

“STATEWIDE CALD DOMESTIC VIOLENCE SERVICE”

Statewide CALD Domestic Violence Service is delivered by the MIGRANT WOMEN'S SUPPORT SERVICE INC (MWSS) together with RELATIONSHIPS AUSTRALIA SA (RASA).

MWSS and RASA value the right of all people to live in safety and be treated with respect and together they provide statewide services that offer a range of culturally sensitive supports through

1. **Sector Capacity Building** for domestic violence and homelessness services workforce, and
2. **Service Delivery** to migrant clients of CALD backgrounds jointly with regional domestic violence services.

Statewide CALD Domestic Violence Service recognises that the impact of violence against migrant women and children from CALD backgrounds is often multiple and varied and that there may be physical, emotional, psychological, social, legal, financial and political repercussions. The service attempts to meet the diverse needs of migrant women and children who have experienced domestic violence.

SERVICE DELIVERY

Migrant Women's Support Service Inc (MWSS) with regional domestic violence services works with migrant women and children of culturally and linguistically diverse backgrounds in domestic violence to provide them with culturally sensitive risk and needs assessments, safety planning, support, information, advocacy and referral to and other relevant services.

WHO CAN RECEIVE ASSISTANCE

Migrant women with/without children in unsafe relationships. MWSS services target migrant women and children most at risk of violence.

MWSS SERVICES

Services are completely confidential, and delivered at the standards that meet the requirements of the *Service Excellence Framework Accreditation* and *National Affordable Housing Agreement*.

They include:

Early Intervention, Joint Case Management with regional d.v. services and Follow-Up, comprising of:

- Advice to victims of domestic violence on their rights and entitlements and assistance in accessing range of appropriate services;
- Use of professional interpreters when required;
- Needs and Risk Assessments, face to face or via phone;
- Telephone contact, counselling and support to migrant women living in remote and rural areas;
- Crisis intervention (waitlist motel/hotel support, emotional support, counselling, practical assistance and referrals including to Domestic Violence and/or Homelessness gateways);
- Advocacy related to police and legal matters, immigration, housing (short term and long term), financial, health, children and other needs;
- Accommodation assistance:
 - Facilitating access for migrant women and children to a safe accommodation in regional Domestic Violence Services and linkages to other suitable short term and long term housing.

MWSS STAFF

MWSS only employs domestic violence workers with bilingual/bicultural skills and is currently funded to cover the following languages: *Arabic, Farsi, Vietnamese and Russian*.

MWSS works with professional interpreters to assist non-English speaking clients when other languages are required.

SECTOR CAPACITY BUILDING

STATEWIDE CALD DOMESTIC VIOLENCE SERVICE also provides:

• Professional Development

Relationships Australia SA (RASA) is sub-contracted by MWSS to deliver professional development and training to the workforce of Domestic Violence Services and the Homelessness Services in South Australia, on the issues of violence against migrant women from CALD, in the context of cultural diversity within the mainstream services.

• Secondary Consultations

Consultation for NAHA funded services' workers regarding:

- culturally specific information and advice;
- overcoming barriers to engaging with culturally and linguistically diverse clients and communities;
- referrals to migrant specialist and other culturally appropriate services, support groups, migration agents and other community resources for CALD clients.

• Joint Case Management (NAHA)

As a statewide service, MWSS responds to requests for assistance from any regional domestic violence service of South Australia, or from a homelessness service housing a migrant client in domestic violence situation.

MWSS provides cultural support and advocacy for migrant clients through the collaboration with domestic violence services and supports their staff in the provision of service delivery to their CALD clients in order to maximise migrant women and children's safety from domestic violence.

DOMESTIC VIOLENCE

Domestic and/or Family violence is not acceptable in any community or culture.

Culture is never an excuse for violence.

Responses to Domestic and/or Family violence must take into account the needs and experiences of migrant women and children from CALD communities, including: cultural and linguistic diversity, religious and family values, stage of immigration settlement, geographical location, isolation, ability to access and utilise mainstream and other services, sexuality, age, disability and other barriers arising from immigration circumstances.

The safety of migrant women and children from CALD backgrounds who have experienced or are experiencing domestic violence, must remain a paramount consideration in all responses to domestic violence.

STATEWIDE CALD DOMESTIC VIOLENCE SERVICE



MWSS - Phone: (08) 8346 9417

RASA - Website: www.socialrelations.edu.au
Direct link: www.cald-dv.org.au

CLIENTS' RIGHTS AND RESPONSIBILITIES

All MWSS' 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:

- Be spoken to in a clear and respectful manner, in a language the client understands
- Confidentiality/Anonymity and have their personal records kept strictly confidential, unless legal requirement applies
- 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
- 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 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 MWSS can improve its services
- Clients are jointly responsible with MWSS' 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.

USEFUL PHONE NUMBERS

- Telephone Interpreting Service **131 450**
- Police Attendance **131 444**
- Emergency **000**
- Crisis Care **131 611**
- Domestic & Aboriginal Family Violence Gateway Service **1800 800 098**
- The Homelessness Gateway Service **1800 003 308**
- Youth Gateway (Trace A Place) **1300 306 046**

Statewide CALD DV Service is funded by the South Australian and Commonwealth Governments under the National Affordable Housing Agreement.

STATEWIDE CALD DOMESTIC VIOLENCE SERVICE

TELEPHONE: (08) 8346 9417

MWSS: HOURS: Monday – Friday 8.30 am - 5.30 pm

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FAX: (08) 8340 0978

EMAIL: admin@mwss.org.au

Website:

www.migrantwomensservices.com.au

RASA: WEBSITE: www.socialrelations.edu.au

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MIGRANT WOMEN'S SUPPORT SERVICE INC



**Aiming to free migrant women and children from
DOMESTIC VIOLENCE**