

THE MIGRANT WOMEN'S SUPPORT & ACCOMMODATION SERVICE INC.

provides free and confidential support services to migrant women and their children from diverse cultural backgrounds experiencing domestic violence.

M.W.S.A.S. only employs welfare workers with bilingual/bicultural skills that are committed to meeting the needs of all migrant women requiring assistance while in domestic violence crisis.

WHO CAN RECEIVE ASSISTANCE?

Migrant women with/without children wanting to leave a violent relationship, or living in a violent relationship and unsure of what to do.

OUR SERVICES PROVIDE:-

- Advice to victims of domestic violence on their rights and entitlements and assistance in accessing other community services.
- Telephone counselling and assessment, and face to face assessment and counselling by appointment.
- Crisis intervention (emotional support, practical assistance and referral to support groups).
- Advocacy on behalf of clients with other problems such as financial and Social Security matters, police and legal matters, health issues and emergency housing.
- Accommodation assistance:
 - MWSAS's Transition Houses offer secure, homely type crisis accommodation up to three months, or
 - Facilitating access to safe accommodation in Women's Shelters.
- The services are completely confidential. Our clients often do not want their partners to know that they are seeking help, and we will do our best to ensure their safety.

WHAT IS DOMESTIC VIOLENCE?

Domestic violence is the most common form of assault but it is a lot more than just physical abuse. It covers a range of behaviours such as emotional and verbal abuse, sexual violence, economic and social abuse, by your husband, de-facto or boyfriend. It is directed at women and/or their children.

It is often experienced when your partner:

- hits you: sometimes, often or pushes you around?
- makes you feel useless, stupid and always wrong?
- shouts at you?
- forces you to have sex with him?
- does not give you any or enough money for very basic necessities?
- makes it hard for you to get out of the house and have your own friends?
- always puts you down in front of your friends?

HOW CAN PROTECTION BE OBTAINED FROM A VIOLENT PARTNER?

If you are afraid for yourself or your children, or if you are being abused in any way, help is available and you have a right to ask for it.

Police: ring **131 444** or **000**. Give your name and address and be clear about the urgency of your call.

The Police can help you by:

- Stopping the immediate violence.
- Arresting and charging him with criminal or sexual assault (physical abuse and rape are illegal in or out of marriage).
- Taking out a Restraining Order which can restrain the abuser from harassing, assaulting, threatening you or approaching you or your children at your home or any place you may be.

Crisis Counselling: ring

Domestic Violence Crisis Service

1300 782 200

Domestic Violence Help Line

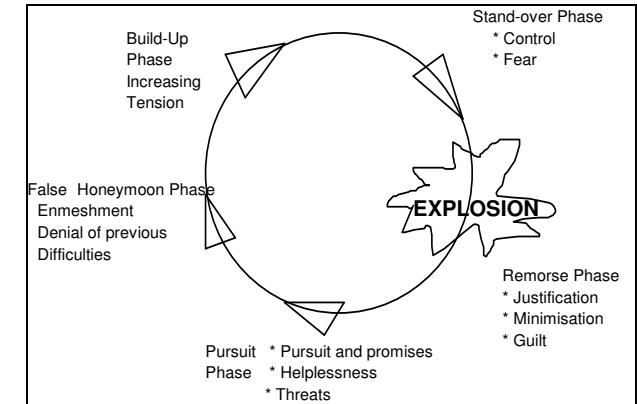
1800 800 098

CRACAS (Crisis Care)

131 611

WHAT HAPPENS WHEN YOUR RELATIONSHIP IS AFFECTED BY THE CYCLE OF VIOLENCE?

CYCLE OF VIOLENCE



EXPLOSION:

When the offender loses control and becomes violent.

REMORSE:

after the violence the perpetrator often feels: sorry, apologetic, remorseful. Will blame you or somebody else for his actions. Minimise or deny the incident.

FALSE

HONEYMOON:

The perpetrator will be nice, might even buy presents. Everything seems wonderful.

BUILD UP:

The perpetrator becomes more tense and irritable until the explosion occurs again.

EXPLOSION:

Beginning of the new cycle.

CLIENTS' RIGHTS AND RESPONSIBILITIES

All MWSAS' clients have the right to be treated fairly and with respect, and should be receiving the best quality culturally appropriate services at all times.

All clients have the right to:

- Confidentiality/Anonymity
- Be listened to and taken seriously without bias
- Be given full information about alternative options and choices for crisis resolution that will help to make informed decisions
- Be spoken to in a clear and respectful manner in a language the client understands
- Say NO to any advice, or to change their minds
- Clients have the right to access their files which plan, monitor and evaluate assistance provided
- Clients' personal information is kept strictly confidential (no one other the client and our staff has the right to see your records unless client permission has been obtained. In certain legal situations some information may have to be released - clarification available if applicable).
- Clients can determine which worker will assist
- Clients have the right to make a complaint and have it followed up. Clients are invited to talk to staff or the manager about ways in which MWSAS can improve its services
- Clients are jointly responsible with MWSAS's staff for effective and efficient problem solution and achievement of best possible clients' outcomes
- Clients' cooperation is essential, eg: provision of sufficient and accurate information, appointment attendance, follow up issues as mutually agreed, notification of any change of circumstances, etc
- Clients are responsible for safeguarding their safety and observing relevant guidelines. Any breach of confidentiality/security must be reported.

WHO TO CONTACT FOR HELP?

Useful Phone Numbers and Resources:

24-hour services:

- Police Attendance 131 444
- Emergency 000
- Telephone Interpreting Service 131 450
- Domestic Violence Crisis Service 1300 782 200
- Domestic Violence Help Line 1800 800 098
- CRACAS (Crisis Care) 131 611

Services during business hours (9.00am - 5.00pm):

- Migrant Resource Centre 8217 9500
- Migrant Health Service 8237 3900
- Australian Refugee Association 8354 2951
- Chinese Welfare Services of SA 8212 2988
- Coordinating Italian Committee 8362 0233
- Federation of Polish Organisations 8227 1008
- Greek Welfare Centre of SA 8212 5100
- Greek Orthodox Comm. of SA 8231 4307
- Muslim Women's Association of SA 8212 0800
- Ukrainian Social Services 8340 2434
- Vietnamese Community in Australia SA. Chapter 8447 8821
- Women's Information Service 8303 0590
- Telephone Legal Advice 1300 366 424
- Women's Legal Service 8231 8929

MWSAS is funded by the South Australian and Commonwealth Governments under the Supported Accommodation Assistance Programme (SAAP).

MIGRANT WOMEN'S SUPPORT & ACCOMMODATION SERVICE INC.



Aiming to free migrant women and children from
DOMESTIC VIOLENCE

TELEPHONE: (08) 8346 9417

Monday - Friday
8.30 am - 5.30 pm

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