

NWHN Family Violence Regional Forum

Workshop Feedback

October 13th 2011

Group One

1. What were the most interesting aspects about the programs you have heard about today?

- The coordinated information sharing mechanisms/case conferences model as described by the staff from RAMP
- The "Watch, Wait and Wonder" approach as described by the McAuley Services presenters
- The Buddy Bags and Prac bags as described by the McAuley Services presenters - a great idea!

2. How do you think these programs might impact on your daily work with families experiencing family violence and homelessness?

- Being aware of these services provides us with other referral options and/ or another way to request secondary consultation on FV issues as they arise
- Really liked the Safety Plan booklet & posters from Safe At Home
- The presentations have given us ideas on how we could improve our own services
- Its good to know about practical things like the brokerage and how to access it

3. What are your recommendations for good collaborative practice in the context of family violence? When it works well what are the elements?

- Obtaining consent from the client (early on) to share information with other support services who are involved with the family is critical. Everyone needs to be clear on their role and responsibilities and working together effectively means better outcomes overall
- Making sure the client is in the centre and that their rights are upheld
- Being realistic and transparent with our clients
- Polite, respectful and professional relationships with other staff
- Clear role identification
- A "person centred" approach and a thorough understanding of "Duty of Care"
- Information about the processes and procedures of the Child Protection system that clients can access easily and understand

4. Given there is so much going on in both the family violence and homelessness sectors, how do you keep up to date with what's happening?

- Networking, both internal & external
- Attending Forums
- Being on emails lists for updates/information
- Websites like NWHN
- Training & Professional Development
- Media
- Ministerial Media Releases

5. Are there areas or issues that you would like to further explore / know more about ?

- Family Violence services in the Northern catchment specifically
- Any longitudinal studies relating to Family Violence and Homelessness
- Identifying & Sharing information on service gaps
- Research on Children who have experienced FV/Homelessness
- Specific strategies for working with young people who have experienced FV
- Sharing information on unmet need and waiting periods for support

6. The State-wide Homelessness Networkers have requested a meeting with Minister Lovell. Given her combined portfolio of Housing, Homelessness and Children are there specific issues relating to children experiencing family violence and homelessness that you would like us to raise?

- If you are homeless, why is it so difficult to access services through Child First?
- Address the lengthy support waiting times for high risk clients
- Increase the number of Children's Support staff in Homelessness services
- We need more experienced/senior child protection staff in the system - improving the remuneration may assist to retain experienced and skilled clinicians
- More transitional housing is needed for Young People
- Anyone who is not safe at home (and who have to leave) should be able to access safe crisis accommodation and support when they need it

Group Two

1. What were the most interesting aspects about the programs you have heard about today?

- The RAMP presentation was really interesting especially the focus on collaborative practice
- It was interesting to hear what's happening in metro regions vs. rural regions

2. How do you think these programs might impact on your daily work with families experiencing family violence and homelessness?

- Its useful to get updates about what's new out there and how that might fit with the clients we are working with
- The information on the child- parent relationship and its dynamics
- Its useful to find out more about the child specific programs in the region
- Interesting to hear from the Western Regional Integration Coordinator for the FV sector - what the role is etc

3. What are your recommendations for good collaborative practice in the context of family violence? When it works well what are the elements?

- Sharing information and being open to learning from each other

5. Are there areas or issues that you would like to further explore / know more about ?

- We would like to hear from the Police at a FV Forum like this, their experiences and perspectives would be of great value
- More forums on children's experiences of FV & Homelessness and the services that are they to provide support

6. The State-wide Homelessness Networkers have requested a meeting with Minister Lovell. Given her combined portfolio of Housing, Homelessness and Children are there specific issues relating to children experiencing family violence and homelessness that you would like us to raise?

- We need to educate children early on what constitutes a "good relationship"
- Consistent funding for FV services that keeps pace with demand
- More Specific services for children - specially at Court and with the Legal/Justice system generally
- More FV/homelessness services for rural communities - link housing services with community health services & FV services- co-location!
- Use Neighbourhood Houses as a "hub" in rural areas

Group Three

1. What were the most interesting aspects about the programs you have heard about today?

- The discussion about a multi disciplinary approach
- The focus on children's experiences and service responses
- The RAMP model generally

2. How do you think these programs might impact on your daily work with families experiencing family violence and homelessness?

- The Safe at Home approach prompts us to rethink the issue of who leaves the home in the event of FV

3. What are your recommendations for good collaborative practice in the context of family violence? When it works well what are the elements?

- Being pro- active
- Frequent and effective communication between services and the family
- Networking generally
- Seeing the client as "part of the team" and an expert in their own lives
- Seeking consent early to share info as appropriate
- Self review to ensure effectiveness. Taking responsibility for ensuring that you get done what you said you would get done
- Understanding your Duty of Care

4. Given there is so much going on in both the family violence and homelessness sectors, how do you keep up to date with what's happening?

- Training & professional development opportunities
- websites
- Networks
- Forums

5. Are there areas or issues that you would like to further explore / know more about ?

- FV Support Options for men/Men's Behaviour Change programs in the region
- More info on Preventative Programs - who, where and how?
- Include Consumer perspectives at Forums
- Film forums so those staff unable to attend can watch them

6. The State-wide Homelessness Networkers have requested a meeting with Minister Lovell. Given her combined portfolio of Housing, Homelessness and Children are there specific issues relating to children experiencing family violence and homelessness that you would like us to raise?

- Unregistered Rooming Houses
- Children should be able to stay at home or if they must leave be accommodated close to schools and community supports/family (where safe to do so) so they can maintain some continuity and normality in times of crisis
- More training for FV & Homelessness Staff specifically on multidisciplinary approaches

Group Four

1. What were the most interesting aspects about the programs you have heard about today?

- The partnership approach of Safe At Home
- The model of RAMP
- The focus on the needs of children

2. How do you think these programs might impact on your daily work with families experiencing family violence and homelessness?

- Knowing about these new programs and approaches is useful in expanding referral options & thinking about new ways to look at an old problem
- Its great to get practical information on referral processes, who to contact, eligibility etc

3. What are your recommendations for good collaborative practice in the context of family violence? When it works well what are the elements?

- A Key Case Manager who's role it is to coordinate the services is often a good idea. Clients can feel overwhelmed with contact with too many workers and sometimes you need a "leader" to keep everything "on track" especially in complex situations
- We need more FV training for homelessness and allied services
- We need more opportunities to network across sectors
- Joint training?

4. Given there is so much going on in both the family violence and homelessness sectors, how do you keep up to date with what's happening?

- Attending NWHN forums

- Reading Parity (CHP magazine)
- DVVIC website
- Training
- Agency visits

5. Are there areas or issues that you would like to further explore / know more about ?

- Models of collaborative practice

6. The State-wide Homelessness Networkers have requested a meeting with Minister Lovell. Given her combined portfolio of Housing, Homelessness and Children are there specific issues relating to children experiencing family violence and homelessness that you would like us to raise?

- More funding for FV & Homelessness services
- Build more affordable housing that meets a diverse range of needs
- There's a chronic lack of crisis accommodation and support services in the NW
- Access Points need more resources in order to respond better to the demand
- Institute "Take a Bureaucrat to work day" so public servants can get to grips with what the needs are and the difficulties for clients and staff

Group Five

1. What were the most interesting aspects about the programs you have heard about today?

- The RAMP model
- The Watch, Wait and Wonder approach from McAuley
- Safe At Home approach, a reversal of the usual approach to FV where the children and mother have to leave
- Buddy Bags for children - a great idea!

2. How do you think these programs might impact on your daily work with families experiencing family violence and homelessness?

- Resource sharing is important to build awareness of what's how there and how to access it for your clients
- Networking
- Understanding the processes of other services' means you are better able to give your clients a breadth of options and more accurate and detailed information

3. What are your recommendations for good collaborative practice in the context of family violence? When it works well what are the elements?

- Co-case management
- two way or multi way communication
- a real commitment to attending case conferences
- understanding each others roles and limitations
- Trust!
- programs and models that have clear structures
- making the most of each others skills and experiences
- Awareness of the specific needs of CaLD community members
- Working pro actively with Child Protection and the Police

4. Given there is so much going on in both the family violence and homelessness sectors, how do you keep up to date with what's happening?

- Attending forums like these
- Being on email lists
- receiving newsletters
- attending training
- NWHN website
- DHS website
- Council to the Homeless Persons updates and website

5. Are there areas or issues that you would like to further explore / know more about ?

- The impact of FV on children
- Parental abuse from adolescents and children
- Older women and FV
- Assessment of children who have experienced FV

6. The State-wide Homelessness Networkers have requested a meeting with Minister Lovell. Given her combined portfolio of Housing, Homelessness and Children are there specific issues relating to children experiencing family violence and homelessness that you would like us to raise?

- Responses for children experiencing FV & Homelessness need to be enhanced
- Children should be counted as clients in their own right and services funded accordingly
- More affordable housing is needed
- More specialist children's staff are needed
- We would like to see more qualitative FV/Homelessness research funded and carried out

- More community awareness raising through government funded media campaigns

Group Six

1. What were the most interesting aspects about the programs you have heard about today?

- Great to hear about the McAuley Programs - a very informative presentation specially their emphasis on children and mum having the time and space to recover, reconnect etc and the focus on treating children as clients in their own right
- Safe at Home - very interesting
- Good to be able to take ways resources, handouts and info on referral processes

2. How do you think these programs might impact on your daily work with families experiencing family violence and homelessness?

- This has reinforced what's out there and the potential for referral
- Being able to put "faces to names" is useful
- Knowing that clients will get their needs met if they are linked into one of these programs
- Being aware of what's available

3. What are your recommendations for good collaborative practice in the context of family violence? When it works well what are the elements?

- Sharing info & good communication between services (with consent) prevents the client from having to re tell their story over and over
- Good professional relationships with other agencies is important especially with Child Protection and the Police
- We need to utilise and invest more in the communication tools that already exist i.e. the Opening Doors Resource Register
- We need additional funded positions in Access Points whose sole focus is the management of the Resource Register

4. Given there is so much going on in both the family violence and homelessness sectors, how do you keep up to date with what's happening?

- Being on email lists
- Attending Forums

5. Are there areas or issues that you would like to further explore / know more about ?

- FV and CaLD communities
- Mental Health and CaLD communities
- Homelessness and CaLD communities
- Are there any plans to build more purpose built crisis accommodation in the region?

6. The State-wide Homelessness Networkers have requested a meeting with Minister Lovell. Given her combined portfolio of Housing, Homelessness and Children are there specific issues relating to children experiencing family violence and homelessness that you would like us to raise?

- We would like to see more funded specialist children's workers in the FV and Homelessness sectors and in other sectors as well
- More therapeutic support options for parents
- Funded Family therapy workers across programs to provide an enhanced capacity for a multidisciplinary approach to working with families who have experienced FV and Homelessness