and what will be required.

The Intensive Co-Design Symposium provided the opportunity for these participants to reflect on the research undertaken to that point, the work of others as well as their own experiences working in FDV. Participants were then guided through a range of collaborative activities where they built on previous ideas and generated new priorities, features and elements of the future service model.

As a result of the Intensive Co-Design Symposium, participants were provided with the opportunity to create together:

1. Refined visualisation of the service model with more detailed specifications, outcomes, and principles
2. Journey maps - ideal experience

The Intensive Co-design Symposium was facilitated by Innovation Unit Australia New Zealand on behalf of the Department of Communities.

PARTICIPANTS

Representatives from the following organisations participated in the Intensive Co-Design Symposium:

- Allambee Counselling
- Anglicare WA
- Communicare
- Langford Aboriginal Association
- Mission Australia
- OVIS Community Services
- Relationships Australia WA
- Rise Network
- Ruah Community Services
- The Salvation Army
- Wungening Aboriginal Corporation
- Zonta House Refuge Association



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DAY ONE

Day one focused on scene setting for the participants, familiarising them with the work done so far and the scope of the project. Participants were also encouraged to start looking ahead at a vision for the future service model.

Schedule:

Welcome to Country by Aunty Liz Hayden
Scene setting and introductions <ul style="list-style-type: none">● Opening remarks and context● Introduction to the process and timeline● Yarning circle
Exploring the discovery work undertaken to date <ul style="list-style-type: none">● A chance for participants to familiarise themselves with the work undertaken so far by engaging with a visualisation of the draft service model, identified service enablers and barriers, personas created from the service user engagements and the "non-negotiables".
Getting clear on outcomes <ul style="list-style-type: none">● Participants were asked to contribute their thinking to potential outcomes of the service - short term, mid term and long term benefits. These outcomes were synthesised for the model into the following:<ul style="list-style-type: none">○ Women and children are connected to their community○ Women and children feel empowered (to make choices and have control)○ Women and children feel safe○ Women and children trust service(s) and staff○ Women and children experience improvement in their own goals (MH, AOD and other)○ Women and children feel heard and believed
Preparing for guest speakers - the 5 whys strategy
Presentation from Carol Dawes, CEO and Elsie Copland, Service Manager Cyrenian House <ul style="list-style-type: none">● The presentation outlined the features of the residential program, including sharing, in detail, the experience of creating one of the first therapeutic service models in WA (focused, in this case, on addressing harms associated with alcohol and other drugs).

Key Themes from Day One:

- Genuinely understanding the experiences and needs of a woman and her child/ren is essential. Not just for this process but as a way of delivering services.
- Circumstances for women and children vary greatly and, although a set of overarching outcomes could be agreed, the progress that a woman and her children make toward these outcomes should be agreed on a case-by-case basis.
- The need for healing journeys within the refuge is paramount - women and their child/ren must be given the support they need, at the timing of their choosing to address underlying trauma in a culturally intelligent way.



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DAY TWO

Day two focused on utilising and maximising the collective wisdom of the service providers in the room. The day provided participants with various inspirations to support them to learn from each other and elsewhere, critiquing the work done so far, and starting to define high level aspects of the future service model.

Schedule:

Welcome and yarning circle <ul style="list-style-type: none">The yarning circle gave participants the chance to reflect on the presentation from Cyrenian House and how they were feeling about the co-design process so far.
Presentation from Karen Edwards – Domestic and Family Violence Service Manager Yourtown, QLD
Learning from each other <ul style="list-style-type: none">The expert interviews gave participants a chance to learn from the expertise in the room, as well as for participants to connect with each other.
Building out the principles <ul style="list-style-type: none">Participants prioritised and built out the draft and emerging principles and had the opportunity to refine and redefine the most important principles.
Iterating and prioritising opportunities <ul style="list-style-type: none">Participants used their wisdom and expertise to build out each of the potential service model elements.

Key Themes from Day Two:

- A holistic, integrated, therapeutic model is possible and requires strong leadership, impactful partnerships and an element of risk taking to break through the predominant service models in place.
- Those within the sector have huge amounts of expertise and willingness to support the future model, regardless of the result of the tender process. This should be capitalised upon.
- The principles that underpin a therapeutic model are critical and must be present in each aspect of the service. The principles agreed by the co-design group included:
 - Culturally safe: a way of being and being safe to be.
 - Trauma informed: trauma is part of healing, we support the principles of safety, trust, collaboration, humility and empowerment.
 - Voice: we believe every woman and child has a voice; we actively listen, respect and respond to their unique needs.
 - Person Driven: women and children have autonomy and choice in designing their experience.
 - Collaborative Partnerships: our service works in a genuine partnerships with women and children around shared outcomes.



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DAY THREE

Day three focused on building out the ideal service journey and model in more detail.

Schedule:

<p>Welcome and yarning circle</p> <ul style="list-style-type: none"> The yarning circle gave participants the chance to reflect on the presentation from YourTown and how they were feeling about the co-design process so far.
<p>Target cohort</p> <ul style="list-style-type: none"> Building upon the work from the day before, participants refined their perspectives on the target cohort for the Therapeutic Women's Refuge - Peel.
<p>Ideal user journey</p> <ul style="list-style-type: none"> Participants built the ideal user journeys for the four personas created in response to the service user engagement.
<p>Building out the key elements of the new model (deep dives)</p> <ul style="list-style-type: none"> Small groups, with specialist expertise and perspectives, built out each of the priority service model elements and features in more detail where possible.
<p>Thinking about sharing this work</p> <ul style="list-style-type: none"> The opportunity and potential process to share the work with the Government and Peak Bodies Group was discussed and agreed.
<p>Yarning circle</p> <ul style="list-style-type: none"> The yarning circle gave participants the chance to reflect on co-design experience and their ambitions for the future.

Key Themes from Day Three:

- An inclusive service model is the ultimate goal. Rather than thinking about what would exclude a woman and her child/ren from accessing the service, thinking must shift to how the model can adapt and flex to respond to a range of complex needs.
- There are range of features to an ideal model - some of these fall into the category of enabling conditions (the threads that run through every aspect of the model) and the service components (the distinct client facing elements of the model):

Enabling Conditions	Service Components	
<ul style="list-style-type: none"> Therapeutic Approach Cultural Intelligence Diversity & Inclusion Partnerships Workforce Policies & Procedures Monitoring & Evaluation 	<ul style="list-style-type: none"> Referral, Awareness & Access Initial Assessment Healing Journey to Recovery Withdrawal Management Programs & Activities Family & Community Connection 	<ul style="list-style-type: none"> Support for Children & Young People Transition Out of the Refuge Beyond the Residential Component Facilities

For further comments and questions,
please contact
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