

The Wynnum Coordinated Community Response Experience

Speaker - Pauline Eglington -

Introduction: What was CCR?

- 3 year pilot by and primarily funded by BCC – then jointly funded by Department of Families.
- 3 year evaluation – report showed a very successful project
- 2 years work after pilot completion – the project finally closed its doors on 30th April 2003.
- **How did the CCR work?**
- Role was to coordinate the existing services within Wynnum area with a focus on the justice system.
- Individual meetings plus Local Focus Group meetings – LFG meeting fortnightly during pilot – then monthly – LFG meetings now include Bayside Sexual Assault Service, Indigenous rep from Child Health.
- Look at the range of understandings of agencies in relation to domestic violence.
- Common denominator – was safety of women and children.
- Protocols developed and signed.
- Value of fortnightly Local Focus Group meeting (what they ensure).
- Women’s support worker – support aggrieved women at court – provide information and referral, raise issues at Local Focus Group in relation to process used by justice system when responding to women experiencing domestic violence.

Difficulties

Changing staff – continuous re-education – written flyer “Welcome to Wynnum” for new police (gave overview of CCR and role of LFG_ - where possible talking at staff meetings.

Community

Developed local resources – quite a focus on community education and community development – DV Prevention Week Activities – work with schools – IWD Breakfasts (anything to get the message to the community about DV) – local media released and stories.

Positive Outcomes

As per OHP plus refurbished Court House at Wynnum with Safe Room.

So what’s left standing?

Local agencies are still meeting monthly. The most valuable thing – People and agencies worked together – issue of DV always in the public eye. Hard work to keep connecting but valuable.

Overhead 1

Local Focus Group.

- Queensland Police Service Wynnum
- Community Corrections Wynnum
- Magistrates Court Wynnum
- Department of Families Wynnum Office.
- Redland’s Domestic Violence Service.
- Centrelink Wynnum
- WINNAM Aboriginal Corporation Wynnum
- Kinnections Wynnum.

Overhead 2 –

Range of Understandings

- Workers value and belief systems.
- Structures of police, courts (Justice Response – philosophy), Community Corrections.

Protocols

Developed between the CCR project team and Police Service Wynnum, Wynnnum Magistrates Court, Community Corrections Wynnnum, Kinnections Wynnnum, Redland Domestic violence Service and Centrelink Wynnnum.

Overhead 3

Fortnightly Local Focus Group Meetings.

- Ensures issues are raised through open communications
- Protocols
- Trust
- Confidentiality
- Highlights work well done.
- Meetings are now monthly.

Overhead 4

Impact of Changing staff within the Justice Response.

- Officer in charge
- Magistrates
- Domestic Violence Liaison Officer (DVLO)
- Police Officers
- General Staff.

Overhead 5

Resources developed by the CCR project team

- Help card
- Information brochure for clients
- Information brochure for organisations
- Bi monthly newsletter
- Indigenous help card
- Information kits for women and men experiencing domestic violence.

Overhead 6

Response to children and young people.

Strategies to respond:

- Dept of Families area office involved.
- Training on the effects of domestic violence on children and young people.
- Training on child support Agency and Family Court Process.
- Awareness raising/information distribution.
- Facilitate forum to identify gaps in service
- Participate in activities – Child Protection Week.
- Involve children/young people in Domestic Violence Prevention Week.
- Involvement in school based activities.

Overhead 7

Achievements of the CCR as identified by LFG members:

- More integrated services for women
- Raised profile of domestic violence in the community
- Greater interagency cooperation
- Agencies more accountable – both to other agencies and the community
- Improved experience of female aggrieved at court
- Issues raised dealt with appropriately

- Ability to develop solutions to issues.

Overhead 8

Positive Outcomes.

- Significant improvement in Police response.
- Protocols developed and implemented
- Sense of trust between justice systems and community organisations
- Increase in communication
- Reported consistency in Police response

Utilisation of specialised knowledge of individual agencies within Wynnum.