

## **Workshop B: Promoting child & family well-being through authentic engagement**

**Workshop convenor: Dr Tim Moore**

### **Notes of session 1:45- 3.00pm CRN**

Key issues arising from morning discussions – drawn from workshop group

Anyone using this model in Victoria?

How did the sector get to promoting control?

How to measure impact?

What is the damage from breaching trust?

Communication (facial expression, etc) → trust or not. Unconscious system → conscious system can't control sending or receiving messages.

Procedural system: controlling, measuring outcome. No trust or relationship involved.

Neurobiology of interpersonal relationships.

Need new systems that emphasise relationships.

Relationships determine wellbeing.

Need new narrative (story) to replace current controlling system at economic level.



### **Notes of session 3-4pm CRN**

Issues arising from morning discussions – drawn from workshop group

What is the place and value of targeting? Is it possible to engage a group as a whole, when they have different needs/backgrounds?

Are some groups too hard/resource intensive to reach?

Targeting is a problem – its stigmatising. Surveys and data reviews done from afar 'fail to enter the world' of communities under stress. Group discussions allow people to hear one another and clarify

issues together – that’s why focus groups are often used.

There also needs to be places to bring people together, to allow ideas to arise.

Post-release work with former prisoners showed people with multiple challenges can choose a new path with the right support.



“No parent wants a triple P program; they’ll say ‘I want a new refrigerator”

“We have to stand where they stand”.

The best way to improve services is to employ the people you’re trying to help: they can help you navigate their territory.

On the importance of taking time to build trust (raised in panel):

Things that are (initially) asked for might seem trivial, even a waste of money. They won’t tell you what’s important straight away.

On engaging disparate communities: The request might be for street lighting. A request that addresses a common need can help bring a community together.

The approach must be responsive and allow for some money to be freed up, to be used flexibly and in response to emerging demands. Trust is built over time.

The Aboriginal word used to refer to the ‘deep listening’ is needed to build community – over time.

Recommended reading: *Radical Help*, Hillary Cottam

