

Community Hub Case Studies

This section describes a range of case studies that illustrate achievements and impacts of the Community Hub, namely:

- Domestic Violence in the Community
- Coordinating a community response to an individual in need
- Collaborating with community organisations to address a community need.

Case Study 1 - Domestic Violence in the Community

In June 2022, the Roxby Downs Community Hub advised the members of the Roxby Downs and Andamooka Round Table that the Community Hub was seeing a rise in victims of domestic and family violence presenting to the Community Hub for resources and support services. The Community Hub is not directly equipped to provide confidential counselling and emergency accommodation however, staff noted the local gaps in knowledge regarding appropriate referrals, partnerships, and the accessibility services in the community. As a result, Hub staff collaborated with Roxby Council to develop a general guide to domestic and family violence support services, resources and supports available within South Australia. This document is now a resource for the Roxby and Andamooka Round Table members.

The Hub team have subsequently worked to connect with relevant agencies who deliver domestic and family violence services within the State. Through connection and promoting the Hub as a venue for social support, the Hub established a partnership with Lifeline to deliver their 'Domestic and Family Violence Response Training for Frontline Workers'. This training, conducted in November 2022, provided essential training for local workers in community development roles.

The Hub Supervisor explored available counselling services, and through connection and knowledge sharing with relevant agencies, has now brokered regular visiting family violence counselling services for the local community to commence in 2023 (via Uniting SA). The availability of these services is promoted through the Community Hub, whilst the Roxby Downs Hospital has offered its consulting rooms for the service to operate as they are in line with safety and confidentiality considerations.

Image - Domestic and Family Violence Response Training for Frontline Workers



Image supplied by Health Environs

This case study illustrates:

- **Responsiveness** to emerging needs
- **Connectedness** of the Hub with other key organisations that enables it to effectively get issues prioritised and addressed.
- **Hub is a safe place** for vulnerable people to come to and share their vulnerabilities.

Case Study 2 - Meeting the need of individuals.

Hub staff became aware of a parent (Hub visitor) whose health issues required them to be in Adelaide for an extended period which then created significant challenges for the other (working) parent. After discussions with some other parents, the Hub used their on-line parents' forum to obtain support from community members to provide evening meals. One of the parents took on the coordinating role resulting in the working parent being provided with meals for the family allowing the parent to better focus on the health of their partner and on other needs of the family. The working parent also uses Hub Time for some time out without which "I would not have been able to cope".

This case study illustrates:

- **Responsiveness** to emerging needs
- Capacity of the Community Hub to **mobilise the community** to support others.
- The **role of community** in community wellbeing

Case Study 3 - Coordinating a community response to a community wide need.

Hub staff became increasingly aware that some people in the community were suffering economic hardship and finding it difficult with basic needs including food. Initially, a suggestion was made for the Hub to provide a food support service which on consideration would have created a number of logistical issues for the Hub as it did not have the infrastructure nor the appropriate space to provide this service. Consequently, it commenced conversations with other community-based service organisations resulting in a joint venture between the Children's Service Centre who now provides the facility where food staples are available to the community each Friday. Woolworths provides the food and the Community Hub provided funding for some of the infrastructure (e.g., refrigerators). The service was launched on 26 April 2023.

This case study illustrates:

- **Responsiveness** to emerging needs
- Capacity of the Community Hub to **broker solutions**
- How it **collaborates** with other local agencies to orchestrate a **community driven solution**
- **Community expectations** of the Hub to be a provider for all needs.