



Family Safety Hub overview

WHY

Why do we need a Family Safety Hub?

The ACT Government committed to establish a Family Safety Hub (the Hub) in response to the need for a focal point in the ACT service system for improving domestic and family violence service responses.

The Office of the Coordinator-General for Family Safety led a highly consultative 12 month co-design process to develop directions for the Hub with workers from frontline services, people with a lived experience of violence and government and community sector representatives with specialist expertise in domestic and family violence.

The research insights we gathered from this process included that some people are incredibly isolated and others seek help through trusted relationships and may be afraid of the consequences of seeking help. These insights showed us that developing the Hub to provide case coordination or case management would not remove the barriers to the most vulnerable people getting the right help.

It was agreed that innovation is needed to design and test new, integrated pathways to safety, together with a network of service providers, individuals and families living with violence to catalyse change across the community.

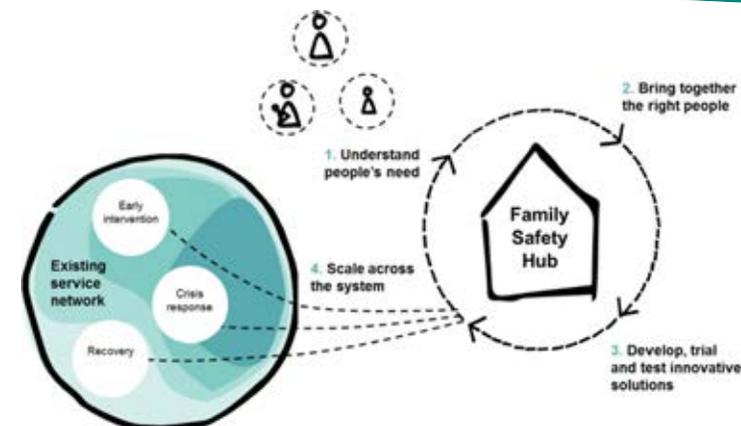
WHAT

What is the Family Safety Hub?

THE FAMILY SAFETY HUB IS A CATALYST FOR CHANGE WITHIN THE EXISTING SYSTEM.

The Family Safety Hub is a network for collaborating on better responses to domestic and family violence. It will bring together people with expertise to help find and test new solutions. The best of those solutions will be piloted and pilots shown to be effective will be used to drive change in the broader justice and service systems.

The Hub will focus on improving the understanding of domestic and family violence across services and the community so people get the right response wherever they seek help. It will also develop new support options for individuals and families that better meet the needs and aspirations of our diverse community.



HOW

THE FAMILY SAFETY HUB WORKS BY FOLLOWING AN INNOVATION PROCESS.

People and families with a lived experience of domestic and family violence will be at the centre of the Hub's approach. The Hub will continue to prioritise listening to what people want and need for themselves and their families.

The Hub will run challenges focused on addressing problems or gaps in the response to domestic and family violence. Challenges will start with an idea generation workshop involving experts and people with lived experience of family and domestic violence. The ideas from the workshop will be further developed and tested with services and service users. Those that show the most promise will be piloted with community and government partners. Where a pilot is shown to be successful it will be scaled-up and embedded across the service system.

