

**Family Violence Response
&
Support Strategy
(FVRSS)**

Interagency Training Plan

FINAL REPORT

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Family Worker Training
+ Development Programme INC.

The Mt Druitt Family Violence Response & Support Strategy (FVRSS) is a partnership initiative between NSW Police; NSW Department of Community Services and Sydney West Area Health Services (SWAHS) in collaboration with government and non-government agencies. The FVRSS is an integrated service response with core components made up of the:

- ❖ The Mt Druitt Family Violence Team
- ❖ Aboriginal Women's Resources and Development Centre Project
- ❖ Interagency Training Plan (ITP)
- ❖ Brokerage/Specialist Services Project
- ❖ Interagency Coordination Project
- ❖ Evaluation Project

Interagency Training Plan Report

The aim of the Interagency Training Plan (ITP) is to enhance the skills and resources of the local service network in their response to family violence. The ITP will reflect community development principles to build capacity from within the sector and to enable long term sustainable outcomes for the community.

Family Worker Training + Development Programme Inc commenced work on the Interagency Training Plan in the January 2007, and it was completed September 2009.

The project plan is to deliver 16 events – 6 breakfast forums and 10 workshops.

FWT+DP has delivered the equivalent of 16 events. Three events were delivered as a series.

- Collaboration & Partnership training was delivered in a 3 part series
- The Cert IV in Family/Domestic Violence and Sexual Assault was delivered by ECAV in 6 X 5 days sessions during 2007.
- Working with the Edge – Engaging Youth in Group Work
1 full day and 2 follow up reflective practice sessions.

Event	Number Attended	Hours Delivered
Breakfast Series – Aboriginal Showcase	28	2.5
Older People and Family Violence Workshop	10	7
Breakfast Series – Prevention Strategy	56	2.5
Working with Parents abused by their Children	20	7
Breakfast Series – Family Violence in Same Sex Families/Relationships	17	2.5
Stop DV Day	38	3
Breakfast Series – Working with young people to prevent dating violence – the sexual ethics project	15	2.5
Developing Collaboration & Partnership Workshop – 3 part series	6 (at each session)	12 (3x4hrs)
Advocacy, Complaints Handling & Management	13	4
Breaking Point Breaking Through	18	7
Sponsorship for Aboriginal Workers to complete the Cert IV in Family/Domestic Violence and Sexual Assault (Aboriginal Family Health 90618)	17 attended (11 MT Druitt specific)	210 (6 x 35hrs)
Cross Cultural Training: Pacific Island Specific	14	4
Fathering, Violence & Change – Men’s Conference	73	7
Working with the Edge – Engaging Youth in Group Work	13	11
LOVE BiTES	29	7
The Signs of Safety & The Three Houses Information Gathering Tool	25	14
DV Hypothetical Administration and registration only	125	6

There was a 92.8% attendance rating for the delivered events

The ITP project has delivered 303 hours of learning & development to 392 workers.

Plus 125 workers attended 6 hours at the Hypothetical.

The ITP project has provided opportunity for workers supporting families experiencing Family Violence with valued skills & knowledge to complete their work more confidently and competently.

In line with the recommendations of the original report FVRSS ITP Report prepared by Judi Apte (May 2006), FWT+DP organised events that aimed to support both skills & knowledge development and enhance working relationships.

FWT+DP developed and maintained working relationships with Mt Druitt service providers to assess and meet learning & development needs. The topics/issues for the events delivered for the project were put forward by the conveners and the working groups, as well from related networks (such as OWDVN & local Interagencies). The topic events delivered cover a broad range of issues across the scope of Family Violence experiences.

The ITP proactively provides an opportunity for service providers and workers to network and make partnerships through the learning events themselves, as a strategy to enhance existing collaboration and partnership. FWT+DP also used its wide distribution lists to promote events to all service providers, not just those who work with families on the issue of Family Violence (one such example was a local Child Care Centre attending a breakfast forum), to promote links between FVRSS services and the broader local service system. The example given lead to joint conversations on how that child care centre could best assist families attending their service when family violence issues exist.

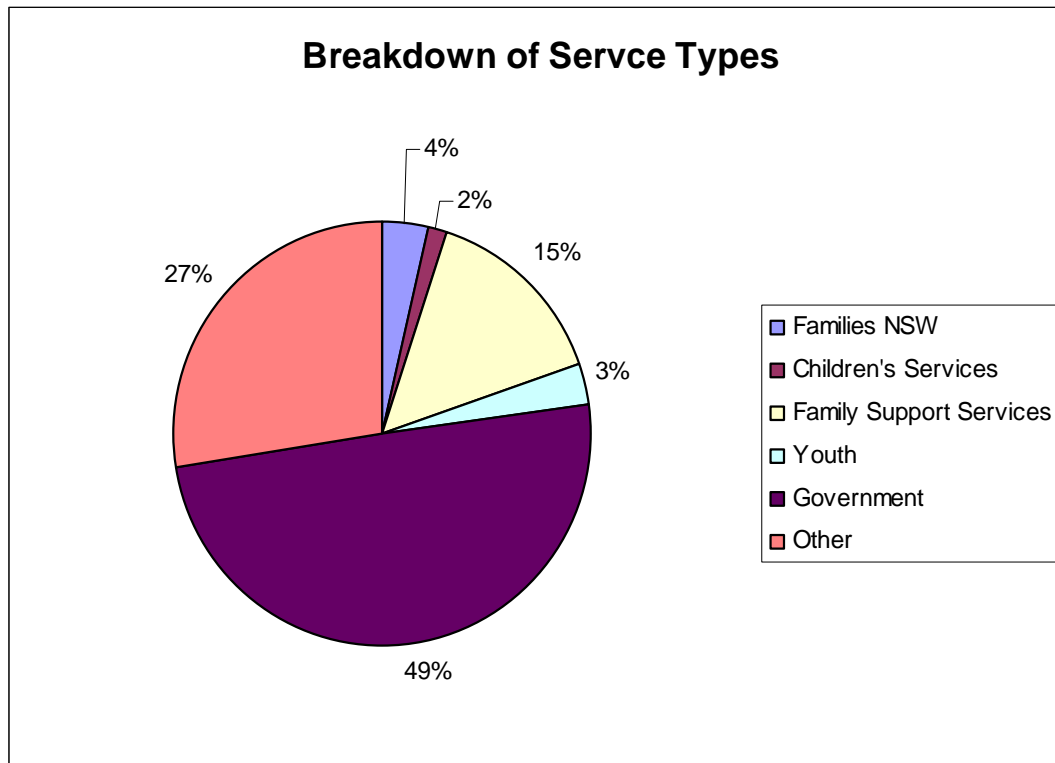
The majority of services attending learning events delivered by the ITP project were from the organisations that support families in Mt Druitt, incorporating services from both the Government and non government organisations.

From the results below the breakdown demonstrates a fairly even participation rate of both Government and Non-government organisations, which gave the opportunity for all service types to network and build better partnerships to assist the families they are working with.

Note: Due to the date of this report and the delivery date of the events the following workshops are not included in the diagrams

- LOVE BiTES
- Signs of Safety and Three Houses
- Working on the Edge – Engaging Youth in Group Work

Diagram 1. Service Type Breakdown



Evaluation Framework

FWT+DP's has a two part evaluation process to keep track of the quality and relevance of the training/ learning opportunities that are delivered. These processes also assess FWT+DP's core goals to strengthen the participant's knowledge and day to day skills. The first part of the process is an opportunity for the participants that attended the ITP events to rate each event, in respect to the Trainers Performance, Learning Outcomes and the Venue Quality. The responses measure different aspects of the events.

Those aspects are:

Trainer Performance - Presentation skills, knowledge & understanding of the topic; Capacity to create a stimulating learning environment; Capacity to vary presentation and provide opportunity for participants to feel challenged & stretched in their learning

Learning Outcomes – The outcomes for each event are evaluated and the participants rate if they have achieved the set outcomes

Venue Quality – Location; Facilities and Catering

The second part of the process is a post event evaluation, where each of the participants has opportunity to reflect (with a partner, 4-6 weeks later) on the learning opportunity, and evaluate if the information & skills raised at the event has made a change in their work practice/delivery of their service.

The post evaluations measures a change in 2 areas –The participant noticing if there is a change in their own work practice; and the other in changes in their understanding and application of the principles to their work practice since completing the training.

The areas of consideration in the post event reflection include:

Change in their own work practice

- ✧ Ability to notice and build family/community strengths & capacity
- ✧ Confidence to apply knowledge gained from training (feel more able to link knowledge to daily work)
- ✧ Level of conscious work practice (doing things at work purposefully based on theory, research and practice wisdom)

Changes in their understanding and application of the principles to their work practice

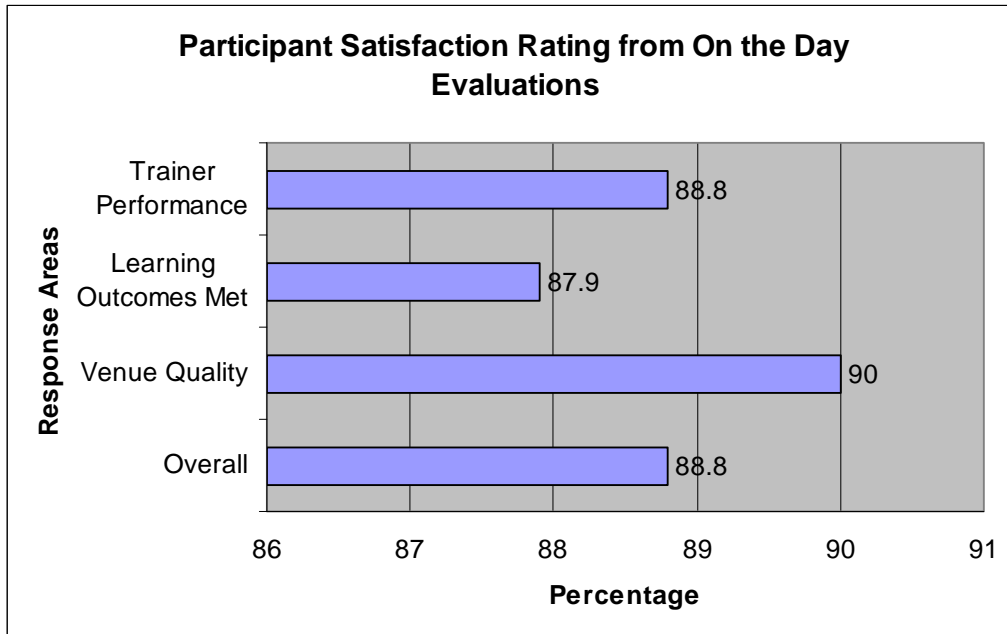
- ✧ Central importance of genuine relationship in work with families
- ✧ Making service delivery fit the client/family/community
- ✧ Always working towards family/community independence

Evaluation Results

The measured responses from the on the day evaluations are in the 80-90 percentiles, which shows that the events have been very well received and that the learning outcome of each event, were achieved.

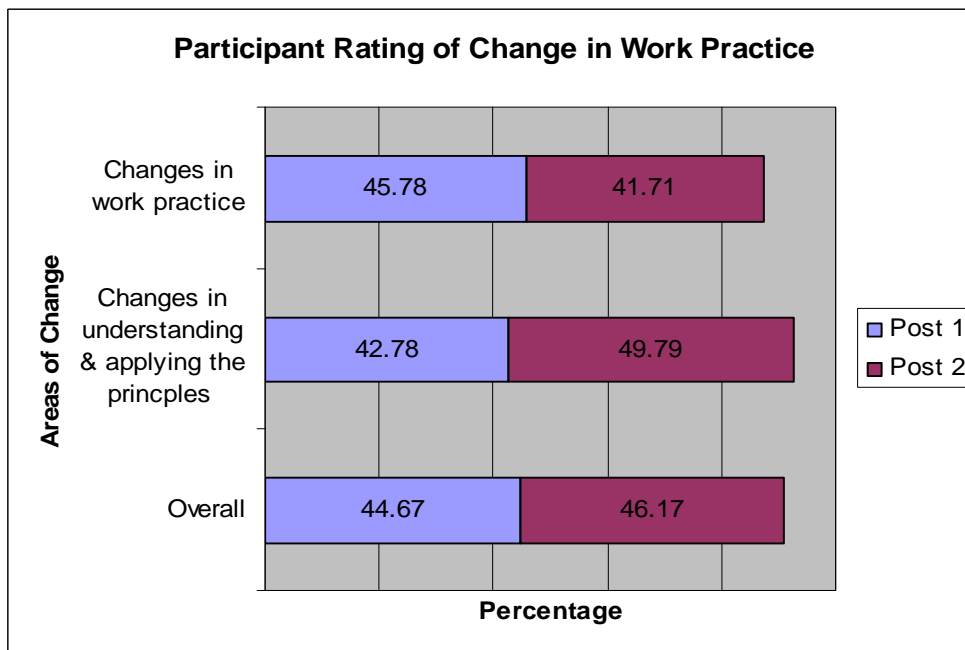
Note: The return rate for the ‘On the Day’ evaluations was approx 80% - which can be considered a good representation of all participants.

Diagram 2. Participant Satisfaction Rating



The Post event evaluations returned showed that half of those completing the forms were able to see immediate benefits from the training to their day to day work. Further, these increased understandings were also observable to the training participants' co-worker. However given the low response rate (less than 10%) – these results can be seen as an indicator only and can not be assumed as representative across all participants.

Diagram 3. Participant Rating of Change in Work Practice



Note: Post 1 refers to participant's reflection & Post 2 refers to the reflective partner's response

ECAV Training

FWT+DP partnered with the Education Centre Against Violence to support the Mt Druitt workers completing the Cert IV in Family/Domestic Violence and Sexual Assault (Aboriginal Family Health 90618). FWT+DP's role in the partnership was to assist with venue & catering needs for 4 of the weeks, and also support the Mt Druitt workers in completing the course, (this entailed regular one to one support and exploring strategies for completion of assessments) 11 workers from Mt Druitt started the course, 2 pulled out for personal reasons and the remaining 9 have completed the Certificate in June 2008. Through the learning process the workers reported that they were able to create a great supportive network and learnt valuable knowledge and skills that will benefit the community of Mt Druitt.

Opportunity now exists to acknowledge and showcase these workers' accomplishments and how these new skills can be utilised when working with Mt Druitt families.

Meetings/Networks/Contacts

FWT+DP worked in partnership with the following people/groups to assess learning needs, develop learning topics and or promote training delivered.

- ◇ Convenors
- ◇ Speakers & Trainers for events
 - ECAV facilitators
 - Robyn Sedger
 - Dr Dina McMillan
 - Christine Bird – Crossroads Community Care Centre
 - ACON representatives
 - Aboriginal convenors to coordinate First Breakfast meeting
 - Annette Maie
 - Maureen Nash
 - Dr Moira Carmody
 - Judi Apte
 - NSW Ombudsman's Office
 - Members of PIMDAN – coordinating Pacific Islander Cross Cultural Training
 - Andrew King and members for the Fathering, Violence & Change – Men's Conference organising committee
- ◇ Pacific Islander Convenor and exploring the PIWAAS project
- ◇ Mt Druitt Blacktown Youth Services Network
- ◇ Outer West Domestic Violence Network
- ◇ Cheri Appleton & Nicki Weld – CNZN – New Zealand Trainers
- ◇ NAPCAN trainers

Challenges

- Despite the FVRSS leadership group and working groups' input into topic identification and support in promotion, the attendance rates for a number of topics were quite low. It is unclear if the topics were ultimately not of interest to the workers on the ground or other work related time constraints played a role in this?
- Despite active encouragement to build connections, barriers continued to present in relation to collaboration of services (both govt & non govt) to work collectively to assist and support the families.
- Up take of the post event reflection was very low – which reduced the capacity to fully assess the impact of the training – and may represent a lack of work practice reflection awareness or occurrence in workers lives generally.

Recommendations

- That FVRSS arrange a celebration/forum for the workers who completed the ECAV Cert IV. (This happened on 17th March 2009, 2 participants and one trainer attended)
- That FVRSS assess additional strategies to increase awareness of the importance and availability of training events, and assessing what topics and skills would be most useful to the FVRSS service system.
- That FVRSS consider resourcing the development of a worker orientation kit for new workers & services. This resource should clearly identify the evidence behind and the importance of an interagency approach to family violence and provide workers with specific details of how workers and services can actively contribute to and participate in a collaborative service system.
- That FVRSS assess the need for:
 - i) The development of a resource kit and/or training event(s) that focuses specifically on work practice reflection strategies and why this is relevant and necessary in the response to family violence.
 - ii) Holding targeted initiatives, events or other opportunities that are specifically aimed at openly identifying the existing barriers to effective collaboration in the Mt DrUITT service system and exploring creative ways to positively move forward on these challenges and tensions.