



**FDV One Stop Hubs
Kalgoorlie**

CO-DESIGN TRIP 3

COMMUNIQUE

20 February 2020



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 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.

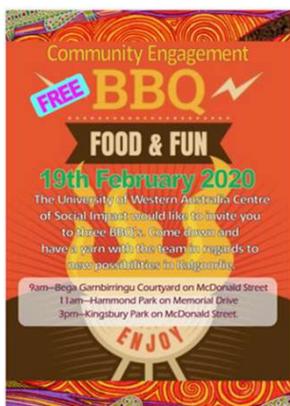
The workshop was facilitated by the Centre for Social Impact UWA on behalf of the Department of Communities.

ACTIVITIES

The workshop included:

- a Welcome to Country by Victor Cooper
- reflection from last week's workshop
- discussion on the Hub's location
- 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."

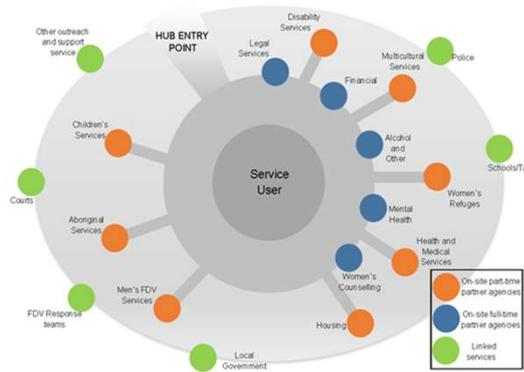
A community member upon entering the live prototyping of the Hub.

KEY INSIGHTS

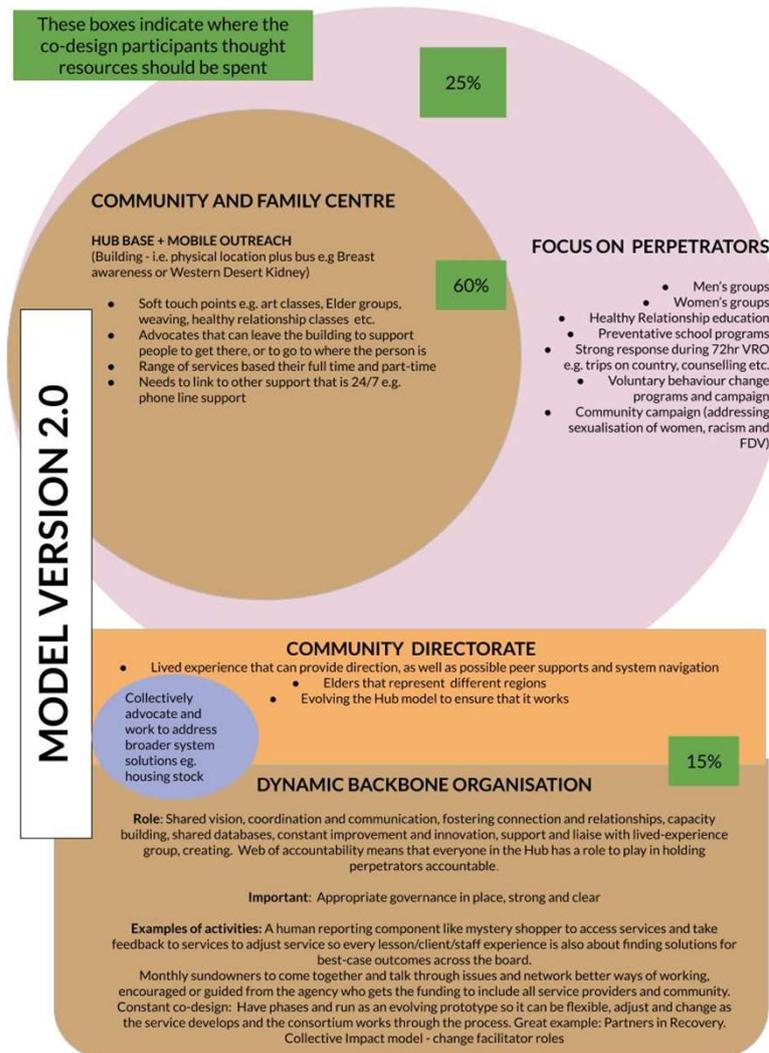
- A lot of agencies that were at the triage and assessment table were not aware of the Common Risk Assessment and Risk Management Framework (CRARMF). The agencies involved in this discussion were really keen for the Hub and agencies to use this as a tool for assessing risk, sharing information, screening and generally for all agencies in Kalgoorlie to talk the same FDV language.
- The healing space was one of the most visited areas in the living prototype of the Hub.
- The co-design group had a difficult discussion about the alarming rate at which Aboriginal children are being removed from parents, in some instances even when mum is a victim of FDV.
- This is linked with all agencies prioritising workforce development to better screen, assess and identify predominant aggressors and victims of FDV. The FDV Hubs can have a key role in supporting the roll-out of training.
- The conversation led to the FDV hub having a role with supporting Police and Child Protection with their work with Aboriginal families.
- It was suggested that the Safe and Together model, which is being rolled-out to child protection staff, could be beneficial for all agencies.

During the co-design process the model of the Hub has evolved:

VERSION 1.0



VERSION 2.0



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.

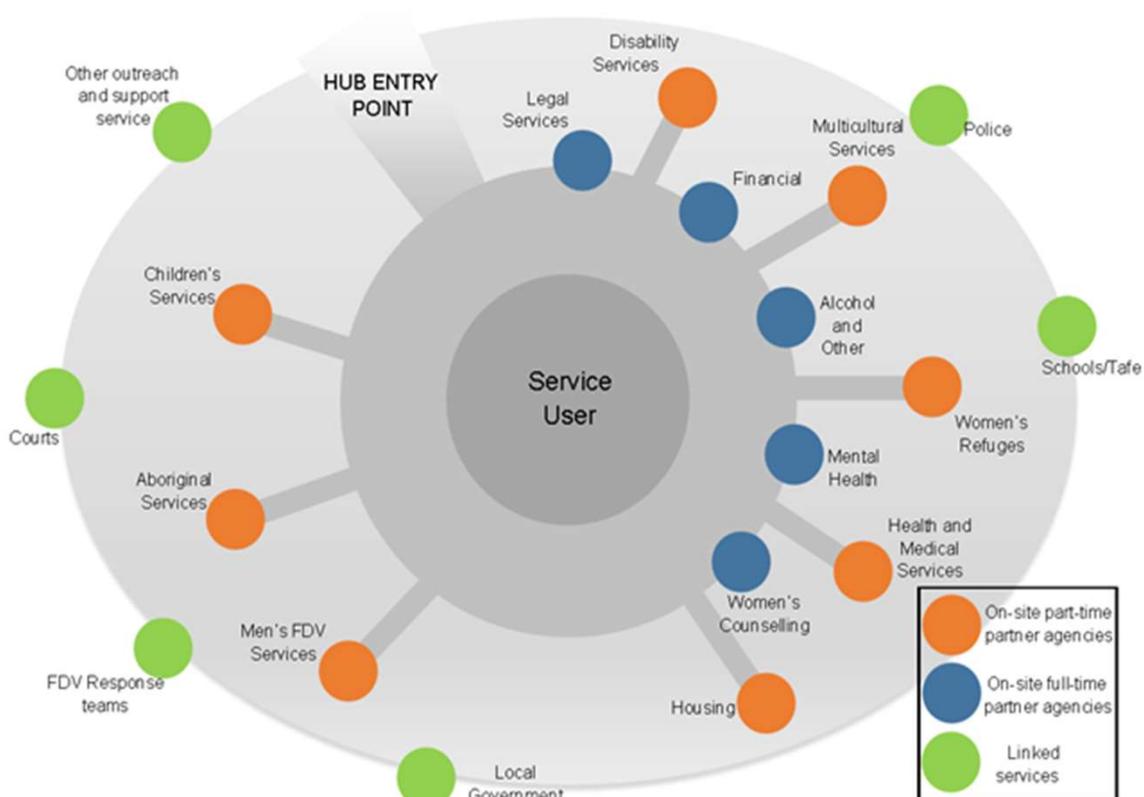
This is the model that we used to test and prototype during the co-design process to identify improvements, barriers and enablers with a broad range of stakeholders.

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.



These green boxes indicate where the co-design participants thought resources should be spent

25%

COMMUNITY AND FAMILY CENTRE

HUB BASE + MOBILE OUTREACH

(Building - i.e. physical location plus bus e.g. Breast awareness or Western Desert Kidney)

- Soft touch points e.g. art classes, Elder groups, weaving, respectful relationship classes etc.
- Advocates that can leave the building to support people to get there, or to go to where the person is. Advocates will remain with a person throughout their journey to prevent them having to re-tell their story.
- Range of services based there full time and part-time
- Needs to link to other support that is 24/7 e.g. phone line support

60%

FOCUS ON PERPETRATORS

- Men's groups
- Women's groups
- Respectful Relationship education
 - Preventative school programs
- Strong response during 72hr Police Order e.g. trips on country, counselling etc.
 - Voluntary behaviour change programs and campaign
- Community campaign (racism and FDV)

COMMUNITY DIRECTORATE

- Lived experience that can provide direction, as well as possible peer supports and system navigation
 - Elders that represent different regions
- Evolving the Hub model to ensure that it works

Collectively advocate and work to address broader system solutions eg. housing stock

15%

DYNAMIC BACKBONE ORGANISATION

Role: Shared vision, coordination and communication, fostering connection and relationships, capacity building, shared databases, constant improvement and innovation, support and liaise with lived-experience group, web of accountability means that everyone in the Hub has a role to play in holding perpetrators accountable, trauma is reduced through a victim not having to re-tell their story

Important: Appropriate governance in place, strong and clear

Examples of activities: A human reporting component like mystery shopper to access services and take feedback to services to adjust service so every lesson/client/staff experience is also about finding solutions for best-case outcomes across the board.

Monthly sundowners to come together and talk through issues and network better ways of working, encouraged or guided from the agency who gets the funding to include all service providers and community.

Constant co-design: Have phases and run as an evolving prototype so it can be flexible, adjust and change as the service develops and the consortium works through the process. Great example: Partners in Recovery. Collective Impact model - change facilitator roles

MODEL VERSION 2.0



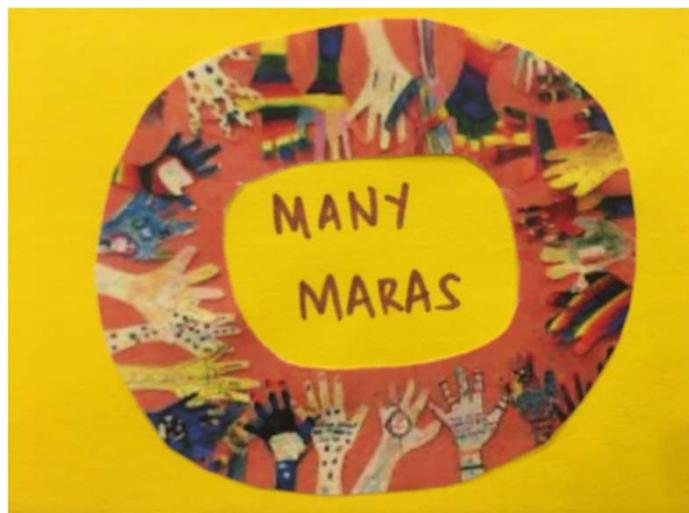
Feedback on the name of the Hub

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 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:

- A physical building plus mobile component
- Close to Bega Garnbirringu Health Clinic
- A central location

The old video store (41 MacDonald Street)

- Too small
- Dangerous for crossing the street
- No outdoor area, which was identified as a key feature during workshops
- Considered not safe for clients (highly visible)

The old Harvey Norman building

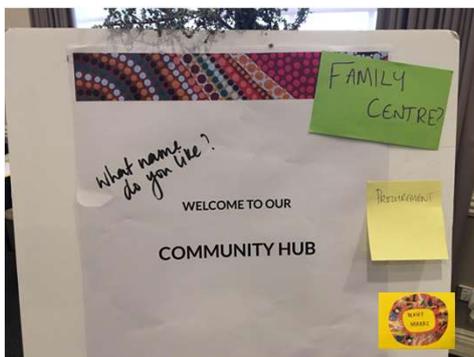
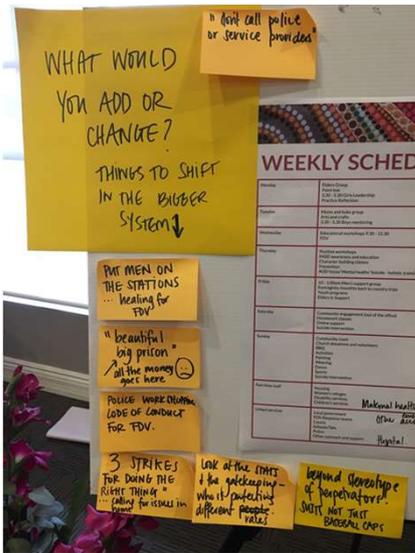
- Very large
- Could be useful in that it is halfway between Kalgoorlie and Boulder
- Recommended by several people
- Also noted that there is considerable infrastructure repair that is needed

2 Forrest Road

- Wongutha Birni Aboriginal Corporation hold the lease
- Vision was for it to be an arts and cultural centre, but without any funding it is currently unused
- Several 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 very quiet road
- The Hospital and women's refuge are very close, the heritage building sits in between them
- 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 that are in need of repair
- Newly installed outside and disabled toilets
- Lots of Aboriginal art is visible inside
- Good-sized kitchen
- Large meeting room
- About 4-5 other rooms

The old GLSC

- Great building (has everything you would want)
- Not currently used
- Not walkable from town
- Very large
- Good outdoor area

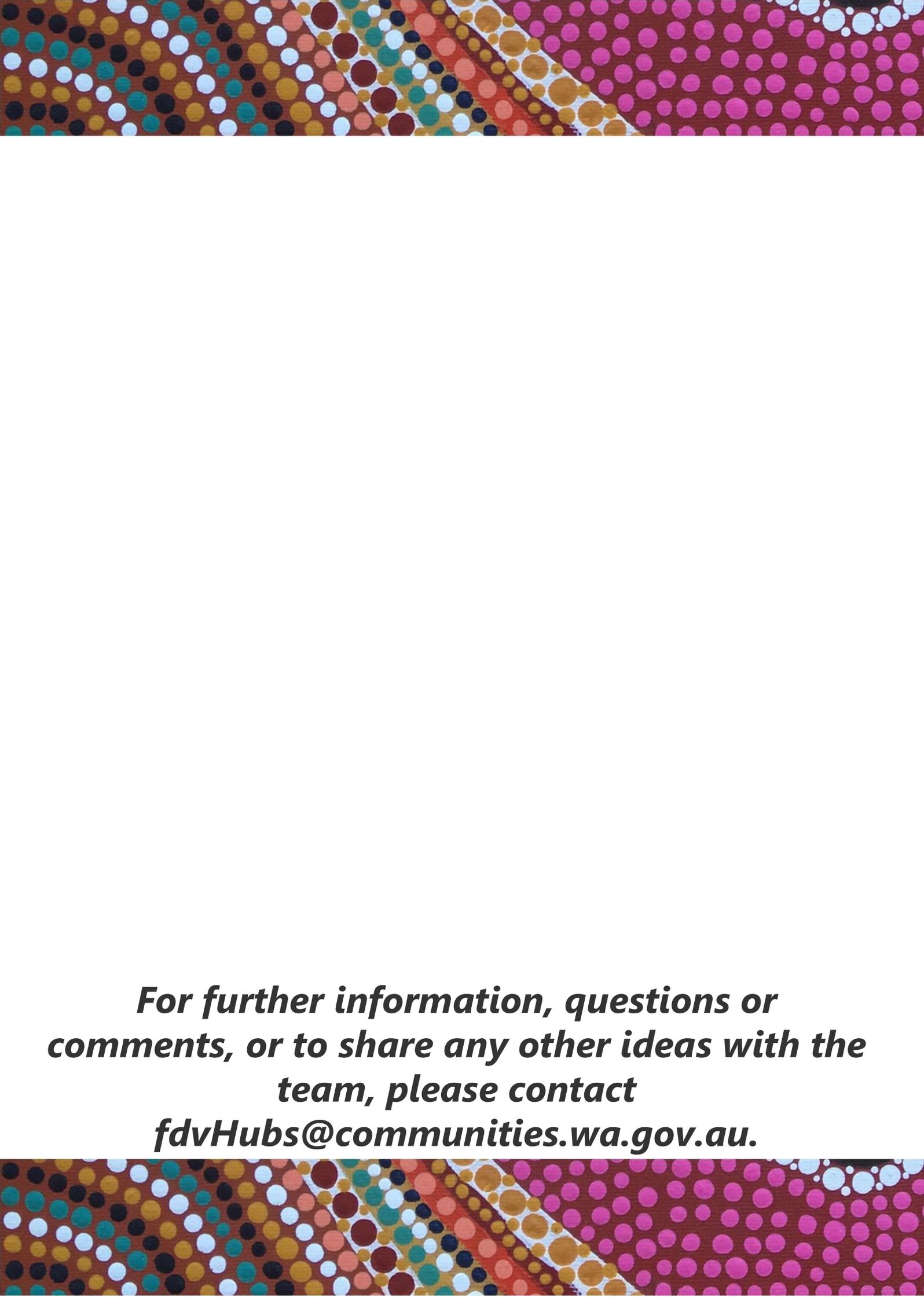


Additional Feedback on what could be included in Weekly Schedule
The below table is an example of how a weekly schedule may look

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

Additional feedback on what could be included in the Daily Schedule
The below table is an example of how a daily schedule may look

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



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