
DIVERSITY TRAINING MANUAL

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FOREWORD

This initiative is the result of the collaborative efforts of a number of people committed to improving service responses to children of non-English speaking background affected by domestic violence. Barb Crossing of the Women's Community Aid Association, Kathryn Rendell and Lesley Hunt from the Immigrant Women's Support Service (IWSS) made a concerted effort to obtain funds for the development of resources to assist services in this regard. Funds were obtained through the Partnerships Against Domestic Violence (PADV) program of the Commonwealth Office of Status of Women. The funding has enabled the development of new resources - the resource manual and work sheets, a children's book in several languages, a web site, and a training program.

Collaboration was a feature of the project as the funding was awarded to the Immigrant Women's Support Service in partnership with the Department of Families through its Domestic Violence Prevention Branch. Representatives from the Department have participated in the reference group and the development and delivery of the training program in various areas throughout Queensland.

IWSS is a community-based organisation working with women and children of non-English speaking background who are, or have been, in violent domestic situations and/or have experienced rape and/or sexual assault.

It is a crisis and support service, which provides culturally appropriate support, information, short-term counselling, advocacy and referral. The service employs bilingual, bicultural workers qualified in the social work and behavioural sciences fields.

IWSS works from a feminist framework that values cultural diversity and recognises the disadvantages faced by women and children of non-English speaking backgrounds that arise from the structural inequalities existing in society. IWSS works to assist women of non-English speaking backgrounds and their children to live in safety and security and access services and facilities to make their independent survival possible.

It is with great pleasure that IWSS presents this resource manual for use by all workers assisting children affected by domestic violence in our culturally diverse community.

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Immigrant Women's Support Service
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SECTION ONE

PURPOSE & VISION

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1.1

RATIONALE

A number of domestic violence services, in particular child support workers working in refuges, identified that there was a lack of training and resources available to workers that could assist them to work effectively with women and children from non-English speaking backgrounds.

There are few, if any, services in Australia specifically for non-English speaking background children who have experienced domestic violence and very little in the way of resources to assist services in providing culturally inclusive service delivery. In Queensland the Immigrant Women's Support Service (IWSS) based in Brisbane, is the only service working specifically with non-English speaking background women and children who are affected by domestic violence.

In response to the identified needs for resources and training in this area IWSS submitted a proposal to Partnerships Against Domestic Violence for the funding of the Diversity Training Project. A major focus was to build on the Best Practice for Working with Children and Young People in Domestic Violence (*Kids and DV Project*). In the section of this project on working with children from non-English speaking backgrounds, IWSS developed the principles, indicators of good practice, and guidelines for individual practitioners.

The current project has resulted in the development of three new resources: the resource manual (including work sheets), a children's book in several languages, and a web site where the manual and book can be accessed and downloaded.

The resource manual, children's book and work sheets have been specifically designed to assist service providers in the domestic violence and women's refuge sector, educators, child protection personnel, health professionals, and welfare agencies. Moreover, the children's book and work sheets can be used directly by women and children experiencing domestic violence.

The resources can be accessed via the Internet at www.iwss.org.au. Click on the Diversity Training Project link.

1.2

KEY OBJECTIVE

In an effort to increase the quality of life for women and children of non-English speaking background experiencing domestic violence, the key objective of this project is to resource and assist domestic violence and related services in developing an accessible, comprehensive, integrated and inclusive response to all women and children exposed to domestic violence, irrespective of their race, ethnicity, class, religion, or first language.

1.3

POLICY FRAMEWORK

The resource manual is informed and shaped by IWSS philosophy and practice principles. It is also linked to key government policies and legislation, including the Multicultural Queensland Policy (1998), the Queensland *Anti-Discrimination Act* (1991) and the Cultural and Linguistic Diversity in SAAP Policy.

The IWSS philosophy encompasses a feminist framework that values cultural diversity and recognises the disadvantages faced by women and children of non-English speaking backgrounds that arise from the structural inequities in society.

Immigrant and refugee women often face additional layers of disadvantage due to language, religious, racial, and cultural differences and society's limitations in responding to difference generally. Therefore the framework underpinning our response to violence against women and children incorporates principles and strategies to address these environmental factors and the context in which the violence occurs.

This project suggests that the provision of support to women and children of immigrant/refugee backgrounds experiencing domestic violence should be based on the core principles for responding to all children inclusively, identified by Partnerships Against Domestic Violence.

1.5


HOW TO USE THE RESOURCE MANUAL

Practitioners are encouraged to adopt culturally appropriate practices as an integral part of their everyday practice rather than an adjunct to them. The manual advocates an integrated response that values and respects cultural difference.

The resource manual should be used in conjunction with the Practice Standards and Models of Service, which were developed from the Kids & DV project.

Part 1 of the manual contains introductory material.

Part 2 of the manual contains five modules that explore the issues facing women and children of non-English speaking background and investigate various options to enable practitioners to respond effectively. Activities have been designed to draw upon the practice skills, capabilities and experience of practitioners so that a wide range of strategies can be developed.

The resource manual is not designed as a train the trainer manual nor does it contain step-by-step instruction. It is a resource and guide to effective practice. However, there are sections of the manual that are available in overhead projection (OHP) format that can be utilised by agencies to conduct in-house training for staff. These sections are identified throughout each module and the OHPs, handouts and scenarios are available at the end of each module. OHP symbols -  - are used to indicate that the text is available in OHP format.

Part 3 of the manual has been included because practitioners requested that suggestions be provided about strategies, skills and resources for direct work with children. This section contains a range of information about working with children. In addition, there are work sheets, fact sheets and activity sheets for practitioners or care givers to use with children. These are available in a variety of languages – refer to index for further information.

To gauge the effectiveness of the resource manual there is an evaluation sheet at the end of each module. Practitioners are encouraged to provide the Immigrant Women's Support Service

with their comments and suggestions to improve the manual. Pending available funding, this will enable the manual to be updated and/or altered to ensure that it remains relevant and useful to a wide range of practitioners and service providers.

1.6

REFERENCES

Families, Youth and Community Care Qld. (1999). Kids and DV. *Models of service for working with children and young people who have lived with domestic violence*. Canberra: Commonwealth of Australia

Families, Youth and Community Care Qld. (1999). Kids and DV. *Practice standards for working with children and young people who have lived with domestic violence*. Canberra: Commonwealth of Australia

Development of appropriate strategies to ensure that the profile of services for children and young people affected by domestic violence are reflected in the demography of children from non-English speaking backgrounds in the local community, or in the case of refuges, in the community generally.

Indicators of good practice are:

- ABS Census data, immigration settlement patterns are used to obtain a demographic profile of the domestic violence service's catchment area and this is then compared to the profile of the service users.
- Domestic violence services identify and network with different communities and relevant services for children and young people from non-English speaking background.
- Domestic violence services participate in community celebrations and networks, where relevant and appropriate. (This may not be applicable to some domestic violence services. For example, refuges may need to avoid some community celebrations because of the possibility of contact with the domestic violence perpetrator).
- Domestic violence services are widely promoted within culturally diverse communities, with attention paid to the diversity of sources of information.
- Staff positions are advertised via ethnic communication means, such as ethnic radio and newspapers.
- Domestic violence service providers specifically address inclusive service delivery practices in staff position statements, induction processes and operational manuals.
- Domestic violence services develop formal written policies in service charters, constitutions and policy and procedures manuals that refer to consumer rights and access and equity principles.
- Any information related to the service is available in languages other than English.
- Staff seek assistance from interpreters, bilingual workers and other cross-cultural workers to communicate with the parent and child.

Families, Youth and Community Care Qld. (1999). Kids and DV.

Models of service for working with children and young people who have lived with domestic violence.

Canberra: Commonwealth of Australia

HANDOUT 3 **PRINCIPLE 3: RESPONSIVENESS**

Domestic violence services are sensitive to the needs and requirements of clients from the specified target client groups.

Indicators of good practice are:

- Domestic violence services are aware of and practice cross-cultural negotiation. This might include mediation and conflict resolution skills in the context of refuge living and/or group work processes.
- Planning and delivery of domestic violence services reflect knowledge of the social and cultural beliefs and values of clients from non-English speaking backgrounds.
- Multicultural programming is reflected in all activities of the service (eg. Dramatic play area for children, multilingual posters and pamphlets on display).
- Therapeutic intervention and activities accommodate the individual needs of children from a non-English speaking background. For example, it may not be acceptable in some families for children to wear no shoes, or it may be important that a child contributes to the family activities in a very practical sense (eg. Caring for younger siblings or managing household tasks).
- Indoor and outdoor activities incorporate experiences that are familiar to children from non-English speaking background.
- Cultural sensitivity is reflected in staff's interactions with children (staff learn words in child's language).
- Culturally appropriate foods are available.
- Safety procedures exist in forms understood by children and women who speak and understand languages other than English (eg. graphics, languages and pictures)

Families, Youth and Community Care Qld. (1999). Kids and DV.

Models of service for working with children and young people who have lived with domestic violence.
Canberra: Commonwealth of Australia

HANDOUT 5 **PRINCIPLE 5: EFFECTIVENESS**

Care and support for children and young people who have lived with domestic violence focus on meeting the specific needs of children and young people of non-English speaking backgrounds.

Indicators of good practice are:

- Data is collected on barriers faced by families from non-English speaking backgrounds in accessing the service.
- Staff cooperate to make the service inclusive and culturally sensitive.
- Staff foster the child and mother's self-esteem by respecting their culture.
- Children are encouraged to use languages other than English in services.
- Families from non-English speaking backgrounds are encouraged to access domestic violence services through appropriate information dissemination strategies.
- Through collaboration with other agencies, children and young people are linked to appropriate community resources.

Efficient and effective utilisation of both internal resources within the service and external resources available through other multicultural support agencies.

Indicators of good practice are:

- The service uses the knowledge of the mother, her children, service staff and agencies such as IWSS to assist in providing culturally appropriate care.
- The service uses multicultural resource and advisory agencies and supplementary services as well as other relevant support agencies.

Families, Youth and Community Care Qld. (1999). Kids and DV.

Models of service for working with children and young people who have lived with domestic violence.
Canberra: Commonwealth of Australia

HANDOUT 7 **PRINCIPLE 7: ACCOUNTABILITY**

Services for children and young people in domestic violence have a reporting and evaluation mechanism in place, which ensures they are accountable for implementing access and equity objectives for clients.

Indicators of good practice are:

- Progress and evaluation reports are provided to the funding body, consumers and ethnic communities.
- The service produces an annual report that includes a detailed outline of access and equity strategies and outcomes.
- The service is accountable for ensuring community representation at all levels of operation in accordance with demographic profiles and settlement patterns of specified client groups, such as families from non-English speaking backgrounds.
- Services implement feedback mechanisms to assist clients in making complaints.
- Services participate in cross-agency evaluations of response to children and young people who have lived with domestic violence.

Families, Youth and Community Care Qld. (1999). Kids and DV.

Models of service for working with children and young people who have lived with domestic violence.
Canberra: Commonwealth of Australia