

West Kimberly
Service System //
Child and Family
Wellbeing & Youth
Justice &
Wellbeing

Overview



Project objective

How can we create better **systems level visibility and accessibility** of CFW and YWS services and programs according to the needs of children, young people and families in the the West Kimberley so that **everyone can be better supported?**





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Key outcomes of this project



Provide a participatory process whilst building a service system framework



Give visibility to delivering child, youth and family services in a 'whole' context and systems approach



Develop a service system map according to this process



Support building out long term community priorities and joint decision making process



Support greater collaboration between community, service providers and other stakeholders



Develop a baseline of service information with a capacity to update and evaluate it over time





family's
mean's
everything



Project overview



Phases



Baseline

Definition of the system, baseline mapping and identifying stakeholders

Participatory Research

Understand the experience of community and services moving through the system

Systems Design

Develop the system structure including needs, service steps, services, programs; gaps, barriers, strengths and enablers.

Designing together

Develop the tool with community and service providers according to different scenarios of use.

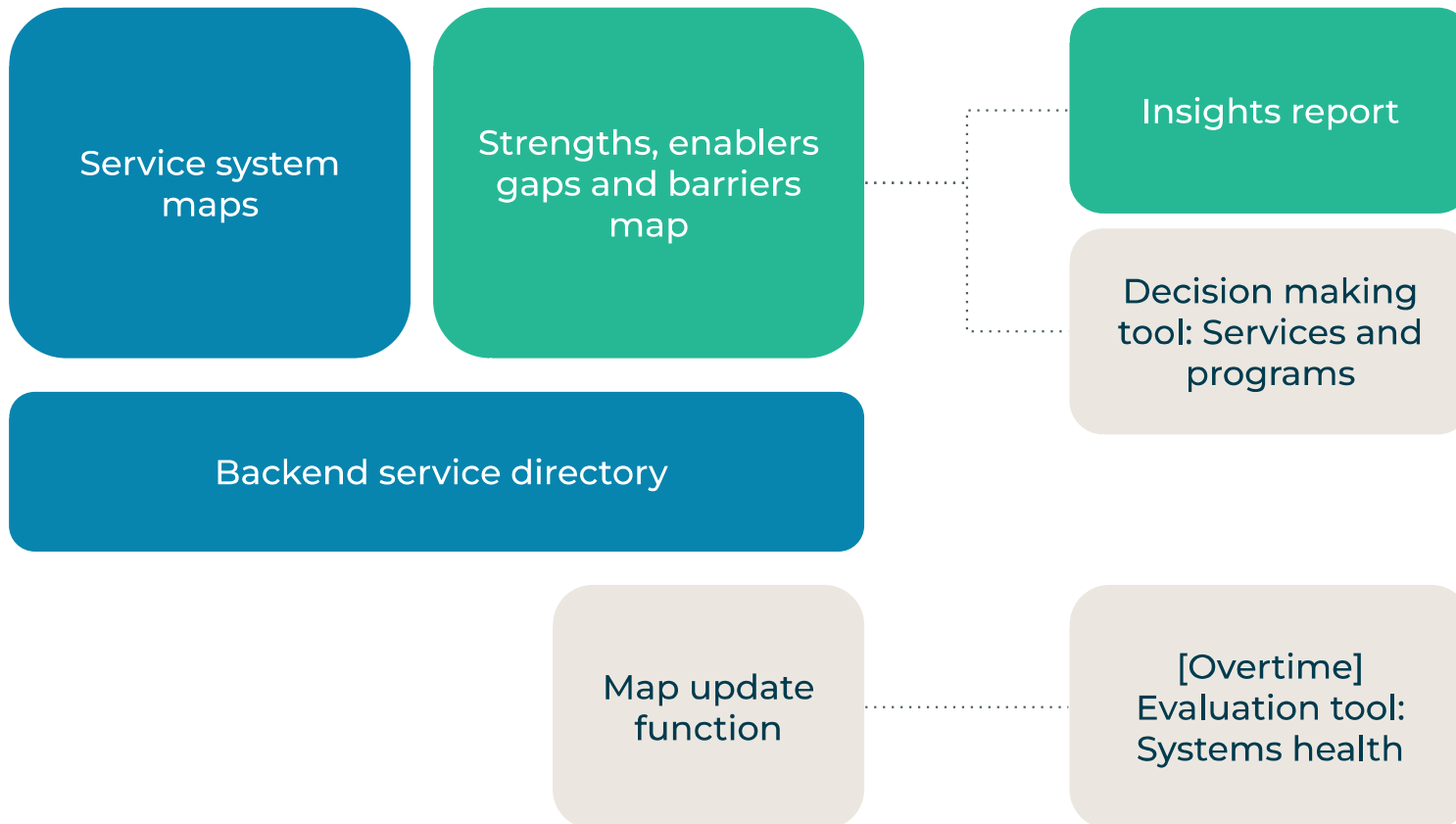


Don't wait
for change

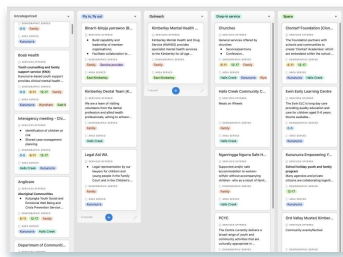
BE the change!



Diagram // Key deliverables



Key deliverables

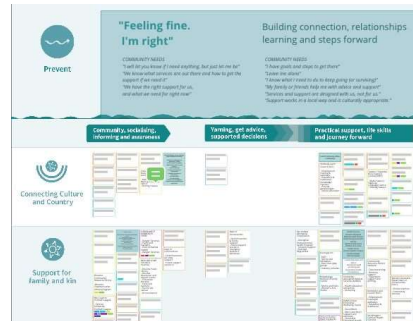


Database of service providers
Airtable

Service database of information

Service system map

Visualisation of services according to the service user's experience



GBSE map

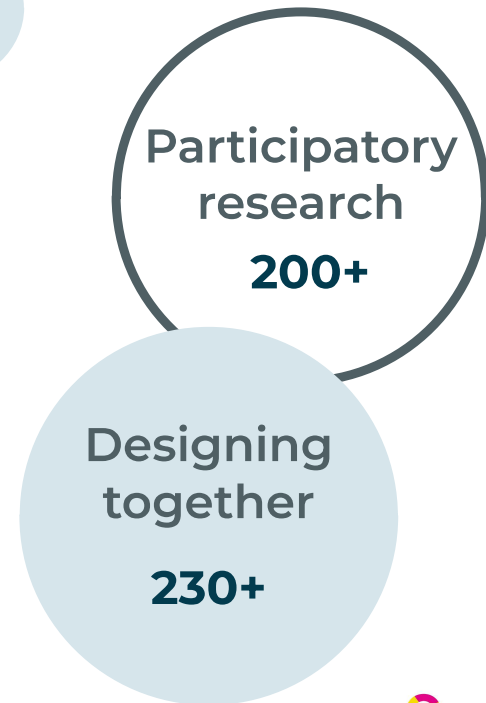
Gaps, barriers, strengths and enablers at a systems level and strategic recommendations on how to enact systems change

Insights report

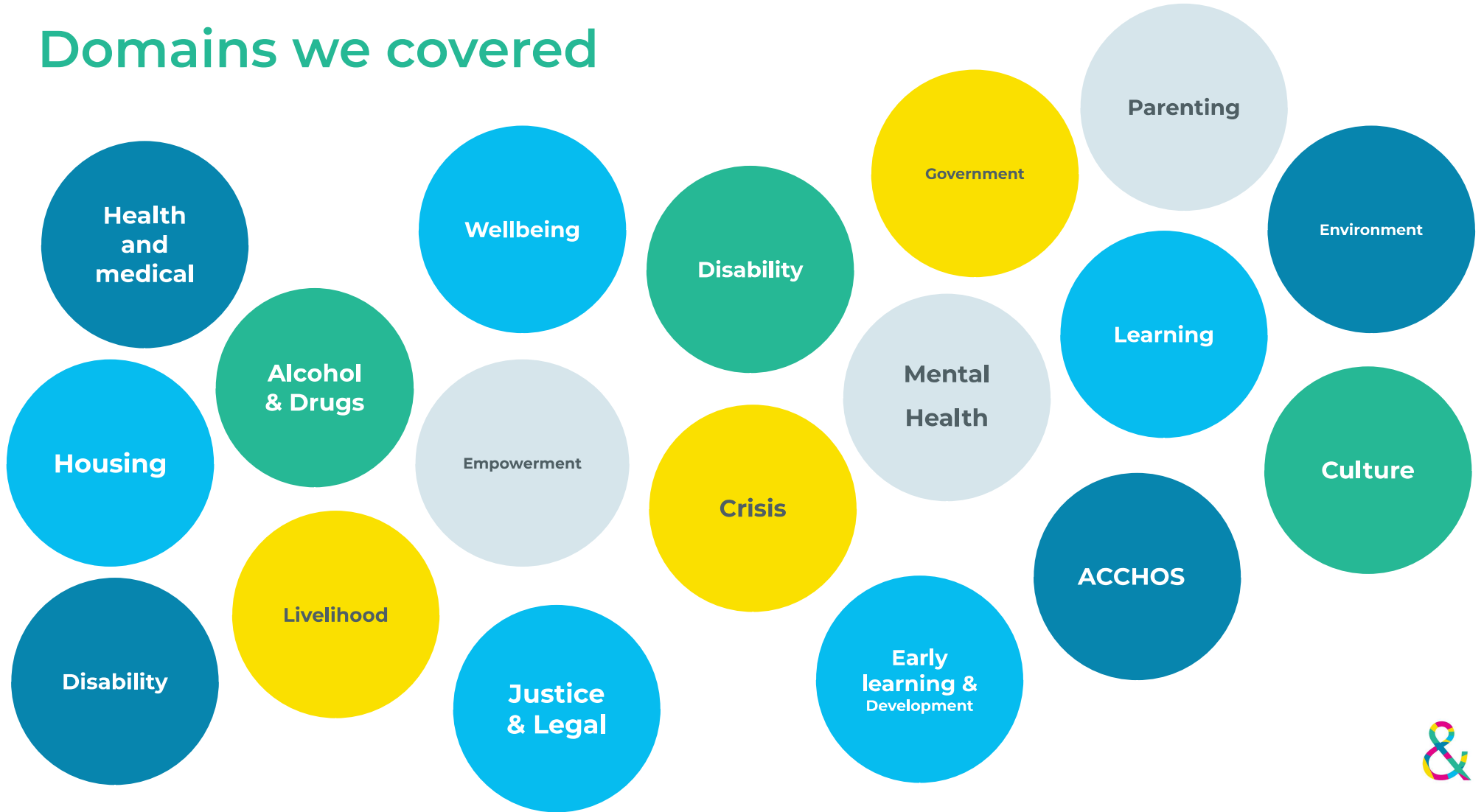
Insights gathered from the fieldwork process.



Engagement by location



Domains we covered



1 Baseline

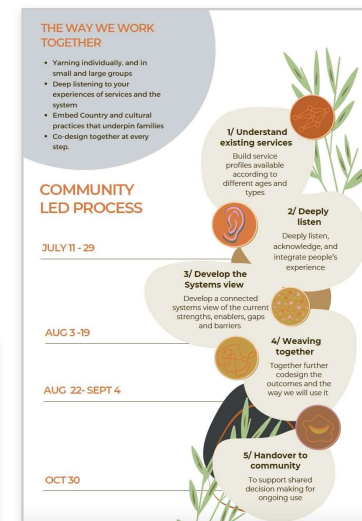
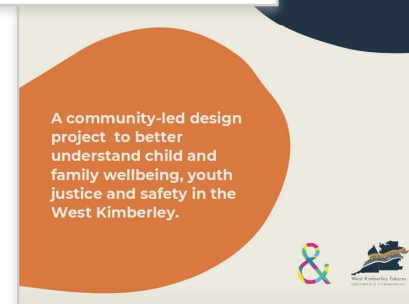
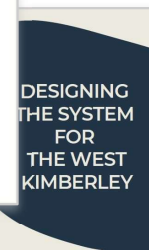
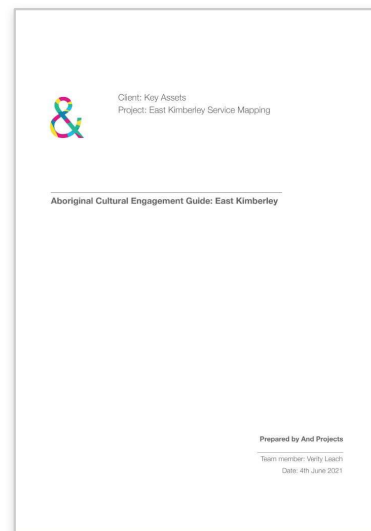


Setting us up for engagement

Phase 1 involves understanding the system and setting us up for effective community engagement.

Assets developed include:

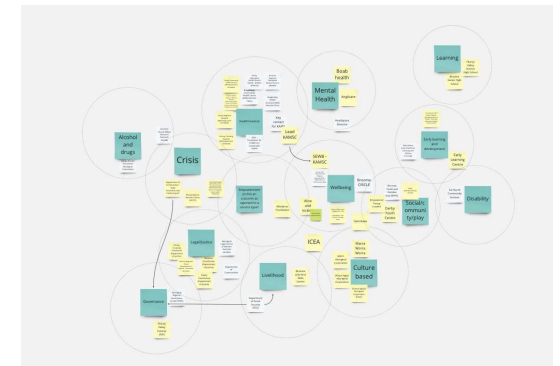
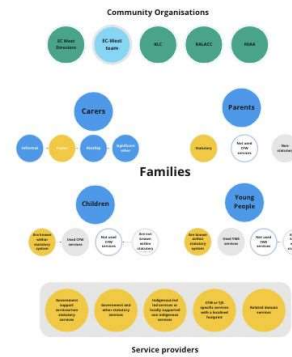
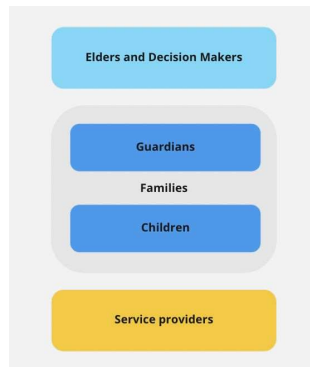
- Communication artefacts for engaging with community
- Codesign guides / cultural engagement guidelines aligned with best practice
- Fieldwork research plan



Understanding the system

To establish a baseline understanding of the system, we:

- **Defined the system parameters** (domains, boundaries, and lenses to understand how we will evaluate the system and the depth of engagement)
- **Developed a service provider matrix** (a database of providers within the West Kimberley to baseline the service system)



		Djardijin Safehouse			
BEAGLE BAY	X	Beagle Bay Community Office			
BIDYADANGA	X	Bidyadanga Aboriginal Community La Grange Inc (BACLG Inc) - Bidyadanga Community Centre	<p>Our Vision A strong, engaged community creating a dynamic future.</p> <p>Our Mission To be the representative body that acts in the best interest of</p>	The specific roles of BACLG Inc include:	- W - Cc
EAST KIMBERLEY	X	Binarri-binyja yarrowoo (BBY)	<p>"We want for our children the same opportunities and choices other Australians expect for their children. We want them to succeed in mainstream Australia, achieving educational success, prospering in the economy and living long, safe</p>	<p>Empowered Communities</p> <p>Regional Development Agenda</p> <p>Joint Decision Making</p> <p>System change</p>	



:2

Yarning + Journey Mapping





Phase 2: Journey Mapping.

**70+ interviews/group sessions - 120 people.
40+ polaroids.**

7 group workshops with over 80+ people attending.

Locations: Broome, Derby, Pandanus Park, Fitzroy Crossing, Wangkatjungka, Bidyadanga, Beagle Bay

“We are asking for help and they are not giving it.”



All participants validated the map would be helpful in multiple scenarios

“Validated Map - definitely where we service - helping people in coming, now we are coming out.”

“Would put it up in the office. Help to link people into services. Use it with people during meetings.”

“The tool would be most useful for onboarding new staff, established staff already have a good lay of the land.”

“Having a visual - people are visible, means they can advocate for themselves.”





Key takeaways

- The sessions gave us a very comprehensive and detailed view of the system over the different locations and topics.
- Really great conversations with everyone and clear understanding of what needs to happen and what the system is.
- Validation of map for everyone we spoke to.
- We heard it would be helpful for multiple scenarios - finding services, services working better together, and using as a bridge to inform government decision making.
- Everyone agreed we should come back to run design sessions with the map.





What people told us

*“Don’t talk about us,
talk to us”*

- Community member

*“Everyone has a can’t attitude
- instead “how can we make it
happen” attitude is needed”*

- Community member

*“The funding model
undermines local employment”*

- Service provider

*“We are asking for help
and they are not giving it.”*

- Service provider

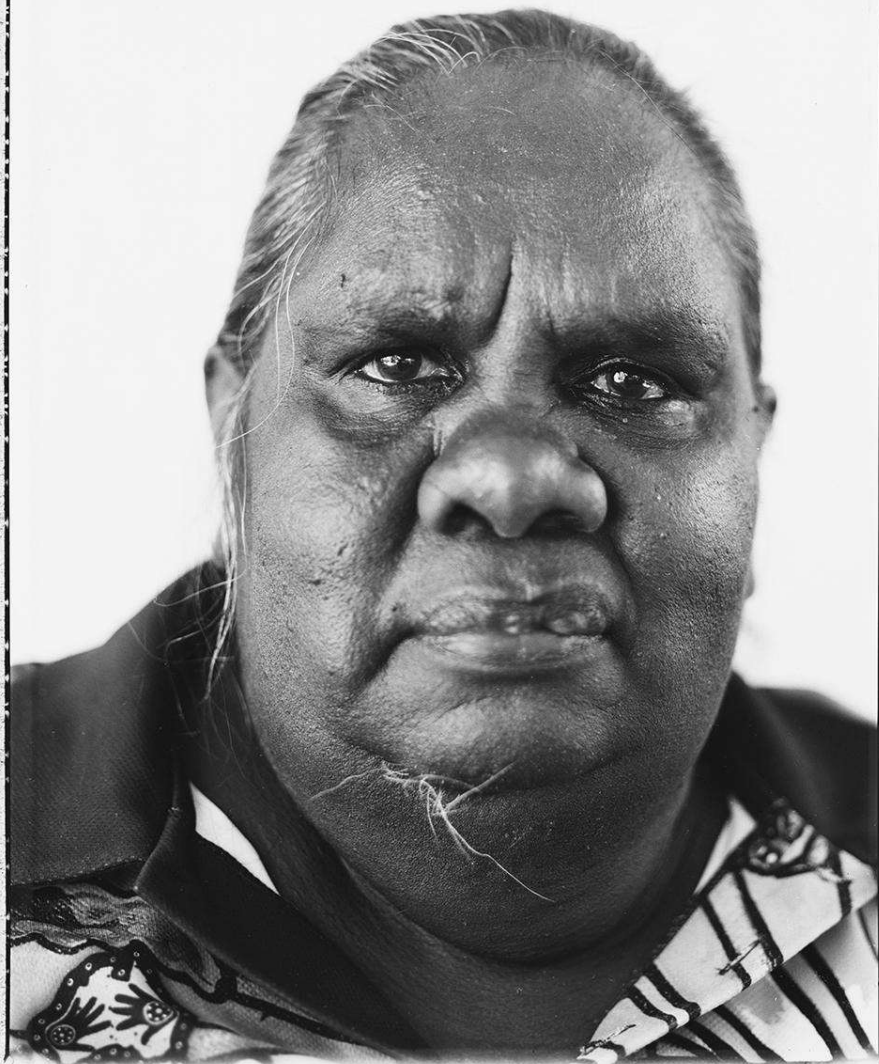
*“Drive in, drive out
service - culturally
inappropriate and
therapeutically
inadequate”*

- Community member



WHEN I MET MY HUSBAND
LINDSAY EVERETT I
GAVE UP THE ALCOHOL
AND STARTED RESPECTING
MYSELF.

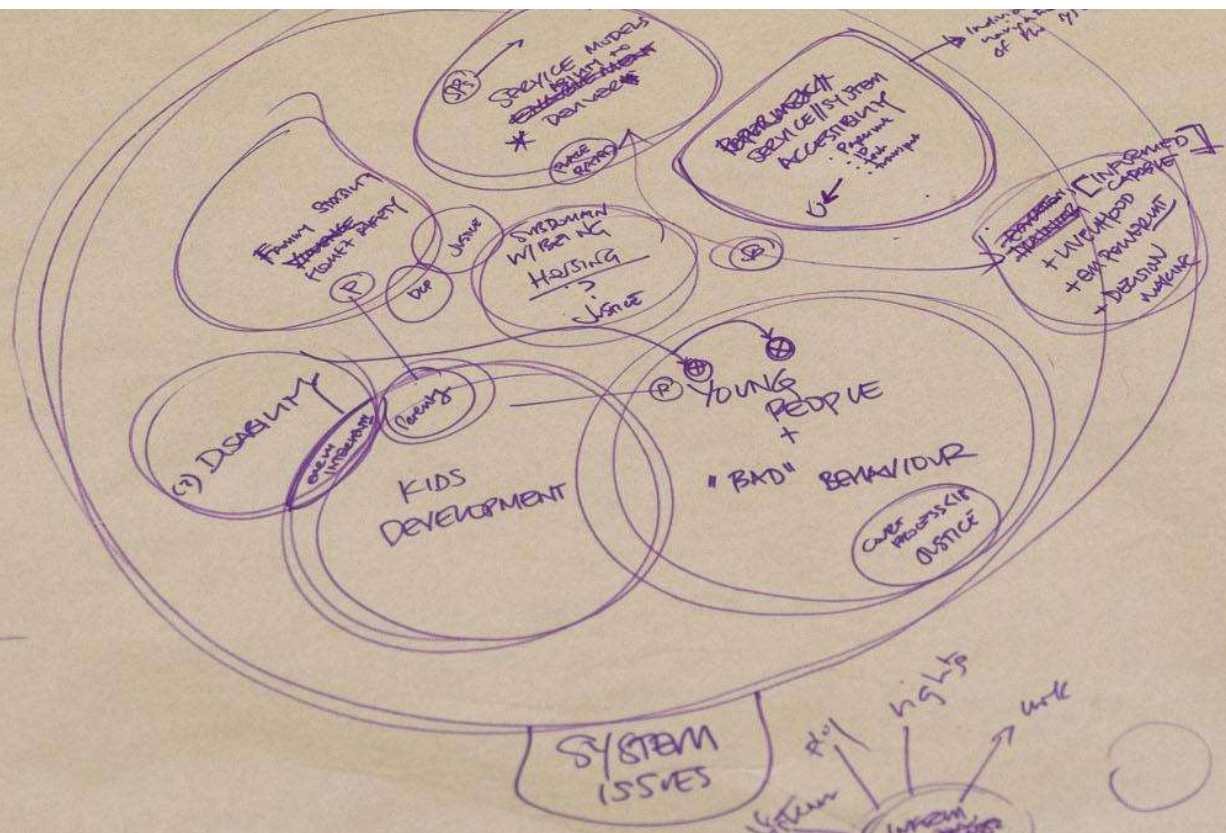
NOW I AM TEACHING
THE KIDS AT SCHOOL
AND HELPING THE
COMMUNITY



3

Systems Design

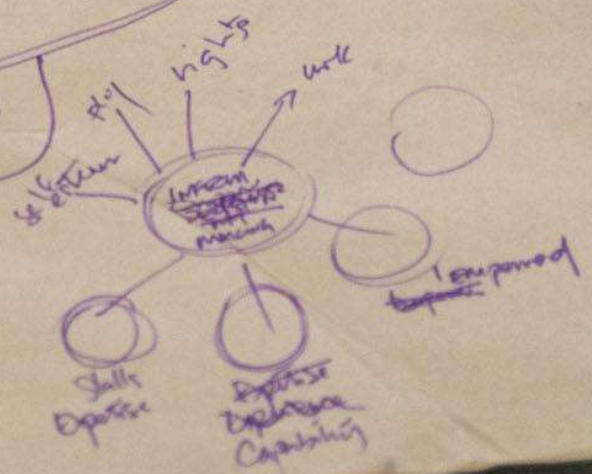




W Being
 — Safety
 — Happy
 — Make

- HIGHLIGHT
- Disability
 - Training
 - Livelihood
 - Social norms
 - Cultural

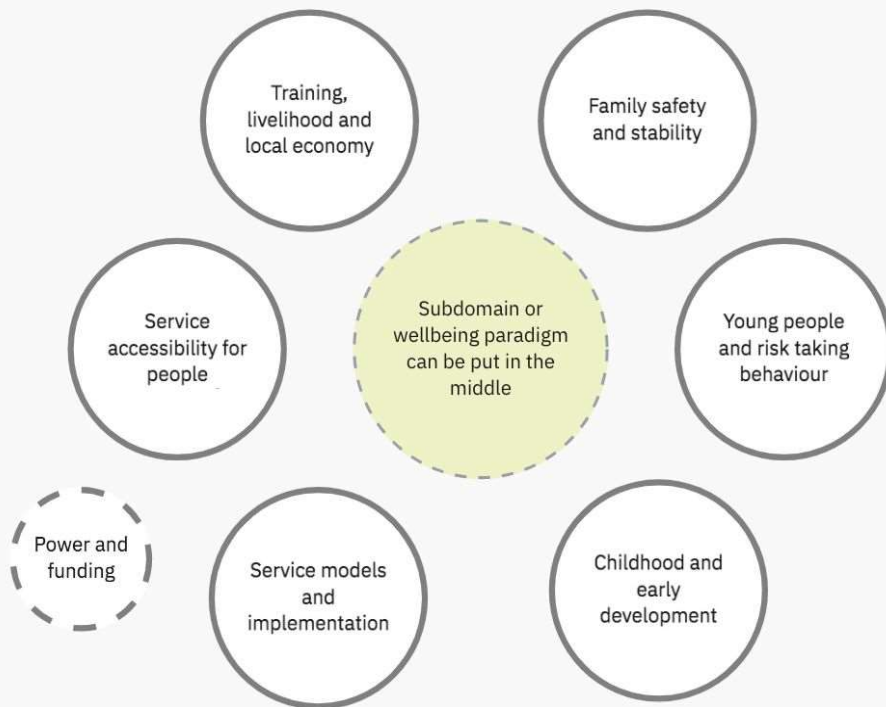
Social norms / Culture
 ?
 Accept you lot



- Strategies /
1. PLACE BASED MODEL
 2. WRA

100+ place
based key
insights across **8**
locations. Over
20+ themes





6 key focus areas

The design research insights were synthesised into this model according to 6 key areas and through the lens of multiple sub-domains/service modalities.

These are:

- Training, livelihood and local economy
- Family safety and stability
- Young people and risk taking behaviour
- Childhood and early development
- Service models and implementation (within this power and funding)
- Service accessibility for people

The model works to place any subdomain such as housing, disability or mental health through these lenses and interconnectedness of these issues. You can also place a wellbeing paradigm such as Social and Emotional Wellbeing, or 'no wrong door model' at the centre.



Example of key insight

Lack of ID
creates barriers
to access across
many services
throughout a
person's life.

Lack of identification is due to cultural and practical inaccessibility of paperwork and bureaucratic processes. It creates barriers to accessing fundamental services, such as Centrelink, banking, Medicare and postal services.

The impacts are far-reaching, and can perpetuate cycles of poverty and make it near impossible for people to access finances, medical services, employment, utilities, appropriate legal intervention and ability to provide family kinship care.



Designing the systems framework



From Phase 2 developing the first version of the systems framework.

This include life phases and identification of clear and specific community needs from the insight gathered and voices heard in Phase 2.



:4

Designing Together



SERVICE SYSTEM

CURRENT SERVICE DELIVERY IN YOUR REGION

④

If the notion of well-being, ↓ not just a clinical health issues ↓ Economic Circumstance determine role of justice as a barrier to that well being?



Empower

Strong in yourself
Strong in your culture

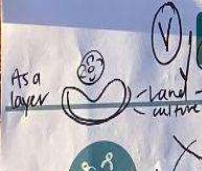
Building healthy relationships, habits and steps forward

"I'm connected and moving to the people I love."

"I'm okay, all good"

Understand culture of as relational to the outdoors & or community

More allow to be made delivery - family - self



Community relationships, culture and connection to Country

Yarning, get advice, supported decisions

Practical support - journey forward

Cultural Heritage Protection

Embed culture Country to everything

Systemic issue

MOVE HELPING SPACE TO STREET

MAKE IT MORE APPROPRIATE SHOULD WE BE TRYING TO CHANGE?

WHAT'S PROBLEM

SPICY PARTS

TO GO TO THE BAR

TO GO TO THE BAR

TO GO TO THE BAR

TO GO TO THE BAR

TO GO TO THE BAR

COULD BE HAPPY TO SEE

There can be a lot more that is on mind

Financials are in place for me to change in the

What might you do that is a bit different to what you are doing now?

What might you do that is a bit different to what you are doing now?

What might you do that is a bit different to what you are doing now?

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What might you do that is a bit different to what you are doing now?

What might you do that is a bit different to what you are doing now?

I know how to support get jobs & training support

I can support the people around me - help

I can support the people around me - help

I can support the people around me - help

I can support the people around me - help

I can support the people around me - help

I can support the people around me - help

I can support the people around me - help

I can support the people around me - help

I can support the people around me - help

I can support the people around me - help

Heal

Clearing stability and journey to healing

"Things are looking up"

Heal

Heal

Heal

Heal

Heal

Heal

Heal

Heal

Heal

Heal

Heal

Heal

Heal

Designing Together sessions // Process

17 open forum or group sessions.

230+ people participated in open forum or group sessions across **8 locations** by helping to test and iterate the framework, identify gaps, barriers, strengths and enablers.

Locations: Broome, Derby, Fitzroy Crossing, Wangkatjungka, Bidyadanga, Beagle Bay, Ardyaloon, KLC AGM



With all of our
Voices being heard
brings us all
together



Process

In each Designing Together session we :

- Presented the draft maps to **unpack and test** the different phases, needs for support, and language used.
- **Identified** different service gaps, barriers, strengths, and enablers that the community experience and unpacked how they relate.
- **6 design feedback loops** - We created multiple iterations of the maps based off community input.
- Discussed and identified how and where people will use it and where it needs to be placed to be helpful



Key takeaways

- More locally designed and locally-led services, especially for communities located outside of the centralised service access point of Broome.
- Family-centred models of care should be prioritised.
- Communities want visibility of the programs and services that are available to them communicated in a clear and accessible manner
- Currently there is a significant gap between services who say they provide outreach/deliver and those who are consistently doing so.
- Connection to culture and country is essential and must be embedded across the map throughout all support stages.
- Service/program gaps and barriers in prevention and early needs stages mean that crisis is normalised and often experienced as the primary access point to services.



“Before you are a teenager you need access to teenage services”

- young community member



What people told us

"Ensure larger orgs partner with locally led orgs & initiatives. They are at a disadvantage for getting funding, but deliver better quality and value for money."

- Service provider

"People don't even know if they are ok"

- Community member

"So many things that should be assessed as crisis are normalised. ... put up with it for so long that you explode."

- Community member

"It's good, what currently exists is not working."

- Community member

"Use it [map] to advocate for what community needs using innovative best practice models"

- Service Provider

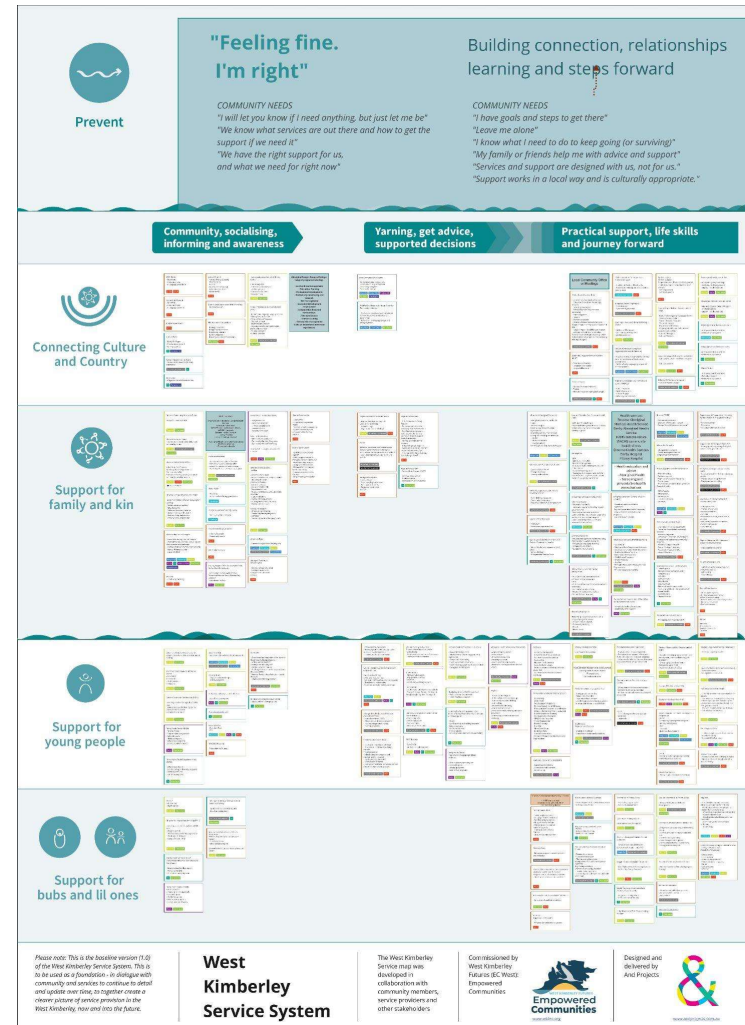


Systems map

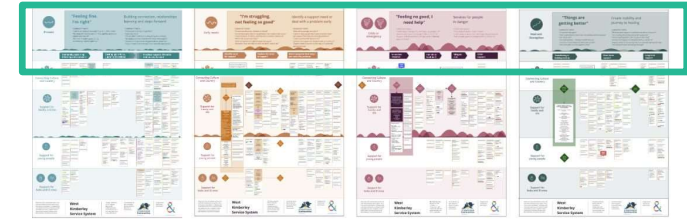


From our participatory research and designing together sessions, we built the Service System Map.

It helps us see what services are available so that the community are better supported, strategically empowered and informed and so that service providers can collaborate more easily and community and services know what is available.



There is one map per life phase/set of key needs



Prevent



Prevent

"Feeling fine, I'm right"

COMMUNITY NEEDS
*"I will let you know if I need anything, but just let me be!"
 "We know what services are out there and how to get the support if we need it."
 "We have the right support for us, and what we need for right now!"*

Building connection, relationships learning and steps forward


COMMUNITY NEEDS
*"I have goals and steps to get there!"
 "I know the others!"
 "I know when I need to do to keep going for something!"
 "My family or friends help me with advice and support!"
 "Services and support are designed with us, not for us."
 "Support works in a local way and is culturally appropriate."*

Community, socialising, informing and awareness

Yarning, get advice, supported decisions

Practical support, life skills and journey forward

Crisis



Crisis or emergency

"Feeling no good, I need help"

COMMUNITY NEEDS
*"I need someone on my side, and know they got my back!"
 "Services and support are designed with us, not for us!"
 "Support needs to work in a local way and in a culturally appropriate way!"*

Services for people in danger

COMMUNITY NEEDS
*"Bring it back to basics - keep it simple!"
 "I want someone on my side - and know they got my back!"
 "Services and support are designed with us, not for us!"*

Immediate response

Immediate treatment

Mitigate risk

Crisis support

Survival



Early needs

"I'm struggling, not feeling so good"

COMMUNITY NEEDS
*"I'm worried about my...[solution or friend]"
 "Let me have space, time to myself before I am ready to talk to you!"
 "I need someone to talk to, and help work out what I need to do!"
 "Where can we go for help?"
 "There are options for different types of support."
 "Someone I trust can help me work out what I need to do!"*

Identify a support need or deal with a problem early

COMMUNITY NEEDS
*"Help and encourage me to fix it!"
 "I want to help myself if I don't want to ask for help!"
 "I get support that helps me deal big problems!"
 "I have someone that listens to me!"
 "Services and support are designed with us, not for us!"
 "Support needs to work in a local way, in a culturally appropriate way!"*

Identify need for support

Explore the need for support

Start a program that helps you solve the problem

Heal



Heal and Strengthen

"Things are getting better"

COMMUNITY NEEDS
*"I'm not just safe again!"
 "I feel comfortable to share how I am feeling and how people I can share with!"
 "I am feeling better - starting to build back up!"
 "I can do a road ahead and what steps to take!"
 "I am connected in to the support I need!"*

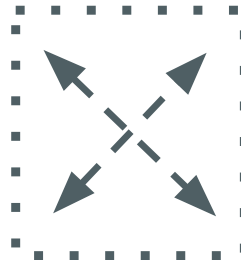
Create stability and journey to healing

COMMUNITY NEEDS
*"We know what support is available and where to access it!"
 "I am healing with family and we feel supported!"
 "I'm getting better, and I'm getting on with stuff!"
 "Services and support are designed with us, not for us!"
 "Support works in a local way and in a culturally appropriate way!"
 "I am doing the work and will get through!"*

Transitioning or building back up

Short term support

Long term support



Responding to community needs at each step

And aligned with a best practice family care model

Prevent



"Feeling fine, I'm right"

Survival



"I'm struggling, not feeling so good"

Crisis

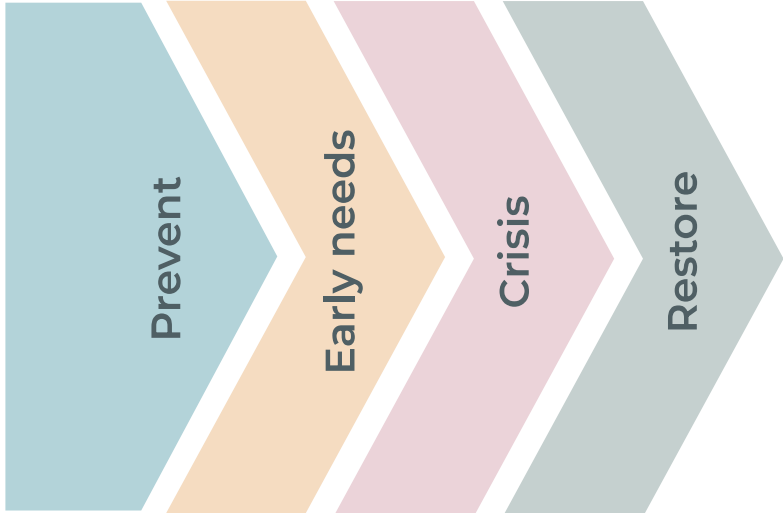


"Things are getting better"

Heal

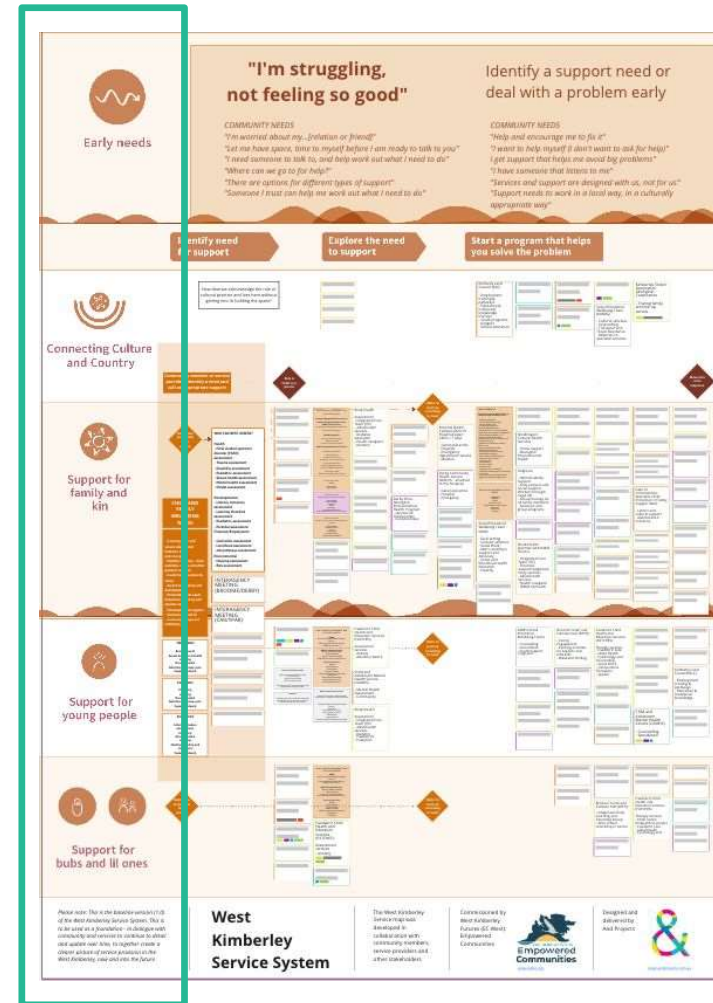


"Feeling no good, I need help"



Each map is vertically structured according to different cohorts.

Each section is organised according to the four cohorts shown below with all relevant services and programs listed horizontally.



Each phase has a series of **core service steps** that are commonly needed across services



Each poster is structured according to these key elements

Prevent

Overarching stage: To empower community members through preventative health

“Feeling fine. I’m right”

Overarching feeling of the user whilst accessing services in this stage

Building connection, relationships, learning and steps forward

Overarching objective of all services and programs within this stage

Community, socialising,
Yarning, get advice,
Practical support, life skills and journey forward

Services deliver against these steps that provide sequenced support for community



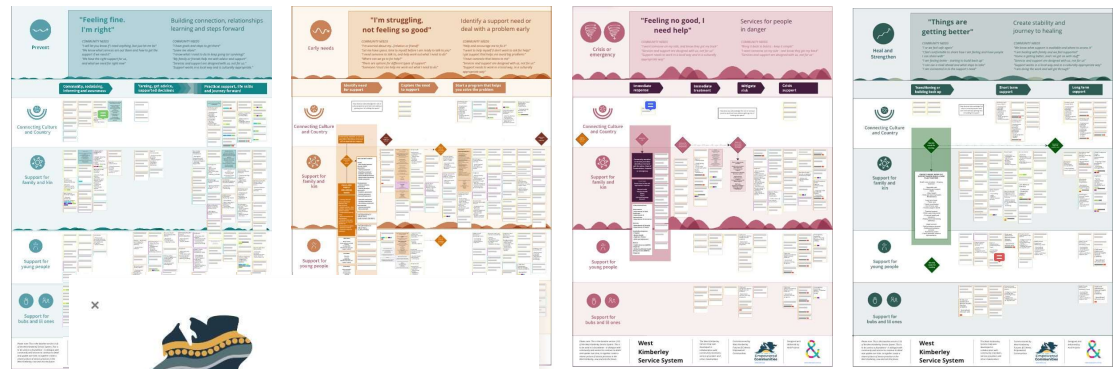
Map updates



Included in this section

We have developed a simple assessment tool that allows for ongoing updating, evaluation, and decision-making to support collaboration for collective impact.

This presentation provides an overview of the different tools and assets, why the tools are useful, and how to use them for different purposes and audiences.

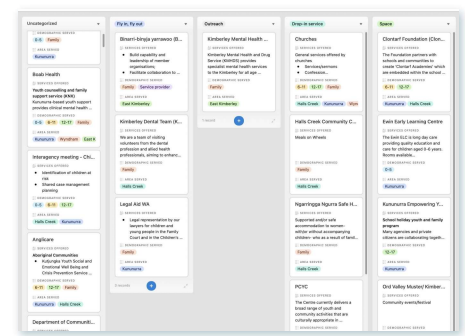


West Kimberley Service Provider Survey

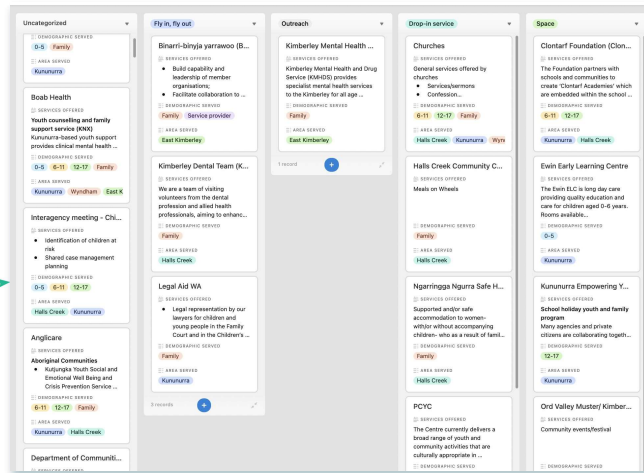
This is part of our quarterly review of child and family wellbeing services available in the West Kimberley. Please return this form to us by Wednesday, 1st February 2023 to help us maintain accurate records of your programs and contact details.

To view the information currently held about your organisation, please visit the link below and search for your organisation in the top right-hand corner: <https://airtable.com/shr5yHV2o6kfOS8Qi>

Questions can be left blank if there is no update to



Tools provided for you

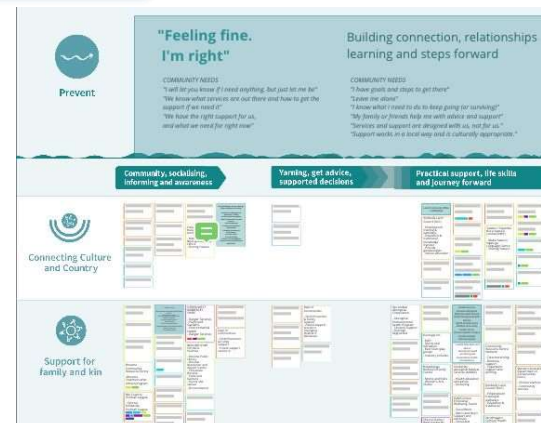


Service system map

Visualisation of services according to the service user's experience

Database of service providers
Airtable

Service database of information



When to use the tools

Service providers (or funders) looking to retire or initiate services

Provide a tool to support key decisions within organisations around what and how to deliver services.

Measuring system health over time

These tools provide a way for us to continually monitor the health of the system over time, measuring our ability to respond to existing and future community needs. Capturing the evolution of the system will provide us a holistic view of social impact.

System evaluation to remove barriers, fix gaps or strengthen social fabric

Ability to look at the service system as a whole and develop outcomes that support long term system health at a meta level and build towards long term outcomes for communities.



Why use the tools

Evidence-based decision making

Evidence and analytics provide us with the confidence to accurately identify gaps within the system, address redundancies, and reallocate resources to enhance the effectiveness and impact of the system.

Alignment and collaboration between service providers

Visualisation of the service system creates alignment and shared understanding of the interconnectedness between service providers according to the community's experience. The tools facilitate commitment to collective impact through shared ownership of community outcomes.

Community members seeking support

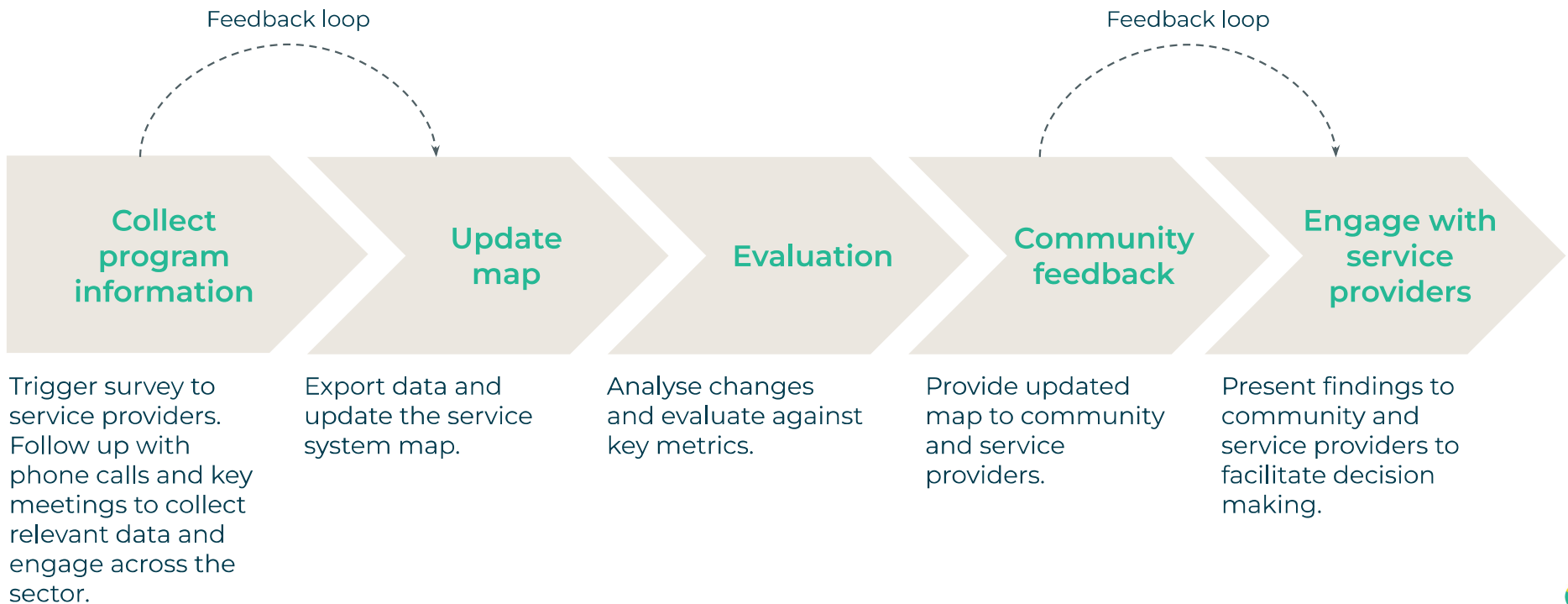
Provide visibility of services according to the user's needs to better provide appropriate support and understanding of the system for community members and empower community-led decision making.



BROOME
ABORIGINAL SHORT STAY
ACCOMMODATION



Monitoring & evaluation process





Every 3 months: Collect program information

- Send out the survey via Airtable

AIRTABLE: PRIVATE base

As surveys are completed and returned, responses will be automatically added to the bottom rows of Airtable. .

- Follow up with calls or meetings to ensure their programs and support services are included.
- Review, update and merge entries
 - Tag entries for ease of filtering
- Codify entries according to stages and cohorts (so can easily place them on the map)

The image shows a screenshot of an Airtable survey form titled "West Kimberley Service Provider Survey". The form includes the West Kimberley Futures logo and a message: "This is part of our quarterly review of child and family wellbeing services available in the West Kimberley. Please return this form to us by Wednesday, 1st February 2023 to help us maintain accurate records of your programs and contact details." Below the message, it says: "To view the information currently held about your organisation, please visit the link below and search for your organisation in the top right-hand corner: <https://airtable.com/shr5yHV2o6kfOS8Qj>".

Below the form, a table of data is visible, showing columns for organization name, description, and location. The table includes entries for various organizations like Karayili Community Resource Centre, Kimberley Aboriginal Law and Cultural Centre, and Marri Studio (MWRIC).

Organization	Description	Location	
Karayili Community Resource Centre (MWW)	Welcome to the Fitzroy V...	Holiday program Fitzroy Crossing	
Kimberley Aboriginal Law and Cultural Centre	To assist and promote the...	Youth Program Youth Programs Fitzroy Crossing West Ki	
Kimberley Community Legal Service (KCLS)	Kimberley Community Leg...	To be a dynamic organisa...	Community education Broome
Kularti Regional Communities Indigenous C...	formed in 2003, Kularti Re...	Community Development...	Community Development Pr... Broome Bidjandaga
Margaljo Arts and resource centre	The art centre is located in...	RETURN TO COUNTRY ...	Arts spaces, studio and store Fitzroy Crossing
Marri Studio (MWRIC)	Marri Studio is a therap...		Arts spaces, studio and store Fitzroy Crossing
Marriwarrtikura Women's Resource Centr...	Marriwarrtikura Women'...	We are investing in progr...	Marri Studio healing/art sp... Fitzroy Crossing
Marra Worra Worra (MWW)	The oldest and largest Ab...	Housing Management	Housing management includ... Fitzroy Crossing
Nirumbuk Aboriginal Corporation	Nirumbuk Aboriginal Corp...	ABORIGINAL ENVIRONM...	Aboriginal Environmental He... West Kimberley
Nirumbuk Employment Services - was KIM...	Kimberley Employment Ser...	Money Management Pro...	Money management Progra... Broome West Kimberley
North Regional TAFE	Whether you are new to th...	Offer a range of diplomas...	Aboriginal school-based tra... Broome Derby Fitzroy
Remote School Attendance Strategy	To lead a sustainable, effe...	The National Indigenous ...	Resources for school Fitzroy Crossing Derby
Social Emotional Wellbeing Team (KAMS) W...			Workforce development plans Broome West Kimberley
Winun Ngaril Aboriginal corporation	Winun Ngaril Aboriginal Co...		Kimberley Money Managem... Derby
Yawuru / Nyamba Buru Yawuru Limited (NBY)	The Yawuru people are the...	Youth Development	Mabu Yawuru Ngam-ga Lang... Broome





Miro: Visualise data

- Use the Airtable data of changed services to update the map in Miro
- Search the maps for each service provider
- Update the programs

"Feeling fine. I'm right"
Building connection, relationships learning and steps forward

Prevent
COMMUNITY NEEDS
"I will let you know if I need anything, but just let me be"
"We know what services are out there and how to get the support if we need it"
"We have the right support for us, and what we need for right now"

COMMUNITY NEEDS
"I have goals and steps to get there"
"Leave me alone"
"I know what I need to do to keep going for working"
"My family can't really help me with advice and support"
"Services and support are designed with us, not for us."
"Support works in a local way and is culturally appropriate."

Community, socialising, informing and awareness | **Yarning, get advice, supported decisions** | **Practical support, life skills and journey forward**

Connecting Culture and Country

Support for family and kin

Support for young people

Support for bubs and lil ones

Please note this is the desktop version of the West Kimberley Service System. This is an online dashboard - designed and developed and hosted in cloud to deliver and update our data. It together create a clear picture of service provision in the West Kimberley. View our data on the facts.

West Kimberley Service System

The West Kimberley Service System is a partnership between the West Kimberley Regional Council and other stakeholders.

Commissioned by West Kimberley Regional Council, Kimberley Empowered Communities

Empowered Communities

Designed and delivered by A&E





Evaluation

Use Airtable's filtering, sorting, and grouping functions to analyse the new data.

Collective impact should be tracked through a variety of metrics and indicators to evaluate change at program, service, and system levels.

These metrics should be determined and agreed on by service providers and community members, to ensure that we are evaluating Child and Family Wellbeing in a contextually and culturally relevant way.

Over time, indicators and methodologies should evolve to match changes in the system and changes in community needs.

Potential indicators for evaluation

At the user level, we could track the ability to meet the needs of each demographic in each journey stage or user scenario.

Accessibility could be evaluated by tracking barriers removed, funding secured, or increased access to services.

Indigenous relevance could be evaluated by the number of services informed by Indigenous culture or education, local employment or Indigenous managed and/or owned.

Whole system health could be evaluated by tracking the number of services changing and how, or the number of service gaps bridged or addressed to determine the degree of whole system change and progress over time.





Evaluation - understanding the results

Once we've gathered the raw data and identified changes within the system, we need to identify patterns and evaluate the significance of these changes to understand how they are informing the health of the system.

This data could be cross referenced with other data sources (e.g. funding streams, stakeholder relationships) for deeper system analysis.

Potential results to consider

An influx of programs for certain providers could indicate changes in funding streams or changes in strategic priorities in order to address existing or anticipated gaps.

A decrease in the number of providers may be due to a reduction in funding streams, or may be due to increased collaboration, cross sector coordination, and service providers combining their efforts to maximise impact.

A shift in the number of programs per cohort may indicate more targeted program delivery to better meet the needs of each user group.

A shift in the number of services per support stage may indicate a whole system shift away from reactive towards preventative services.





Community evaluation

Provide the updated link for Airtable (public view) and the updated map to stakeholders. Re-publish this on your web platform.

Use the updated service system map as a way of communicating, and building shared alignment and understanding of the system.

Use this map with community to determine if the system is working, evaluate the effectiveness of systems change, and determine if previously identified gaps or barriers have been addressed.

Responses should be fed back to service providers to ensure that decision making respects the needs and lived experiences of community members.





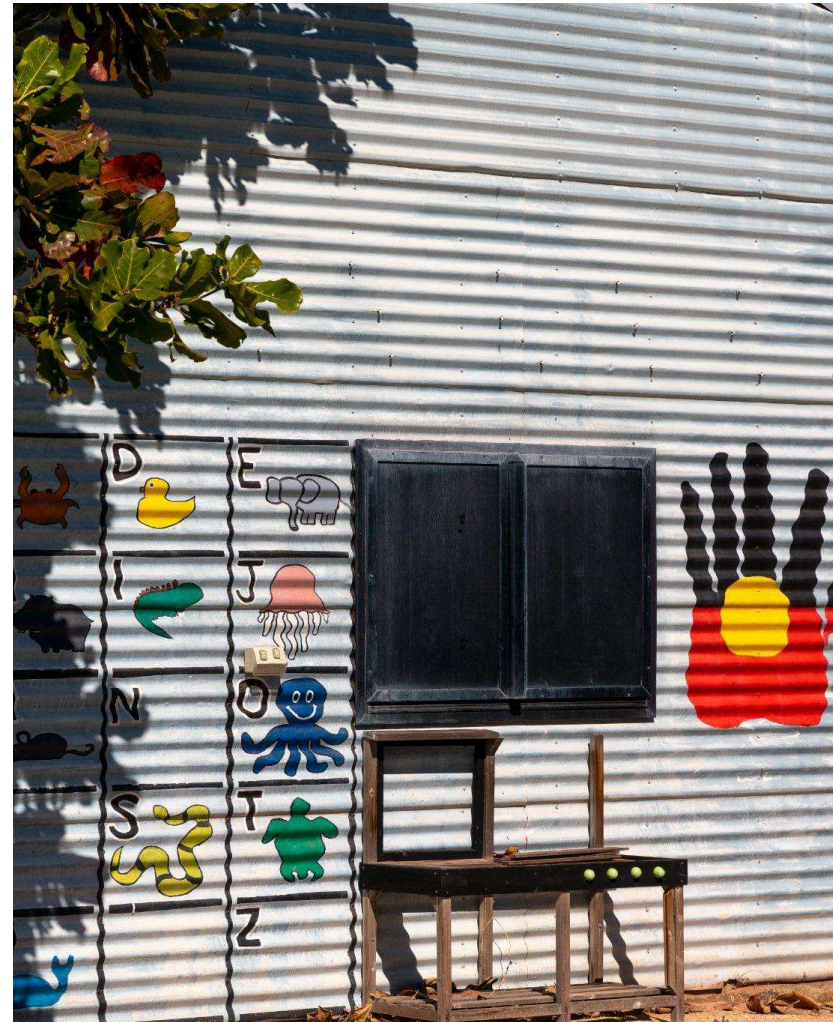
Engage with service providers

Distribute the updated service mapping to service providers (preferably in print).

Present analyses and community research findings to service providers, and collectively evaluate and prioritise next steps.

Decisions should be documented so that future rounds of evaluation can reflect on prior decisions and observe their effectiveness and impact. This will embed a longitudinal lens on the evaluation, and recognise the ongoing commitment and time needed to achieve systems change.

This engagement phase is necessary to ensure that a collective vision is created and maintained amongst service providers, while generating cross-sector coordination and alignment.





Gaps, barriers,
strengths, enablers



Map: Gaps, barriers, strengths enablers.

As an overlay to the programs and services map there is also a clear view of the gaps, barriers, strengths and enablers across the system and the relational dynamics between different points within the system.

Prevent

"Feeling fine. I'm right"

Building connection, relationships learning and steps forward

COMMUNITY NEEDS
"I will let you know if I need anything, but just let me be"
"We know what services are out there and how to get the support if we need it"
"We have the right support for us, and what we need for right now"

COMMUNITY NEEDS
"I have goals and steps to get there"
"Leave me alone"
"I know what I need to do to keep going for surviving"
"My family or friends help me with advice and support"
"Services and support are designed with us, not for us."
"Support works in a local way and is culturally appropriate."

Community, socialising, informing and... **Yarning, get advice, supported decisions** **Practical support, life skills and journey forward**

Update with GBSE map

Support for bubs and lil ones

Please note: This is the baseline version (1.0) of the West Kimberley Service System. This is to be used as a foundation, to dialogue with community and services to continue to detail and update over time, to together create a clearer picture of service provision in the West Kimberley, now and into the future.

West Kimberley Service System

The West Kimberley Service System was developed in collaboration with community members, service providers and other stakeholders.

Commissioned by West Kimberley Empowered Communities

Empowered Communities

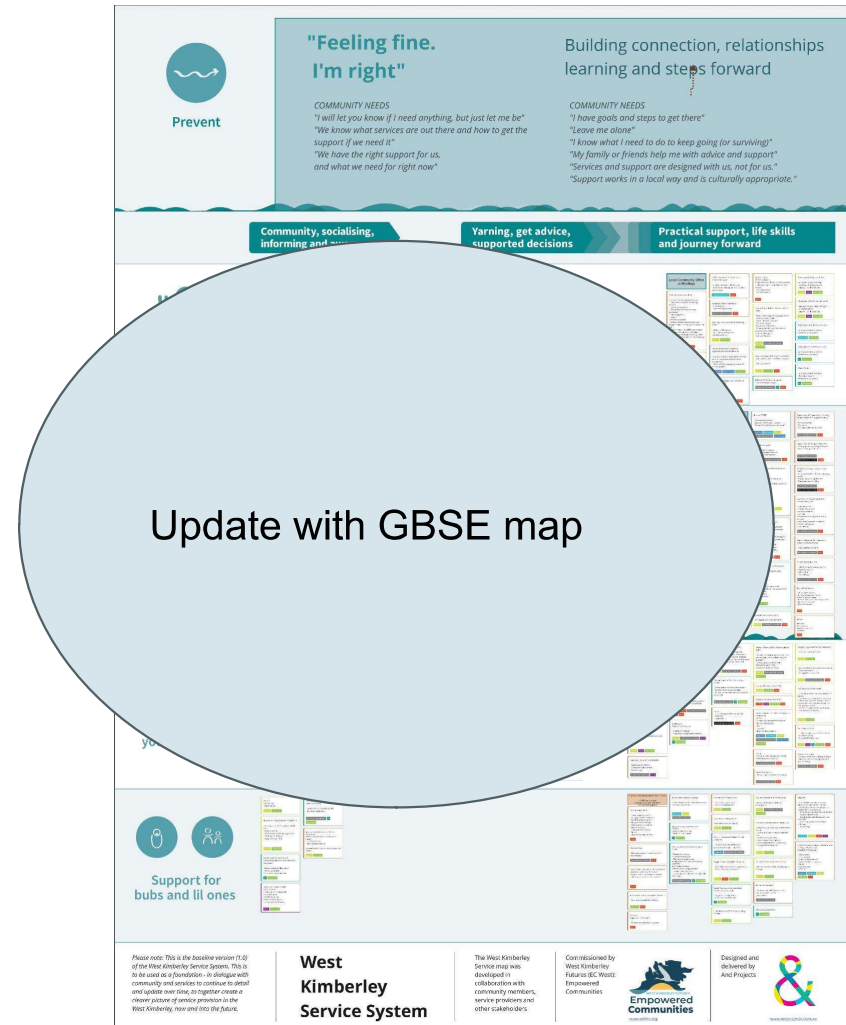
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Strategic recommendations

As an overlay to the programs and services map there is also a clear view of the gaps, barriers, strengths and enablers across the system and the relational dynamics between different points within the system.



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