

Goulburn Family Support Service

“Therapeutic approach based on affective interventions to manage conflict, tensions and individual dysfunction by focusing on repairing harm and rebuilding relationships”

Our Practices

- **What do we do?**
- **Why do we do that?**
- **How do we know that will make a difference?**

The Victim's Dilemma

- **No single agency involved victims and perpetrators**
- **Emphasis on disrupting behaviour and ending relationship**
- **No perpetrator programs**
- **Almost total reliance of the formal criminal justice system to deal with and influence perpetrator behaviour**

Family/Domestic Violence

- **The experience for women is one of isolation and domination by the perpetrator**
- **Current responses seek to isolate and dominate the perpetrators**

Our Research

**Many women simply want
the violence to stop and the
relationship to improve**

Current Response

Restorative

Focus is in the past

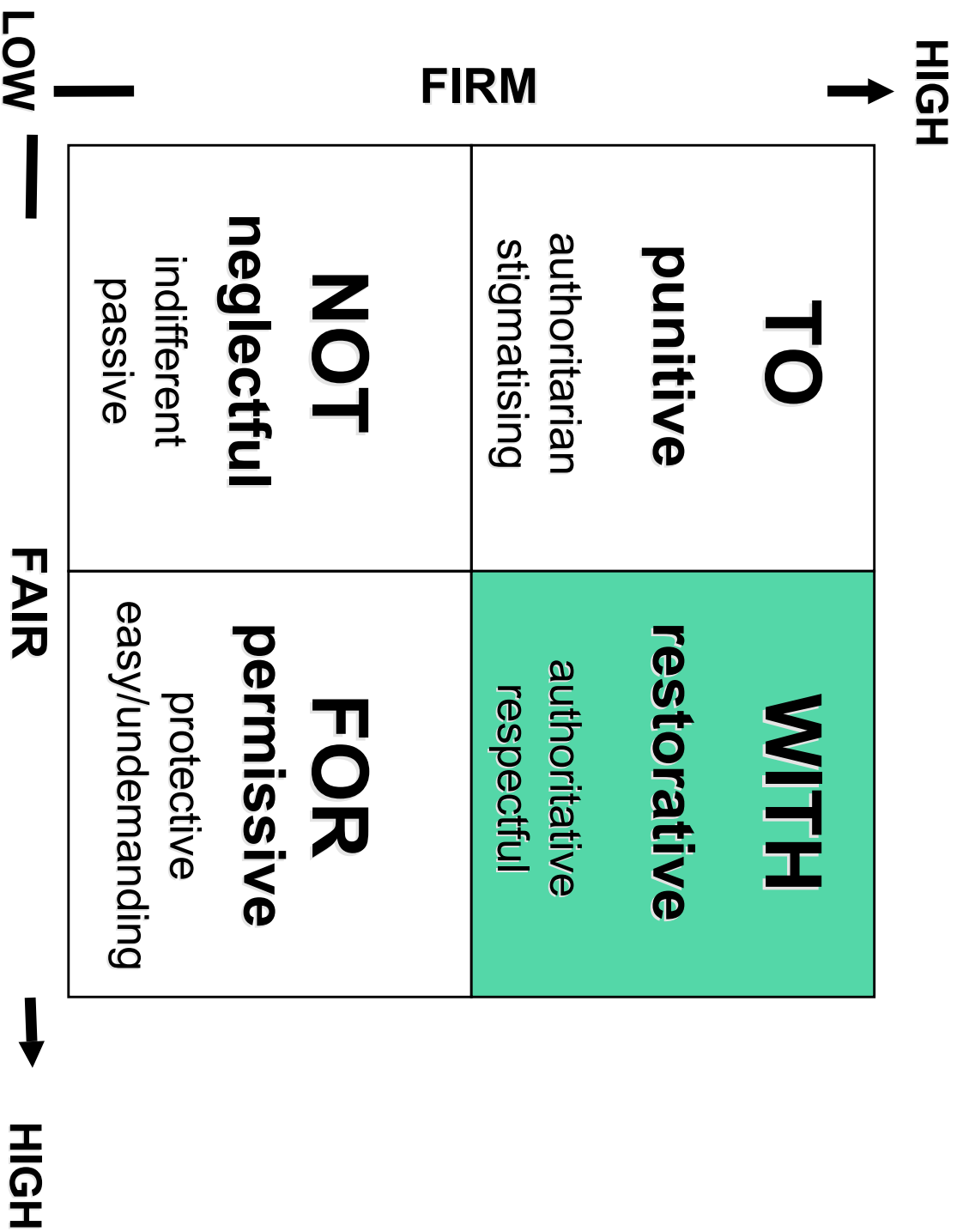
Preoccupied with blame

Deterrence linked to punishment

Focus in past, present & future

Emphasis on resulting harm

Deterrence linked to relationships and personal accountability



Adapted from Social Discipline Window - Paul McCold and Ted Wachtel - 2000

OPERATING DOMAINS

TO	WITH
NOT	FOR

FIRM

Pressure

Limits

Expectations

FAIR

Support - Encouragement - Nurturing

Which domain do you practice within?

A New Response

- **What did you think when you realised what had happened?**
- **What impact has this incident had on you and others?**
- **What has been the hardest thing for you?**
- **What do you think needs to happen to make things right.**

A New Response

- **What can you do that will make a difference?**
- **Where do you see yourself in five or ten years?**

A New Response

- **What happened?**
- **What were you thinking at the time?**
- **What have you thought about since?**
- **Who has been affected by what you did?**
- **In what way?**
- **What do you think you need to do to make things right?**

**When I interact with
those I respect, I
always expect to be
treated**

“

.....

”

What is 'Fair Process'?

What are the elements of
'Fair Process'?

What is more important,
process or outcomes?

Fair Process

The Central Idea...

‘.....individuals are most likely to trust and co-operate freely with systems - whether they themselves win or lose by those systems - when fair process is observed.’

Fair Process

Principle 1

Engagement:

Involving individual students and their families in decisions that affect them, by asking for their input so they can tell their story.

Fair Process

Principle 2

Explanation :

Everyone involved and affected should understand why final decisions are made as they are. Creates a powerful feedback loop that enhances learning.

Fair Process

Principle 3

Expectation Clarity:

Once decisions are made, new rules are clearly stated, so that students and their families understand the new standards and penalties/sanctions for failure to honour undertakings.



Practice is predominantly informal

Behavioural Influences

Why do you do the right thing most of the time?

What and who are the influences?

Braithwaite's Hypothesis

‘Where individual wrong doers are confronted (shamed) within a continuum of respect and support, then a process of reintegration begin’.

Braithwaite's Hypothesis **GFFS**

ALLOWS:

The act (unacceptable behaviour) to be rejected because they failed to reach expectations or standards
FIRMNESS (PRESSURE)

WHILST:

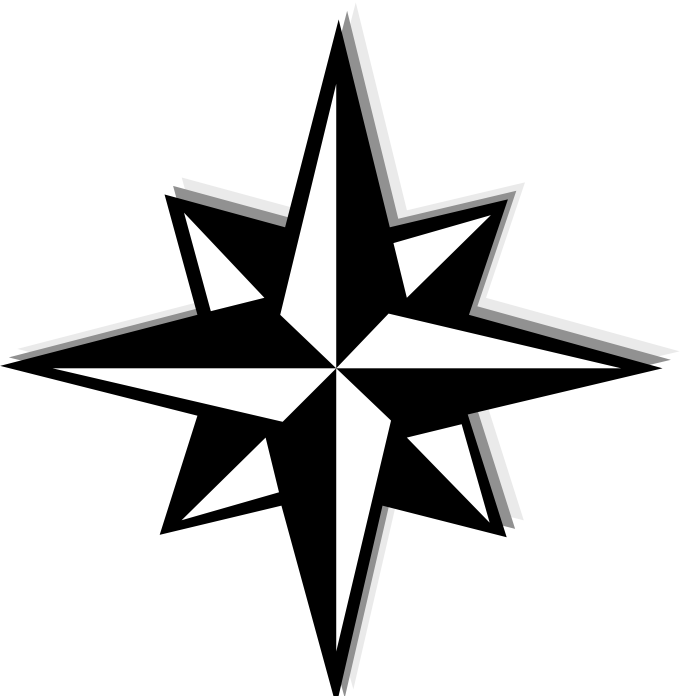
Acknowledging the intrinsic worth of the person and their potential contribution to society

FAIRNESS (SUPPORT)

Nathanson's Compass Of

Shame

ATTACK OTHER



WITHDRAWAL

AVOIDANCE

ATTACK SELF

NATHANSON 1992

The Role of Shame

Nathanson describes shame as

“the central social regulator that governs our personal interactions with one another.”

NATHANSON 1992

Emotional and Psychological Well-being

- **When are you likely to feel at your best?**
- **Under what conditions is this likely to happen?**
- **What emotions are experienced when you feel at your best?**

Emotional and Psychological Well-being

- **When are you likely to feel at your worst?**
- **Under what conditions is this likely to happen?**
- **What emotions are experienced when you feel at your worst?**

Relational/Restorative

The measure by which advice is accepted depends less on the quality of the advice than on the quality of the relationship between the advisor and the person receiving the advice

(Charles Smith, 2001)