



Building Safe Communities for Women and their Children:

A compendium of stories from the field

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ANROWS

AUSTRALIA'S NATIONAL RESEARCH
ORGANISATION FOR WOMEN'S SAFETY
to Reduce Violence against Women & their Children

ANROWS acknowledgement

This material was produced with funding from the Australian Government. Australia's National Research Organisation for Women's Safety gratefully acknowledges the financial and other support it has received from the government, without which this work would not have been possible. The findings and views reported in this paper are those of the authors and cannot be attributed to the Australian Government.

Acknowledgement of Country

ANROWS acknowledges the traditional owners of the land across Australia on which we work and live. We pay our respects to Aboriginal and Torres Strait Islander elders past, present, and future, and we value Aboriginal and Torres Strait Islander history, culture, and knowledge.

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Published by

Australia's National Research Organisation for Women's Safety Limited (ANROWS)
PO Box Q389, Queen Victoria Building, NSW, 1230 | www.anrows.org.au | Phone +61 2 8374 4000
ABN 67 162 349 171

Building Safe Communities for Women and their Children: A compendium of stories from the field / Elizabeth Orr (Ed.)

Sydney : ANROWS, c2018.

Pages ; 30 cm. (ANROWS Insights, Issue 02/2018)

I. Family violence - Australia. II. Family violence - Prevention - Australia . III. Safe communities. IV. Domestic violence - Services for. V. Communities of practice.

I. Orr, Elizabeth, editor of compilation.

ISBN: 978-1-925372-78-6 (print) | 978-1-925372-77-9 (online)

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Please note that there is the potential for minor revisions of this report.

Please check the online version at www.anrows.org.au for any amendment.

Suggested citation:

Orr, E. (Ed. & Comp.). (2018). *Building Safe Communities for Women and their Children: A compendium of stories from the field* (ANROWS Insights, 02/2018). Sydney: Australia's National Research Organisation for Women's Safety

Foreword

In the past decade there has been unprecedented national action on the prevention and response to violence against women in Australia.¹ This national action gained momentum in 2015, when Rosie Batty was named Australian of the Year. The award recognised Rosie’s courageous and effective advocacy for change following the death of her son, Luke, who was killed by his father, Rosie’s former partner. Rosie’s advocacy was a catalyst for broad-based local community action. Many Australians not otherwise connected to policy or practice responding to domestic and family violence began asking “what can we do?”.

In late 2015 the Australian Government’s Department of Social Services (DSS) established the Building Safe Communities for Women and their Children (BSCW) program to capitalise on this community engagement opportunity. DSS provided establishment funds for communities across the country to develop and implement practical solutions to reduce violence against women and their children. Funded projects were required to implement an action research approach, with support from ANROWS, to build their initiatives on an evidence base and to share their learnings with other communities.

This compendium of stories from the field complements the Action Research Support Initiative report, *Evidence to action and local action as evidence: Findings from the Building Safe Communities for Women and their Children Action Research Support Initiative* (Orr, Backhouse, & La, 2018) and is best read in conjunction with that report.

ANROWS was honoured to have the opportunity to work with the BSCW projects across Australia in the development and implementation of the action research components of the projects. We thank DSS for funding the establishment of the BSCW projects and the ANROWS Action Research Support Initiative, and we wish the projects continued success with the support of their local communities.



Dr Heather Nancarrow

Chief Executive Officer

¹ See for example, *Time for action: the National Council’s plan to reduce violence against women and their children* (National Council to Reduce Violence against Women and their Children, 2009) and the *National Plan to Reduce Violence against Women and their Children 2010-2022* (Council of Australian Governments, 2011), which established Australia’s National Research Organisation for Women’s Safety (ANROWS) and Our Watch.

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Acknowledgements

The stories of practice – about the emerging field of primary prevention of violence against women – in this compendium were contributed by workers across Australia. Preparing the stories required workers to extend their knowledge and skills. Practice research is seldom factored into the “doing” of everyday work but in the Building Safe Communities for Women and their Children (BSCW) projects, an action research approach assisted workers to record and share what their projects did, what they learned, and what they see as the challenges to building safe communities for women and their children. Project stories in this compendium were written in a spirit of collaboration so that other community-based projects might learn from, and then build upon, the local knowledge and practice shared in the stories. We thank all storytellers and their organisations for their commitment to the projects, for their time and dedication to see the projects through to completion, and for sharing their stories here.

ANROWS acknowledges the project support work of Dr Cuong La, Stephanie Howard and Corina Backhouse. The editor wishes to thank Cathy Edmonds for her careful and patient copy and proof editing, Sianne van Abkoude for design and copy layout, and Dr Heather Nancarrow and Dr Mayet Costello for the support they provided to ANROWS’s Action Research Support Initiative team.

This report is part of the ANROWS Insights publications series and is not intended to be a research report. Rather, it is a project report that outlines the work and findings of the ANROWS Action Research Support Initiative. More information about this project and the BSCW projects referred to in this report are available on the Action Research Support page of the ANROWS website (<https://anrows.org.au/research-program/action-research-support-0>).

Abbreviations

ACA	Arab Council Australia
ACCHS	Aboriginal Community Controlled Health Services
AFF	African Fathers and Families
AHCSA	Aboriginal Health Council of South Australia
ANROWS	Australia's National Research Organisation for Women's Safety
AOG	Assemblies of God
ASeTTS	Association for Services to Torture and Trauma Survivors
AWatW	Asian Women at Work Inc.
BAHS	Bourke Aboriginal Health Service
BCW	bicultural worker
BSCW	Building Safe Communities for Women and their Children
CAFVSAN	Central Australian Family Violence and Sexual Assault Network
CALD	culturally and linguistically diverse
CCDVC	Central Coast Domestic Violence Committee
CEO	Chief Executive Officer
CHAT	Community Hope Action Team
CLA	community language assistant
CoHG	Channels of Hope for Gender
CRDVS	Cairns Regional Domestic Violence Service
CRE	Community, Respect and Equality
CRS	Community Resilience Strategy
DFV	domestic and family violence
DGI	Dads Group Inc.
DSS	Department of Social Services
DV	domestic violence
DVPO	Domestic Violence Protection Order
FUT	Families United Together
FV	family violence

FVCSS	Family Violence Counselling and Support Service
FVDHS	Fitzroy Valley District High School
GBV	gender-based violence
HRAF	Healthy Relationships for African Families
KFS	Keeping Families Safe
LGA	Local Government Area
MCH	maternal child health
MHT	Me, Her and Them
MVP	Mentoring Violence Prevention
NEMR	North East Metropolitan Region
NPYWC	Ngaanyatjarra, Pitjantjatjara and Yankunytjatjara Women's Council
NSW STARTTS	NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors
PCC	Primary Care Connect
PCP	Primary Care Partnership
PSNTV	Peel Says NO to Violence
PVAW	preventing violence against women
S.H.E	She Help Empowerment
SECL	South East Community Links
SEIFA	Socio-Economic Indexes for Areas
SiOT	Safe in Our Town
SSBSCW	Standing Strong: Building Safe Communities for Women
SSFS	Sutherland Shire Family Services
TFVPP	Tangentyere Family Violence Prevention Program
TWFSG	Tangentyere Women's Family Safety Group
UTAS	University of Tasmania
VAW	violence against women
WCS	Women's Community Shelters
WDVPM	Women's Domestic Violence Prevention Macarthur
WHISE	Women's Health in the South East
WHLM	Women's Health Loddon Mallee
WTWM	Working Together with Men

Introduction

The Building Safe Communities for Women and their Children (BSCW) program provided short-term funding to establish projects to prevent violence against women and their children in local communities. Projects funded as part of this program have made important and innovative contributions towards this aim. Some have already secured alternative longer-term funding and others are exploring funding sources to continue their projects and initiate further prevention work.

The ANROWS Action Research Support Initiative report *Evidence to action and local action as evidence* (Orr, Backhouse, & La, 2018), which is a companion report to this compendium, includes information about the action research tools and resources produced by ANROWS, and the way ANROWS engaged with the projects to provide this support. The report is available on the ANROWS website.

The purpose of this compendium is to share lessons from the BSCW projects. Community-based work on the prevention of violence against women has not previously been widely documented outside of Victoria (see VicHealth, 2016). The compendium is not intended to be a manual for this kind of work, and readers are referred to the Our Watch website (<https://www.ourwatch.org.au/>) for prevention of violence against women tools and resources.

The ANROWS Action Research Support Initiative encouraged the development and use of manageable and inclusive methods in formative practice to prevent violence against women, and during the life of the initiative BSCW projects were introduced to the national *Change the story* shared framework for the primary prevention of violence against women and their children.¹ Sharing information in jurisdictions across Australia between staff and organisations with busy schedules, and in some circumstances with relatively little research experience, required user-friendly and accessible reporting tools. To support this, and to value local knowledge and accommodate changes in the situation or focus of the projects in real time, a project story template (Orr et al., 2018, pp. 78-82) was created to assist project workers to make sense of and share the learnings and findings of their project work in a narrative format. A webinar about the theoretical underpinning of narrative and storytelling approaches was delivered by the project leader (ANROWS, 2017) and the project story template was trialled and further refined with the BSCW projects during workshops. Narrative writing was used as a reflective practice tool to consider specific situational issues, aspects of community engagement and broader evidence about preventing violence against women. At the same time, it was designed for projects to record how and if project activities had achieved the intended changes in and with the community or priority population.

Documenting action research activities through the use of the project story template aimed to make the diverse perspectives from which knowledge is created explicit to BSCW project staff. Encouraging projects to co-create and document learnings with participants was central in the action research capacity building, and BSCW projects were invited to actively share information about their work with each other through “stories from the field” presentations and updates at the action research workshops and during community of practice meetings.

¹ The national *Change the story* framework is detailed in *Change the story: A shared national framework for the primary prevention of violence against women and their children in Australia* (Our Watch, ANROWS, & VicHealth, 2015).

BSCW projects were invited to share a final project story for inclusion in this compendium by November 2017. Of course, the stories cannot convey the full complexity of the work or activities undertaken during the projects because the projects had time limitations for analysis and space requirements for this publication. Decisions about what to include and what to leave out were left up to the BSCW projects themselves, and the stories contain different levels of analysis about challenges and successes. The project stories come from across Australia and from a wide range of communities, and they have diverse focuses. All stories submitted by BSCW projects are included in this publication. No story was submitted for Project 01, hence project stories start with Project 02. Further, Save the Children combined the Project 21 story with the Project 40 story.

This compendium is intended to be a resource for community-based organisations and for government agencies interested in learning about community-based practice in the prevention of domestic, family and sexual violence, including what works and the challenges that need to be overcome to achieve success. The following table lists the project name, the organisation and the state or territory of each project. It also shows the focus of each project to assist in navigating the document for ideas, inspiration and encouragement for work to prevent violence against women and their children.

Project stories

BSCW project name	Organisation and location	Project number	Page number	Focus
Creating Safe Culturally Diverse Communities	Migrant Resource Centre, Tasmania	2	6	Young people & CALD communities
What Will It Take? A community talks, listens and acts	Colony 47 Inc., Tasmania	3	11	General community
Start Today Again: Fathers healing relationships after family violence	The Salvation Army and University of Tasmania, Tasmania	4	14	Men
Ending the Cycle	Sammy D Foundation, South Australia	5	17	Young people
No More Excuses	City of Salisbury Local Government Authority, South Australia	6	21	General community
Building Safe Communities for Women (AHCSA)	Aboriginal Health Council of South Australia Inc., South Australia	7	26	Aboriginal & Torres Strait Islander
Domestic Violence Against Older Women: Developing networks to improve service provision	Flinders University, South Australia	8	30	Women - older
Channels of Hope for Gender	World Vision Australia, Northern Territory	9	35	Aboriginal & Torres Strait Islander
No More to Violence: Building safer communities in Tennant Creek	Tennant Creek Women's Refuge, Northern Territory	10	39	General community & Aboriginal & Torres Strait Islander
Stand Up - Stories of Hope and Healing & ATNETYEKE! Stand up!	Tangentyere Women's Family Safety Group & Tangentyere Council, Northern Territory	11	42	Aboriginal & Torres Strait Islander
Tjungukulampa Walytjararraku: For all us together, family	Waltja Tjutangku Palyapayi Aboriginal Corporation, Northern Territory	12	49	Aboriginal & Torres Strait Islander
Doors to Safety: For women with disabilities experiencing violence	Women's Community Health Network WA, Western Australia	13	53	Women & disability
Women Building Belonging in the Fitzroy Valley: Harm Free Society	Marninwarntikura Women's Resource Centre, Western Australia	14	58	Aboriginal & Torres Strait Islander
Peel Says NO to Violence	Peel Community Development Group, Western Australia	15	63	General community

BSCW project name	Organisation and location	Project number	Page number	Focus
Families United Together: Community education project on domestic violence	Association for Services to Torture and Trauma Survivors, Western Australia	16	68	CALD communities
Community, Respect and Equality: Strategic Action Plan for Family Violence Prevention in Geraldton	Chrysalis Support Services Inc., Western Australia	17	71	General community
Creating Safe Places	Koolkuna and Marketing for Change, Western Australia	18	75	Aboriginal & Torres Strait Islander
Living Together, Living Safely	Access Community Services Ltd, Queensland	19	79	CALD communities
Community Champions Ending Violence Against Women	Cairns Regional Domestic Violence Service, Queensland	20	83	General community
R4Respect - a youth participation model	YFS Ltd, Queensland	22	88	Young people
United in Diversity - facilitating safer pathways	InTouch, Victoria	23	91	CALD communities
Together We Can: Stop Family Violence in Cardinia	Southern Family Life Service Association Inc., Victoria	24	95	General community
Standing Strong: Building Safe Communities for Women	Women's Health Loddon Mallee, Victoria	25	97	Regional - general community
Conversations for Change	Primary Care Connect, Victoria	26	102	Regional - general community
Working Together with Men	Carers Victoria/ HealthWest Partnership, Victoria	27	105	Men - CALD communities
Dads Group	Dad's Group Inc., Victoria	28	109	Men
Furthering Life Opportunities for Women (FLOW)	South East Community Links, Victoria	29	113	CALD communities
Keeping Families Safe	Gateway Health, Victoria	30	118	CALD communities
Safe in Our Town	Glen Innes Family Support Services, New South Wales	31	121	Regional - general community
Live Safe Feel Safe	Arab Council Australia, New South Wales	32	125	CALD communities
Women's Domestic Violence Prevention Macarthur	The Benevolent Society, New South Wales	33	130	General community
Challenge to Bourke to Reduce Family Violence	Bourke Aboriginal Health Service, New South Wales	34	134	Aboriginal

BSCW project name	Organisation and location	Project number	Page number	Focus
Women's Community Shelters	Women's Community Shelters, New South Wales	35	137	General community
Mentors in Violence Prevention	Uniting Church in Australia Property Trust, New South Wales	36	142	Young people, bystander training & schools
All of Us - Preventing Violence Against Women	City of Parramatta Council, New South Wales	37	145	General community
"Pull Ya Head In" Campaign	Sutherland Shire Family Services, New South Wales	38	148	General community
Safer Relationships	CORE Community Services, New South Wales	39	152	CALD communities
Act Local	Save the Children, Western Australia, Victoria, Northern Territory and Queensland	40, 40a, b, c, d, & 21	157	Aboriginal & Torres Strait Islander & regional - general community

PROJECT 02

Creating Safe Culturally Diverse Communities

Migrant Resource Centre, Southern Tasmania



STORYTELLER
Beth Lord,
Suicide Prevention
and Family
Violence Senior
Project Officer

The 2013 National Community Attitudes Towards Violence against Women Survey (NCAS) notes “the experiences of [non-main English speaking countries] groups before arriving in Australia are diverse, and these groups have diverse demographic and cultural characteristics” (VicHealth, 2015, p. 2). Our organisation conducted a survey with people from Afghanistan, Iraq, Nepal (Bhutan), Burma (Karen) and Ethiopia, and identified that more than one quarter of respondents did not know the laws regarding domestic and family violence (DFV), with 87% stating they did not know DFV is a criminal offence in Australia.

The BSCW grant was used to employ project staff, including bicultural and youth bicultural workers (BCWs)/community consultants and train them in relation to gender equality/inequality, violence against women and their children, responding to perpetrators, violence reduction, support services, Australian law and strategies to increase security and safety. Six BCWs covered the four cultural groups which were the focus of this project – Eritrea/Ethiopia, Bhutan/Nepal, Burma (Karen), Hazara/Afghanistan – and identified the project objective. An action research approach was used throughout the project although it was not always a conscious action. Our organisation:

- planned what the project would/could look like in discussion with BCWs, community members and other staff;
- planned how to put our actions into practice (community consultations, roundtable discussions, surveys, training, workshops and forum);
- planned the collection of feedback, sometimes returning to the activity with a different approach – the ways in which we conducted the surveys and offered training changed throughout the life of the project; and
- reflected on each activity through debriefing discussions and responding to feedback.

The project was conducted in Southern Tasmania (February 2016-December 2017) with the aim to:

- facilitate consultation between service providers and other relevant organisations with BCWs and community representatives to increase knowledge of cultural understandings of DFV; increase knowledge of service provider resources, provision of service and referral pathways; and provide a better understanding of which services are available, culturally aware, and willing and able to use interpreters; and
- summarise and evaluate the project and share the research results with service providers and relevant organisations, and members of Tasmania’s culturally and linguistically diverse (CALD) communities.

WHAT DID THE PROJECT DO?

The first step was to recruit BCWs/community consultants (some of whom are community leaders and are all well-respected community members) and train them on issues related to DFV and bystander action. They are now well equipped to disseminate this knowledge within their community and believe that the information will spread through word of mouth.

All project activities were planned in consultation with the BCWs. The initial activities included training for the entire team and included Mentoring Violence Prevention (MVP), Lifeline’s DV-Alert, and sharing knowledge from the DSS report of its national kitchen table conversations *Hearing her voice* (Department of Social Services, 2015) and other

relevant DFV papers and reports. It was then decided that roundtable discussions with relevant services were needed to ensure increased knowledge of service provider resources, provision of service and referral pathways, service availability, culturally aware services, and services that are willing and able to use interpreters effectively. Over the course of the project, four roundtable discussions were hosted with most participating organisations (named above) returning for updates.

The roundtable format also ensured, and feedback confirmed, that the service providers had an increased awareness of issues around DFV within communities, cultural understandings of DFV, and culturally appropriate delivery of service. For example, one DFV provider, while discussing working within a Western feminist framework, was informed by the BCWs that this framework was not suitable for working with women from CALD backgrounds. The feminist approach was considered too far outside many community members' understanding, and that an individualistic approach to women experiencing DFV would not always work due to the collectivist approach that many CALD communities uphold.

In response to information gathered and shared about the most appropriate way to increase awareness of issues of violence against women and their children, some BCWs identified the use of brochures as useful to their communities. In response, the project team developed two brochures, one appropriate for men who use violence or who know someone who uses violence against women and their children, and one brochure for women. These have been distributed to community members and are displayed at the Migrant Resource Centre and other services. They have been printed in English only, as it was determined by the BCWs that many community members are illiterate in their own language, as well as English, and those who are literate in English are the ones likely to pass the information on.

The Phoenix Centre's Domestic and Family Violence Survey was completed in 2016. We developed and conducted the survey to gain an understanding of knowledge and attitudes in different communities around DFV. That report can be provided upon request.

At the end of the first year of the project, 2016, a Youth Forum was held. We were very lucky to secure The Hon. Will Hodgman MP, Premier of Tasmania, to speak to our young people. He spoke not just as a politician, but also as a White Ribbon Ambassador, impressing upon everyone the need to speak out against family violence. The White Ribbon Campaign is a global movement of men and boys working to end male violence against women and girls. Joining the Premier as guest speakers were Khadija Gbla and Arman Abrahamzadeh, both of whom have been named Young South Australian of the year.

Khadija Gbla was three when the war broke out in her country, Sierra Leone. Ten years later her family attained refugee status and resettled in Adelaide. The transition was complex – Khadija experienced racism, illness and depression – but she threw herself into her education and she discovered that she had the ability to translate across two very different cultures. For Arman Abrahamzadeh and his sisters, domestic violence was a normal part of childhood. The Adelaide siblings lived in fear of their domineering father, who, in 2010, murdered their mother Zahra in front of 300 people on a dance floor at the Adelaide Convention Centre. Now, a White Ribbon Ambassador, Arman works with various organisations to support victims and raise awareness.

Approximately 50 young people from Rose Bay High School, TasTAFE, Cosgrove High School and Hobart College attended the Youth Forum. After speeches, many of the students took the opportunity to ask questions before moving into workshops. The boys/young men had a workshop facilitated by Arman, and the girls/young women were with Khadija. No adults over the age of 25 were allowed in the workshops, and the young people were supported by our very talented Youth BCWs, Mohammad, Mojtaba, Debaki, Tahereh and

Somayeh, with Phoenix Centre Counsellors and Headspace Chill-out Zone not far away if further support was required.

Feedback from the students and the presenters was overwhelmingly positive, with the only complaint being that there wasn't enough time and they would have liked to stay in the workshops all day. Feedback from the Youth BCWs was given at the debriefing sessions. Comments from students included:

- “It taught me more about [DFV] and hearing stories was great!”
- “I really enjoyed it. It was really eye-opening and I learnt so much about our rights.”
- “It was really helpful for us because it taught us to take a risk and fight for our rights.”

Staff from the participating schools saw the benefits as well, with Susan from Rose Bay High School emailing:

Thank you so much for organising such a successful event last Friday...It is probably one of the most valuable and beneficial events I have attended in recent years and connected directly with the students. Well done.

Amanda from Cosgrove High School also commented: “I think that this needs to happen every year. I was very impressed with the event.”

The debriefing with two female Youth BCWs, who are the same age and from the same country, have similar education and background, and have been in Australia for the same number of years, was very interesting. After attending the workshop for the young women facilitated by Khadija Gbla, they reported two very different learnings. One believed that Khadija was encouraging them to leave their families if any form of DFV was experienced. The other understood that Khadija was saying that the young women have choices and that they don't have to accept DFV as simply the way it is. After much discussion, and asking for each person's understanding of the main messages, the Youth BCW who originally thought Khadija's message was “to leave your family”, recognised that perhaps she had misheard/misread Khadija's meaning and accepted that she had been talking about “rights”. A Senior Project Officer explained to Khadija the understandings of the Youth BCW and she immediately emailed a response to be shared with the group, and to reassure that her message was not about leaving the family, but about rights.

The project also hosted Engaging Adolescents – Parenting Courses. It was decided that this course, conducted over three weeks, would be valuable to community members, as the BCW, and in particular, the Youth BCW, had named (dis)respectful relationships between parents and young people as an issue of concern. The parents found the disciplining of the young people difficult and violence in one form or another was often used. Likewise, the young people found intergenerational and cultural conflicts confusing, and young men, in particular, were using their new-found status as head of family to inflict power and control over their female siblings and their mothers. Courses were delivered to the Bhutanese community and to the Hazara community. An average of 8-10 people attended each session. There was a range of family types, some single mothers but most two parents. Families were referred by a BCW. The main issues parents identified as problems around their adolescents were not connecting with them due to them spending too much time on electronic devices or with friends, and adolescents not listening to their parents.

The course covered general strategies rather than focusing on individual issues. The course centred around building positive relationships, managing our own behaviour and learning a model on how to have a difficult conversation. An evaluation after the course showed that parents found the model on how to have a tough conversation the most useful part of the course. The groups were uniquely cohesive and engaged really well with each other by

sharing stories and information throughout the course. Given this positive dynamic and that they shared the same new learning experiences, we have offered them a continued group environment to further discuss and practically explore aspects of the course. The groups were very keen for this to happen. We consulted with them on what they would like to cover, and together they came up with a four-week program to be delivered fortnightly. Key themes they wanted to work with were managing their emotions and creating wellness/looking after themselves.

In December 2017 the project hosted and facilitated two Peaceful Pathways to Resolve Conflict & Build Community workshops. Our Project Officer, Thir Thapa, and one of our Youth BCWs, Mojtaba Yousefi, completed the Alternatives to Violence Project facilitators' course and ran one each for the Bhutanese and Hazara male community members. Also in December 2017, the project hosted its final forum/workshop, targeted to community members from the four main participating communities. Some services, including She Help Empowerment (S.H.E.), Family Violence Counselling and Support Service (FVCSS), and Tasmania Police spoke about their services at the forum. Project staff also talked about the project findings and small workshops ensured conversations about DFV will continue to reaffirm that DFV is a human rights issue and that, as stated by the United Nations Human Rights Council (2007), women have the right to live free from gender-based violence above the sanctity of culture.

LEARNINGS FROM THE PROJECT

All staff, community members and service providers reported having learned something through their involvement. One Senior Project Officer observed:

- the varied attitudes to DFV within CALD communities;
- the varied approaches and attitudes of some services working with women from CALD backgrounds;
- the assumptions made by people in power about people from CALD backgrounds and their understanding of DFV; and
- the cultural nuances to working with people from CALD backgrounds (individualism versus collectivism/culture versus human rights).

Through attendance at forums, meetings, workshops and consultations, it is understood that some organisations (or members of the organisations) believe that because people from humanitarian and refugee backgrounds have been given information (written, via film, or word of mouth) about DFV – the laws, what it means and so on, prior to entry into Australia – that they have a thorough understanding upon arrival. It is also understood that the information is repeated in some form or other during orientation once in Australia. This is vital information, and important to share, but our understanding is that this information needs to be repeated 12-18 months after arrival. People newly arrived in Australia have so much information given to them during settlement that expectations to remember everything discussed during such a time of upheaval is unrealistic. The importance of ongoing and continued education around many issues, DFV included, is paramount.

The attitudes to and understanding of DFV of people from CALD backgrounds differ greatly from culture to culture, community to community, and within the community. Custom, tradition and/or religion have been used to justify violence against women and their children. These patriarchal “rights”, while rarely admitted to during consultation, have been seen to be acted upon by some community members during the course of the project. To counter these attitudes men have been involved and targeted for some of the activities (MVP, Men’s drop-in groups, parenting and adolescents courses), but project staff are aware that only time and continued education will slowly change these attitudes. Understanding that the effective use of interpreters is vital appears to be one of the biggest

take-home messages from services. Services have verbally reported an increase in working with interpreters, including telephone interpreters to ensure confidentiality. Tasmania is a small place and working with face-to-face interpreters when confidentiality is vital can be a risk. There are still some services that appear to be apprehensive working with interpreters, with budget constraints often being cited as the reason. Lack of confidence in using interpreters appears to be a barrier to working with them as well.

Workers from some services have admitted that they have been apprehensive to report suspected cases of DFV as they believed that it was “part of the culture and who are we to push our values onto them?” When responding to this, project staff stated that DFV is a human rights issue, and cultural justifications cannot be excused. Services need to be mindful when working with people from CALD backgrounds that it might be useful to pull back from the feminist framework and focus more on the international human rights standards:

States cannot invoke any cultural discourse, including notions of custom, tradition or religion, to justify or condone any act of violence. This also means that they may not deny, trivialise or otherwise play down the harm caused by such violence by referring to these notions. Instead, States are expressly required to condemn such violence, which entails denouncing any cultural discourse put forward to justify it. (Human Rights Council 2007, p. 2)

It could also be useful when working with women from CALD backgrounds to work with a collectivism framework in mind. Women consulted during the course of this project have voiced their fear that they will be separated from their family and the community will isolate them if they speak out. Looking at and working with the importance of family and community as a whole could negate some of the fears. The end result, of course, must still be to ensure the safety of the women and their children, but there may be a better chance of increasing help-seeking behaviours if a holistic approach is developed.

SUGGESTIONS

During consultative workshops facilitated by government departments, project staff voiced their concern that the Tasmanian definition of family violence refers only to those in intimate partner relationships. Our survey and consultations with community members indicate that the violence within families occurs from mother-in-law to daughter-in-law, brother to sister, son to mother, uncle to niece and so on. And because of the Tasmanian definition, the main services such as S.H.E and FVCSS would be precluded from working with clients who are experiencing these types of violence.

At a recent consultation with state government departments and DFV services, this was raised as an important issue and supported by many in the room. It is understood that discussion may develop within the appropriate departments around the need to address this gap in the *Family Violence Act 2004* (Tas.).

PEOPLE TO THANK

We thank the following organisations for their participation in and support for the project: DSS, ANROWS, Sexual Assault Support Service, Child Safety, Legal Aid Tasmania, Tasmania Police, Relationships Australia (Tasmania), Hobart Women’s Health Centre, Hobart Women’s Shelter, Safe at Home (Department of Justice), S.H.E, Family Violence Court Liaison, Specialist Family Violence Lawyer/Legal Aid, Family Group Conferencing, Advocacy Tasmania/Elder Abuse, White Ribbon, Lifeline (DV Alert), Red Cross (MVP and Alternatives to Violence Project), Tasmanian Department of Education, Tasmanian Department of Premier and Cabinet, Australian Childhood Foundation and Safe Choices.

What Will It Take? A community talks, listens and acts

Colony 47 Inc.



STORYTELLERS

Colleen Breheny
and Elizabeth Daly

This program was based in Ravenswood, a Launceston suburb. It was designed to:

- take a positive and proactive approach to a significant need in the community;
- recognise that intervention at a local level can be a catalyst for change;
- begin a positive action-based conversation within the community;
- add another strand to what was predominantly a targeted crisis response approach from service providers outside the community; and
- build on the success stories that can be told about Ravenswood, including the Child and Family Centre, the Childcare Centre, the Primary School and Starting Point Neighbourhood House.

The need was identified by the local Neighbourhood House and the Child and Family Centre, both acutely aware of the statistics and concerned that intervention and prevention received little attention. The effects of violence against women and children are largely hidden.

This program investigated what was working well, what was not working and what role the community might play to improve the situation so that a sustainable way of operating could be achieved.

The project took a collective impact approach to violence against women. It aimed to gain firsthand knowledge of community understanding of the effects of violence against women and to use that knowledge to guide program activities that respond positively to victims and act to reduce violence.

The project also aimed to raise awareness of as many community members as possible of the effects of violence on the individual, the community and particularly on children by commencing a conversation about reducing family violence, by saturating the community with knowledge and by focusing on changing community tolerance of family violence. It aimed to train and work with a group of community advocates to reduce family violence through practical mini-projects arising from community consultation that could be sustainable post project. A community education element throughout the program included local school engagement.

WHAT DID THE PROJECT DO?

Two major elements emerged: commencing the conversation about the effects of violence against women, and education at community and school level.

Commencing the conversation

Consultation with individuals and focus groups asked five questions relating to violence against women and children: What works well at Ravenswood? What does not work well? What could be done better? What could you do? Would you like to help?

Data gathered were analysed, presented back to community and used to design strategies to reduce violence. Volunteers (called advocates) completed a short accredited training program and commenced work. Advocates, with the program coordinator, designed mini-projects based on the data, including:

- a Ravenswood community anti-violence banner – a wide range of community members

contributed to the banner, which was launched in the presence of the mayor and local state and federal politicians and which has subsequently been used on a range of public occasions;

- emergency bags (containing a book/toy/T-shirt/toothbrush/tracksuit etc.) for children leaving home with a parent fleeing violence – these bags will continue to be collated and distributed to contact points in the community and shared with other communities;
- a series of leaflets designed especially for Ravenswood, one of which answers most frequently asked questions;
- badges with the anti-violence message from the banner for distribution at community events; and
- emergency cards for Ravenswood women.

Advocates will continue to lead mini-projects to ensure sustainability, including replenishing supplies of emergency bags; revisiting goals; encouraging advocates/school staff to wear program T-Shirts every Friday displaying the banner message “Break the silence, Stop the violence”; displaying the banner at service provider partner sites each week; and developing a collection of children’s books appropriately focused on family violence to donate to the school as teacher resources.

Education at community and school level

Engaging children was a critical aspect of this project. Combining this engagement with the “commencing the conversation” aspect of the program as an integral component was very important.

Community education was embedded in all activities through conversations, planning and distribution of information. This was achieved through social media, leaflets, the banner, and extensive and positive general media coverage through radio/newspaper/television.

From the commencement of the program, a community celebration was planned to celebrate the work and to further saturate the community with the anti-violence message.

“It’s never OK” – project song

It was decided between the coordinator and the school leadership that a “sensitive, soft and engaging” process was necessary for engaging children. This was achieved through song. The idea was for a national singer/songwriter Rav Thomas to engage the students in co-authoring an anti-violence song. A focus question which would enable children to use their own knowledge and experience was posed, “What would you do if you saw someone hurting another person?” Children’s answers to the question went to Rav Thomas, who crafted the song “It’s never OK”.

The school choir was professionally recorded to provide backing for the local version of the song and a video of the story was professional produced ready for launch at the Ravenswood Spectacular to mark the end of the project.

Whole of community engagement in this process was at a high level. Significant supporting partnerships emerged – the local Department of Education; Newstead College; professional film-maker/sponsors/local theatre personalities; Hawthorn Football Club; AMP; the publisher and producer of the song.

The Ravenswood Spectacular attracted more than 400 community families, the Mayor, and local, state and federal politicians. The message “It’s never OK” was well heard and was reported by *The Examiner* (Slatter, 2017). A group of men provided a choreographed no-violence item at the Spectacular, supporting the “It’s never OK” message to the delight of the crowd. The song is also available on iTunes (<http://itunes.apple.com/album/id1243904153?ls=1&app=itunes>).

WHAT WORKED WELL?

- Taking the time to gain community data from the five questions to inform the design of practical mini-projects.
- Employment of a program coordinator who knew the community and had their trust.
- Forming partnerships throughout the project.
- Training the advocates.
- Mini-projects that were achievable, which enabled advocates to experience success.
- The process of talking, listening, and acting provided a solid foundation.
- Singer/songwriter engagement with students was an engaging strategy.
- Working with the school to provide a significant presentation at the concluding Spectacular ensured a deep community impact and attendance.
- Working with White Ribbon.

WHAT DID NOT WORK WELL?

- Attempting focus groups as a first activity was somewhat threatening so early in the project.
- Participants were concerned about retribution.
- Time needed to be taken to get to know the community.

WHAT CAN OTHERS LEARN FROM THIS WORK?

Producing quality videos of positive aspects of the community, particularly children/school, means high-level community interest and, consequently, the message being spread widely.

PROJECT SUSTAINABILITY: WHERE TO FROM HERE?

Project sustainability is planned through anchor points established with major service providers, which means there is a support person for advocates to mentor and assist where necessary; continuation of mini-projects (emergency bags for children, use of community banner, distribution of information); and engagement with children through provision of books which focus on the area of family violence to support teachers and children.

Ravenswood talks about violence against women and is clearly giving a strong no-violence message. This is very different to when the project began and is strongly attested to by Ravenswood leaders. Ravenswood is supporting victims of violence and contributing to intervention and prevention through:

- significant state-wide/national positive publicity for school, advocates and community;
- depth of information provided to community through a range of communication options; and
- ongoing engagement with White Ribbon.

PEOPLE TO THANK

Colony 47 thanks Ravenswood for allowing them the privilege of working in their community. The generosity of the Ravenswood Heights Primary School as well as all services, made a great contribution to our program. Thanks especially to Rav Thomas and all who were responsible for the production of the song, “Its Never OK”.

PROJECT 04

Start Today Again: Fathers healing relationships after family violence

The Salvation Army, Tasmania and University of Tasmania (UTAS)



STORYTELLER
Nell Kuilenburg,
The Salvation Army
Development and
Research Manager

Australian police are dealing with over 650 family and domestic violence matters each day. Tasmania Police attended over 2,000 family and domestic violence matters in a year with over 1,200 children present at these incidents. As these are only the situations where police are called, the numbers and impacts are much greater. The consequences of childhood exposure to family and domestic violence are known to be cumulative and intergenerational. Even prenatal exposure can potentially have lifelong implications.

The Start Today Again project was initiated as one of the recommendations in a previous research project undertaken by Dr Peter Lucas, University of Tasmania (UTAS), in 2015-16 (“Increasing men’s awareness of the effects on children exposed to family and domestic violence”). This research considered the programs designed for men who use violence and men’s change behaviour programs and their inclusion of the impact on children in their therapy or program. It was evident that these programs did not have any specific resources or tools to use in educating fathers about the impact of violence on children. The Start Today Again project addresses a number of recommendations in the report (Lucas, Winter, Hughes, & Walsh, 2016).

The project developed educational and multi-purpose resources (including multi-media film clips) to use in a range of settings, including prison programs, sporting groups, multicultural activities, men’s behaviour change programs, the medical profession, teachers and TAFE colleges, child protection, counselling programs and general community information sessions.

The aim of the project was to increase awareness that fathers who use violence negatively impact their children. That is, dads were educated (in a positive way) that children who witness violence can be affected forever, including impact on their brain development and the ability to thrive and feel safe. This knowledge can be a huge motivator for men to change their behaviour and it was hoped the fathers participating in the project would change their behaviour so that they can have healthy and loving relationships with their children.

The aim was achieved by developing a workshop module, multimedia film clips and a toolbox of resources that other services can use or adapt. A secondary aim was to educate the wider community on the impact of family violence on children.

The audience for this project was varied, representing parents (particularly fathers who have used violence), community and sporting groups, schools, the non-government services sector, medical and health professionals, prisons, and Men’s Change Behaviour Programs (to support the project integrating into existing programs).

The project sought to achieve this by, first, developing a flexible training module and a resource package and, second, by educating the wider community on the impact of family violence on children and offering alternative positive models of parenting.

The project team convened weekly meetings of the UTAS reference group and individual meetings and consultations; conducted a review of the literature and stakeholder meetings and consultations; obtained and shortlisted available resources; developed bespoke resources; and gained copyright information and permission to use a Paul Kelly song.

The UTAS research team worked with the project researcher to identify useful resources from around the world, identified key topics to contribute to the training module and developed new resources (Sponge film clip and Paul Kelly song, “If I could start today again”). These were tested and trialled at six community forums facilitated by the UTAS research officer in the south, north and north-west of the state. In addition, individual specialist stakeholders were approached for input into the development of a PowerPoint training presentation, multimedia film clips and the film clip (*The sponge*).

A half-day community forum was held to trial the training presentation and film clips. Over 50 film clips were identified and considered, resulting in 22 being recommended for use as part of the project. All these clips are available on YouTube and organisations can use them individually or as part of this program.

Forty stakeholders were engaged and consulted from across the state, including individuals and a broad range of organisations to develop this action research project. People who were unable to attend the stakeholder meetings, but who were interested in providing input, provided useful suggestions as to the intent and to the resources used. There was general consensus from the last stakeholder’s meeting that the program would be highly successful if rolled out to the proposed groups.

WHAT HAPPENED?

The project brought new stakeholders to the table to discuss family violence and shifting to a “men who use violence” discussion. For example, the Australian Chinese community is interested in adapting the project specifically for their cohort, the Acquired Brain Injury organisation joined the discussion and wish to look at developing a resource for their cohort, and the Migrant Resource Centre see potential in adapting the project to suit culturally and linguistically diverse communities.

LEARNINGS FROM THE PROJECT

- The community consultations identified family violence issues outside the scope of this project (e.g. how can we incorporate the voices of children?).
- It is difficult to attract men to the family violence discussion table. Need to identify how participants can expect to benefit by participating.
- The Tasmanian Prison Service is very interested in incorporating this project into its existing family violence program.
- The content for groups where literacy levels are low and/or English is not the first language could be improved with the development of individual vignettes containing a simple but effective visual message.

WHAT WORKED WELL?

Five features of the project worked really well: the UTAS and The Salvation Army partnership; weekly project reference group meetings; demonstrating some of the resources (e.g. film clips); mixed audience (e.g. prison, sporting groups, domestic violence (DV)/family violence (FV) men’s groups); and national workshops that shared information about other projects.

WHAT DID NOT WORK WELL?

Particular challenges for the project included competing demands on organisations that are time poor and the quality of information technology and audio equipment for the project in some venues. It was also difficult to recruit and retain qualified staff for a short-term project. Finally, there was a relatively low number of participants in community consultations: the World Café model used in previous men’s projects may be a better model for future consultations.

WHAT CAN OTHERS LEARN FROM THIS WORK?

- You need passionate and committed people who believe in the project.
- A partnership with a university brings unique skills and inspiration (e.g. our UTAS team members come from family violence, nursing, police, health and psychology disciplines).
- The funded organisation needs to be behind it.
- Building on existing relationships works best.
- Integrity and willingness to share all resources.

SUGGESTIONS

- Important to work with “influencers” who can bring support and credibility to the project.
- Draw on DV and FV services that have experience and bring good ideas to the table.
- Start viewing men who use violence in a “family” lens as they mostly love and still have access to their children.
- Look at successful overseas models of working with men: Canadian Caring Dads and Netherlands new DV shelter model.
- The BSCW Community of Practice (CoP) meetings were very worthwhile – sharing new resources and working across different cultures.
- Use of non-labelling, strengths-based and non-judgmental approaches.

PROJECT SUSTAINABILITY: WHERE TO FROM HERE?

The training and the resource package can be used by existing services and programs working with fathers, family violence agencies, government and the wider community. We are exploring new sources of funding to implement the training program and to continue to distribute the resources.

The project outcomes and the final report will be placed on the Salvation Army website (www.salvationarmy.org.au) to support sharing the resources nationally. The Salvation Army national Domestic Violence Committee will consider ways to build on the project.

PEOPLE TO THANK

Thank you to the UTAS Project Reference Group members who generously gave their time, travelled around Tasmania to rural areas to attend community forums, and provided direction and expertise to all aspects of the project. Thank you also to The Salvation Army Tasmanian Board of Management, which supported the project, and all community members and service providers who generously gave their time, ideas and knowledge resulting in the Dads for Kids project.

We also thank ANROWS for their support, ideas, and feedback throughout the project. The Community of Practice was also very worthwhile, where lots of ideas and resources were shared.

We’d particularly like to acknowledge and thank Sony Music and Paul Kelly who are supporting the project by allowing us to use Paul’s song “If I could start today again” as a resource.

For further information please contact Nell Kuilenburg (nell.kuilenburg@aus.salvationarmy.org), Don McCrae (don.mccrae@aus.salvationarmy.org) or Dr Ron Frey (ron.frey@qut.org).

Ending the Cycle

Sammy D Foundation



STORYTELLERS

Tiffany Downing,
Program Manager,
and Jessie Bennie,
Program
Coordinator

The cycle of domestic violence is well documented – so is the fact that there are higher rates of domestic violence in households in which children are present (Morgan & Chadwick, 2009).

In South Australia the 2001 National Crime Prevention Survey of Young People and Domestic Violence found, of the young people surveyed, that:

- 22% reported experiencing an act of physical violence against their mother/stepmother by their father/stepfather;
- 58% had witnessed their father/stepfather yell loudly at their mother/stepmother;
- 28% had witnessed their father/stepfather humiliating their mother/stepmother or putting her down; and
- 8% had witnessed their father/stepfather prevent their mother/stepmother from seeing family or friends (Flood & Fergus, 2008).

The negative impact exposure to domestic violence has on young people can be significant and far reaching. In fact, they don't even need to witness the violence to be impacted (Government of Victoria, 2002). Continued exposure may influence their own attitudes to relationships and violence, as well as impacting their long-term behavioural, cognitive and emotional functioning, social development and educational attainment (Morgan & Chadwick, 2009).

One of the most effective ways of engaging non-violent men in challenging violence against women is through bystander action (Powell, 2014). Sporting clubs and community leisure spaces are key settings for the delivery of primary prevention bystander programs because they have strong community leaders who can positively influence social environments for young people; they have an engaged group of young people, particularly young boys/men; and they provide opportunities to model respectful behaviour between men and women (Inspiro & Eastern Health's Yarra Valley Community Health, 2015).

The Sammy D Foundation (the Foundation) was established in 2008 with a clear mission: "Shaping Lives. Changing Futures." Our mission is to empower communities, through education, to make safe and positive life choices. A community which recognises that ending violence is everyone's responsibility – which can identify the early indicators of domestic violence and which has a well-developed understanding of how to access and refer to supports and services – is a community focused on ending the cycle of domestic violence.

The project had two main aims:

- to develop a network of like-minded organisations focused on supporting women and children in the inner southern suburbs of Adelaide, particularly those that are focused on supporting children; and
- to develop a resource for sporting clubs, community organisations and other services that have regular contact with young people and that have a limited understanding and awareness of domestic violence and of how to prevent violence against women and their children and how to support someone experiencing domestic violence.

WHAT DID THE PROJECT DO?

Information about the project and an invitation to participate in the network was distributed to all organisations in the Inner Southern region involved in the delivery of services to women and children, especially domestic violence services, or in the development of policies and programs relating to preventing violence against women and children. The four local councils in the region were also invited. A network/advisory group of 40 organisations was established.

Bi-monthly network meetings were held throughout the first 12 months of the project to:

- identify any key organisations missing from the network;
- map existing services for both victims and perpetrators of domestic violence, especially services specifically for young people;
- identify existing risk assessment frameworks relating to the early identification of young people at risk of being a victim or perpetrator of domestic violence;
- provide feedback on our research report; and
- provide feedback on our draft presentation.

Organisations unable to attend in person were involved through email. Individual meetings were held with Flinders University and the state government's Office for Women to discuss and seek feedback on the research report and draft presentation.

Two staff from the Foundation participated in Lifeline's domestic violence training in preparation for their role as the facilitators of our presentation.

Two pilot presentations, hosted by Workskill, the federal government job seeker program, were delivered to youth workers and alternative learning staff, and a third presentation was delivered to Salisbury Football Club.

At the time of writing, the project was not concluded. Following the successful pilots, invitations were distributed – to local councils, sporting clubs and associations, Scouts SA and Girl Guides SA, and the state government Office of Recreation and Sport – offering to deliver a presentation to key staff and volunteers involved in working directly with young people.

WHAT HAPPENED?

The Foundation has been able to expand the public's perception of our role in addressing community violence. We were established in response to the death of 17-year old Sam Davis in an unprovoked one-punch assault. We are well known in the community for the delivery of bullying and violence prevention programs for young people. This project has enabled us to engage in a broader conversation about preventing violence against women.

Following our conversation with the Office for Women, the Foundation was invited to participate in the Office for Youth's development of a South Australian Youth Safety Strategy.

Organisations involved in the project now have a greater awareness of Our Watch and the *Change the story* framework and resources.

LEARNINGS FROM THE PROJECT

There is a distinct lack of support programs within the region for women and their children, and especially for perpetrators of domestic violence, due in part to challenges in securing appropriate funding.

No existing risk assessment frameworks relate to the early identification of young people at risk of being a victim or perpetrator of domestic violence. Furthermore, advice from the domestic violence sector was that they didn't believe it was appropriate for untrained community members to have a specific role in undertaking risk assessments. However,

they supported the development of a primary prevention program aimed at educating those in regular contact with young people about what domestic violence is, what drives it, how to prevent violence against women and what local supports are available.

Action research appears very difficult at first, especially when you don't have any previous experience, but in reality it follows a fluid approach to the way that we naturally conduct research within our organisation. Some male-dominated community organisations (sporting clubs, in particular) that we have approached have not been interested in participating in the project as they have not identified domestic violence awareness training as a priority.

WHAT WORKED WELL?

Moving away from broad network meetings to individual meetings with key members worked very well for us. Being able to spend an hour with one person, rather than an hour with 15 people, enabled us to get to a much deeper level of analysis of key topics, and this led to substantial changes to our research report and the presentation.

The research report enabled us to consolidate all our thoughts and provide justification for why the project was needed and why we were focused on the approach we were taking. It provided a tool for us to engage in meaningful conversations with targeted organisations, who took what we were doing seriously because our approach was evidence based.

The pilot presentations were very successful. Even participants with an intermediate knowledge of domestic violence before the presentation said that it expanded their knowledge.

WHAT DID NOT WORK WELL?

While we had an extensive network of 40 members, many were unable to commit to regular attendance at the monthly meetings. The ever-changing attendance meant much of each meeting was spent covering old ground for first-time attendees who were not able to contribute as much because they didn't have a solid background on the project. As the project progressed, we eventually changed to bi-monthly meetings, then ceased them altogether. We resorted to email communication to keep the broader network informed and met individually with key members to get the information and feedback.

It has been extremely difficult to gain the support of sporting clubs to enable us to deliver the presentation. Clubs have very limited time available to undertake this type of training, and many have not seen this as a priority. As the project progressed, sports such as football entered their final weeks of the season in August and September and have now finished, and won't be available again until pre-seasons early next year.

Throughout the development of the presentation we have been conscious of the fact that we are females delivering a presentation about male violence towards women to a room full of men. We included some very clear points in the presentation, such as "we know not all men are violent but the majority of violence is conducted by males". Even so, at the pilot presentations there was a lot of feedback from the males in the room asking for more information to be included about men experiencing domestic violence.

WHAT CAN OTHERS LEARN FROM THIS WORK?

This project offers others information about the positive role sporting and community clubs can play in changing community behaviours.

SUGGESTIONS

A balance needs to be secured between providing government and non-government funding for new and innovative programs and those with a proven track record in effective service delivery.

PROJECT SUSTAINABILITY: WHERE TO FROM HERE?

At the completion of the project the presentation we have developed, along with the research paper and our project story, will be added to our website. Organisations will also be able to request a copies or download that information.

We are continuing to identify community organisations to which we can deliver the presentation We have expanded beyond our initial focus on sporting clubs, are currently working with several local councils, and have made approaches to Scouts SA and Girl Guides SA.

PEOPLE TO THANK

We would like to thank all members of our network/advisory committee, as well as Fiona Mort, Annie Francis and Amy Ambagtsheer (Office for Women), Professor Sarah Wendt and Associate Professor Ben Wadham (Flinders University), Detective Sergeant Bernadette Martin and Sergeant David Uthenwoldt (SA Police) and Jody Anderson (Central Domestic Violence Service).

No More Excuses

City of Salisbury Local Government Authority, South Australia



STORYTELLER
 Claudine Spinner,
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Women and children in our community have different needs and face different issues and require particular planning and service responses from Council, as well as from other government and non-government service providers. Currently, the City of Salisbury has two representatives on the Inner Northern Homelessness and Violence Against Women Collaboration Working Group (the Internal Reference Group), which was initially established by Department of Communities and Social Inclusion. All members of the Internal Reference Group work collaboratively to identify and address issues relating to domestic violence (DV) and homelessness (many victims of homelessness are also DV victims, with the Housing SA representative advising that 35% of those seeking accommodation during 2014-15 were victims of DV).

Our project addressed National Outcome 1 and 2 of the National Plan to Reduce Violence against Women and their Children 2010-2022 (Council of Australian Governments, 2011) and Target 18 of the SA Strategic Plan (2017). The City of Salisbury adopted a primary prevention strategy that aimed to prevent violence before it occurs. This strategy involved Council championing a “whole of community” approach that focuses on changing behaviours and building the knowledge and skills of individuals. This involved addressing underlying causes of DV such as gender inequality and also incorporating understanding of cultural norms within a diverse community and how DV affects those experiencing a disability. This project was delivered entirely within the City of Salisbury Local Government Area.

The planning for the project was due to begin in October 2015 but delays in the announcement of the grant outcome delayed it until January 2016. Programs and activities under this grant ran since that time and concluded on 30 June 2017 when funding expired.

WHAT DID THE PROJECT DO?

As per the work plan, we delivered educational workshops at four local primary schools and a disability unit within a secondary school to promote gender equality through discussions and providing students with the tools and support to develop, promote and perpetuate equal, safe and respectful relationships, with the ultimate goal of preventing violence against women. A total of 217 students participated in these workshops.

We also delivered educational workshops for young people in two local secondary schools. Building on the theme of respectful communication and behaviours, these workshops were designed to extend the message delivered in the primary school workshops and encourage students to challenge the stereotypes that support the gender inequality that leads to violence against women. A total of 109 students participated in these workshops .

Six community safety workshops were delivered at local community venues such as community centres, cultural venues, a sporting club and a children’s centre. The aim was to reframe the conversation from victim blaming to perpetrator responsibility and to encourage positive bystander intervention with the ultimate goal of creating safer public spaces for women.

A White Ribbon event was held on Friday 25 November 2016 in the John Harvey Gallery at Salisbury Council to increase the understanding of DV within Aboriginal and Torres Strait Islander communities through a sharing of stories via their artwork. The Opening the Door on Domestic Violence exhibition of doors painted by Aboriginal women who were also DV survivors was on display to the public throughout November 2016. On 25 November the exhibition culminated in an evening event where over 120 people attended. The event was a great success with over \$9000 raised for programs and services for Aboriginal DV survivors. A video clip was produced documenting the artist's journey to this exhibition (Ellames, 2016).

Six financial literacy workshops were designed to improve women's understanding of basic concepts that help improve women's financial independence. This included understanding concessions and utility bills, budgeting, myGov payments and navigating the myGov website. We also provided information on the availability of financial support systems such as No Interest Loan Schemes.

We produced two youth-led YouTube clips. We first met with the relevant staff at Twelve25 Youth Enterprise Centre to scope this part of the project. Our aim was to have a youth-directed clip or clips that promote gender equality from a youth perspective. We outlined the parameters of the project to the team and a facilitator, then worked with the youth team to workshop ideas for possible concepts. The outcome was two clips. The first features Kat the skateboarder (City of Salisbury, 2017a) and the second features Shakira the football player (City of Salisbury, 2017b). Both clips seek to challenge the perceptions of gender roles through sport. They were both posted on the Youth in Salisbury Facebook page and Council's website. Within one week of posting to the Facebook page, the Kat the skateboarder clip (entitled *The world has changed*) had received 983 views and Shakira the football player clip (entitled *What's your impression of me?*) had received 5000 views. This was a very successful engagement strategy to reach our community's youth and evidence of that reach is demonstrated in the number of views which far exceeds all others on that site and also across comparative campaigns in the wider community.

A printed and digital resource was created providing information on where people experiencing DV can access support locally (Northern Domestic Violence Service, 2017). This by-product of our project was produced in collaboration with the HWAW Collaboration Group and was translated into three dominant languages within the Salisbury Local Government Area, namely Arabic, Dari and Farsi, as well as English.

The project also built capacity within Council to understand the prevalence, seriousness and preventable nature of the problem and the roles that local government can play in promoting respectful relationships and effecting long-term attitudinal change. As one of the largest employers in the area, Council has the ability to influence the welfare of its community by raising awareness of DV and gender inequity among councillors, staff and volunteers. To do this, a total of four bystander intervention workshops were held with staff, and a Gender Equity Matters audit was undertaken by the YWCA to review and analyse Council's policies and procedures and make recommendations to strengthen any areas requiring development.

WHAT HAPPENED?

Collaboration between Council, schools, the Internal Reference Group and service providers was increased and relationships strengthened. As a result, prospective partnerships have been formed for future projects beyond the lifetime of this project. Evaluations from the primary school programs have evidenced an increased level of understanding of gender equity principles and that this knowledge has already transferred into the playground and at home.

Presenting bystander workshops internally and externally promoted greater awareness of the drivers of DV, the role media plays and what individuals can do to assist while still keeping themselves and others safe. We were able to increase awareness and understanding among frontline workers of what DV looks like in different contexts.

LEARNINGS FROM THE PROJECT

When working on such a large project, it can be difficult to manage logistics without the right staffing resources. We were lucky to have budgeted for this but there were times we needed to rely on additional goodwill from the contracted service providers to help deal with unforeseen events.

Schools were generally very supportive but it was difficult to lock them into programs given they were originally all 8-week blocks. This is despite a term's lead in. In one instance, a change of principal meant a cancellation two weeks before the program was supposed to start, which was very difficult to manage so close to the expiry of the grant. We needed to be flexible in our approach with schools to ensure that we could meet their needs and each school seemed to be different.

A major learning is that there is still so much to do and there is a strong need for a multifaceted approach with varied entry points.

WHAT WORKED WELL?

- Commitment from Council and the Internal Reference Group to work collaboratively and facilitate change.
- Willingness from most schools to engage.
- Increased understanding within frontline workers around how they can support those affected by DV.
- School programs were very effective with immediate evidence of knowledge transfer through the evaluations and direct feedback from students who felt empowered to challenge inequitable gender behaviours. With the help of the Internal Reference Group, we were also able to identify schools that had the greatest need for these programs and target them accordingly.
- Bystander intervention programs challenged people's views and gave them strategies to be able to help in DV-related situations while still keeping them and others safe.
- The Gender Equity Program required a commitment from Council and this was given through participation in the project and the report's findings, which will be incorporated into People & Culture policies, procedures, and diversity and inclusion planning.
- The bystander intervention programs presented to cultural groups were well received and there was an eagerness for more programs (e.g. when presenting to the Bhutanese community, many were older but expressed a desire for younger members of their community to receive the same information and training).
- We were able to connect with a number of target groups including culturally and linguistically diverse (CALD) (Bhutanese, Filipino), people with disability, defence personnel and sporting clubs. This could only be done through the collaborative efforts of all stakeholders and their networks.
- The presentation to community development staff by Margie Charlesworth on what DV looks like for people with disability was a highlight of this project and led to an increased understanding and awareness of the current issues and how we can help. Margie herself was an inspiration, delivering the presentation through the use of technology to help overcome her own physical barriers. Margie is an Independent Civic and Social Organisational professional who has worked for many years in the field of disability advocacy, receiving many awards for her work with various disability services groups.

- The YouTube clips challenging gender roles worked well. Driven by youth, these clips were particularly relevant as one focused on women in AFL albeit at a junior level.
- As a result of the success of this project, the storyteller was asked to present at the 2017 Crime Prevention and Communities Conference hosted by the Queensland Police and Australian Institute of Criminology.

WHAT DID NOT WORK WELL?

It was sometimes difficult to engage with schools. While some were very embracing and identified the programs as something that would provide great benefit to their school community, others saw it less enthusiastically. This was particularly so in high schools, where perhaps the demands of the curriculum and other priorities were a barrier to entry. We were more successful in engaging primary schools and worked with them to balance their need of wanting to deliver this much-needed program but not at the cost of other areas of the curriculum (e.g. linking our program into their health and physical education curriculum as part of the Australian curriculum).

Working with schools takes a lot of lead-in time and ideally you need to book the program a term beforehand so that teachers can plan appropriately. Unfortunately, this means that when schools pull out at short notice it is very hard to find a substitute school, which pushes out timelines and affects delivery overall. It took a strong collaborative effort to remedy this, including pulling together local stakeholders to identify a new school, gain an interview at short notice and, where necessary, rely on an existing relationship or network to get it through.

Under this grant we found the demand and the willingness to engage was more at the primary school level and we adapted our next grant application to reflect this.

There are an increasing number of providers and a wide variation in standards, which created barriers to entry for this project in some instances. We also identified a strong need for early intervention programs for primary school children already displaying negative social behaviours due to the breakdown in family relationships at home. We incorporated this learning into our Crime Prevention Grant project (A Better Future).

WHAT CAN OTHERS LEARN FROM THIS WORK?

You need a strong team of experienced and networked stakeholders to achieve outcomes. Our Internal Reference Group, YWCA Adelaide and Northern Domestic Violence Service were vital to this project. Their in-depth knowledge, skills and experience enabled us to ensure our projects remained aligned and reflective of evidenced need and the networks stemming from this group opened doors that would otherwise be closed.

Working with reliable, experienced providers of our outsourced programs ensured that the relationship held together when issues arose and become stronger rather than falling apart. Our relationship, in particular, with the YWCA has been built over a few years with each party having a mutual respect for each other's skills, experience and capabilities that can only be developed over time.

You need to remain flexible. Many times we had to liaise with schools, community groups etc. and change formats to meet the needs of the target group. Examples include:

- approaching a school for a program for 30 kids when they had 55, which had a large impact on our budget (YWCA subsidised the cost of the second program to accommodate the extra children and the cost was then covered by the City of Salisbury outside the grant budget);
- when delivering an 8-week program, selecting the core elements and delivering 2 x 4-week programs to fit in with curriculum and term plans;

- altering the bystander workshop format to enable us to work more easily with interpreters and also be conscious of cultural sensitivities (this included removing some images from the presentation and changing the language used so that we did not offend); and
- altering how we evaluate programs where English literacy is a barrier (e.g. the evaluation forms were in English and we did not have the budget to translate some. Therefore, we did the evaluation orally as a group through the facilitator and the interpreter.)

From a Council perspective, there was a need to demonstrate understanding of the resource pressures facing not-for-profit organisations, which can impact the pace of projects. Setting out clear expectations at the start and identifying potential barriers was a good way to start.

SUGGESTIONS

This model of practice is transferrable to other local government councils and is in line with research by the Organisation for Economic Co-operation and Development, which indicates that local government councils have a central role to play in facilitating and leading these types of projects to effect social change.

The once-off funding for this project has been very positively received and enabled us to implement measures which will have a long-term impact. However, the type of programs we have delivered (particularly in schools) need to be ongoing and we are exploring new sources of funding to continue this work.

PROJECT SUSTAINABILITY: WHERE TO FROM HERE?

The partnerships which have been formed and strengthened will be our greatest asset in formulating strategies that address family and gender-based violence beyond the closure of this project on 30 June 2017. All partners will continue to work together to identify further funding opportunities in order to continue the work needed and increase the likelihood of long-term change within our community.

PEOPLE TO THANK

We acknowledge and thank our project partners: DSS (grant funder); Sammy D Foundation; Northern Domestic Violence Service, Relationships Australia, South Australian Police, Anglicare and Housing South Australia (as part of the Internal Reference Group); YWCA; Northern Regional Aboriginal Family Violence Service (Nunga Mi:Minar Inc.); Marra Dreaming; and local schools, community centres and libraries.

We also acknowledge and thank ANROWS, City of Salisbury (executive, staff, volunteers and community development team) and Inner Northern Homelessness and Violence Against Women Collaboration Working Group.

PROJECT 07

Building Safe Communities for Women (AHCSA)

Aboriginal Health Council of South Australia (AHCSA)

STORYTELLERS

Alison Lam,
Amanda Mitchell
and Gokhan Ayturk

Violence against women and their children is a major contributor to high Aboriginal morbidity and mortality rates in Australia (Al-Yaman, Van Doeland, & Wallis in Cox, Young, & Bairnsfather-Scott, 2009). Aboriginal women are at significantly higher risk of experiencing domestic and family violence (DFV) and are 35 times more likely to be hospitalised as a result of this violence than the rate of non-Indigenous women (Canuto, 2015; COAG, 2011; Productivity Commission, 2011). Aboriginal women continue to experience alarmingly high rates of violence and remain one of the world's most disadvantaged groups (Cox, 2016), despite growing recognition of DFV as both a public health and human rights issue (Garcia-Moreno in Marcus & Braaf 2007).

With a focus on Aboriginal women and their children in South Australia, AHCSA's Building Safe Communities for Women project operated under the principles of Aboriginal community control. The project sought to develop and maintain effective communication and working relationships with existing networks across the Aboriginal community health sector with findings backed by a review of relevant statistics and peer-reviewed literature. By improving engagement between government and non-government organisations and the broader community, the project aimed to create sustainable practices to help reduce violence against Aboriginal women and their children.

WHAT DID THE PROJECT DO?

Project findings were gathered via a literature review, scoping exercise and needs analysis. Best practice for preventing and ending violence against Aboriginal women and their children was investigated through the review of peer-reviewed journal articles, State and Commonwealth Government policies, and findings of the Australian Bureau of Statistics.

The scoping exercise and needs analysis were conducted over a 12-month period and involved visits to Aboriginal Community Controlled Health Services (ACCHS) and government and non-government agencies that work with Aboriginal women and their children across South Australia, with phone conversations occurring where face-to-face meetings could not be arranged. Services in metropolitan Adelaide, Anangu Pitjantjatjara Yankunytjatjara (APY Lands), Ceduna, Coober Pedy, Mount Gambier, Murray Bridge, Oodnadatta, Point Pearce, Port Augusta, Port Lincoln, Port Pirie, Riverland (SA), Whyalla and Yalata were included in the scoping exercise.

The provision of holistic and collaborative service to keep Aboriginal women and children safe from violence in their communities is an urgent and ongoing challenge. Aboriginal family violence often co-exists with unmanaged grief and loss, trauma and lateral violence, as well as socio-economic disadvantage. Victims and survivors have complex needs that are best addressed by specialised services working in collaboration. Whilst some service collaboration does occur, there remains unmet need with a specific shortage of grief, loss and trauma-informed mental health services. In addition, the high turnover of staff in rural and remote communities means that new workers may not have the local service knowledge required to make referrals to specialist and mainstream services.

During this project, a wide variety of Aboriginal organisations and workers identified the need for training to recognise and respond to family violence, citing benefits for client outcomes. There were also suggestions for programs in schools to break the cycle of violence by teaching children and young people about healthy relationships.

A consistent theme raised throughout the scoping exercise in this project by Aboriginal health services across South Australia was that holistic approaches are the most likely to produce effective, sustainable outcomes in reducing and preventing violence against Aboriginal women and their children. Such holistic approaches must also include education and DFV awareness. Holistic approaches to tackling Aboriginal family violence incorporate work with victims, survivors, perpetrators of violence, families and communities.

WHAT HAPPENED?

From our work with communities and workers on the ground, it is clear that community-driven and implemented initiatives are more likely to be successful when they build on community strengths and are tailored to the unique cultural and spiritual needs of the community. These initiatives must continue to be formally evaluated to both build an evidence base for future practice and enable continued quality improvement.

In consultation with communities and workers, AHCSA developed a number of resources about DFV including fact sheets specific to regions where the scoping review of services was conducted. These fact sheets can be accessed via AHCSA's BSCW website (<http://safecommunities.ahcsa.org.au/>).

RECOMMENDATIONS

Funding

Cultural appropriateness of funding in this context means to ensure that Aboriginal family violence services are funded, and outcomes measured in partnership with Aboriginal organisations and in accordance with the requisite cultural overlay. The scoping review found that key success indicators in this process are: strong and deep engagement with services; working with Aboriginal communities to build capacity and resilience; developing practical and Aboriginal-specific outcome measures (e.g. enabling culturally appropriate service provision versus prioritising number of clients); encouraging inter-organisational collaboration; and planning that creates sustainable projects that enable planning and the continuity of care.

Services

The scoping review identified the following improvements in a service context:

- Consideration should be given to the additional pressures impacting Aboriginal workers in order to provide appropriate support, prevent burnout and improve staff retention rates.
- Services in rural and remote communities should be supported to implement and run services and programs to ensure cultural appropriateness, increase local employment and enable continuity of client support.
- In mainstream services, increased employment of Aboriginal workers in both frontline and decision-making roles will enable a more culturally appropriate service delivery to clients, and also provide cultural mentoring to the workplace. It is critical to address the potential lack of knowledge of non-Aboriginal employees and improve their cultural competence. This will help ensure cultural safety for Aboriginal clients due to the sensitive nature of engagement and prevent potential harm that may arise due to unfamiliarity with cultural protocols.
- Networking meetings in each region can encourage ACCHS, non-government and government service collaboration, and enable comprehensive, holistic client support and care.

Resources and knowledge

- Develop a website with links to online family violence resources that can help improve knowledge and raise awareness.

- Create up-to-date, printable, online referral lists for each region to help refresh the knowledge of existing staff, inform new staff, encourage inter-agency collaboration and improve client/patient outcomes.
- Produce Aboriginal-specific Domestic and Family Violence Safety Cards to improve access to culturally appropriate support and crisis services.
- Facilitate access to a Domestic Violence Crisis Line (formerly Domestic and Aboriginal Family Violence Gateway Service) by clearly communicating what exactly a client can expect when s/he makes a call. Access can also be further improved through the use of interpreters and advocates who can help alleviate the fear of the unknown and enable culturally appropriate engagement.

Holistic and targeted approaches

- Current approaches to family violence focus a great deal on supporting victims after violence has occurred. The desired sustainable progress requires incorporating a preventative approach to working with the victims, perpetrators of violence, families and communities.
- Improved access to culturally appropriate mental health services is a significant support mechanism. Trauma-informed and grief and loss-informed services are required to support Aboriginal children, young people and adults across South Australia. This is necessary to improve the overall social and emotional wellbeing of individuals, families and communities.
- It is critical to encourage men's groups and provide the opportunity for men to lead and proactively build ownership of such initiatives. Promoting cultural connection, positive attitudes and respect helps to overcome confusion regarding the traditional roles of men and reduces the incidence of violence against women.

Research

- Support for program evaluation enables the building of an Aboriginal-specific evidence base on best practice for supporting Aboriginal women and children who have experienced violence.
- Further research is required into best practice guidelines and methods.
- Support for research into how best practice guidelines and methods can be integrated into a service provision setting, including that of an Aboriginal community controlled service organisation, is required.
- Targeted research to better understand and articulate the needs of Aboriginal victims/survivors in terms of prevention, tackling and healing from the trauma of DFV.

WHERE TO FROM HERE?

Aboriginal family violence is a complex issue intertwined with the ongoing impacts of colonisation, dispossession, forced child removals, racism and discrimination. Family violence eradication and prevention efforts must therefore also address intergenerational trauma, grief and loss, lateral violence and socio-economic disadvantage if they are to succeed.

Family violence negatively impacts victims, families and communities. Therefore, it is paramount that initiatives aiming to address this complex issue are designed in partnership with Aboriginal stakeholders in a holistic manner, addressing social and emotional wellbeing and socio-economic disadvantage. The role of health promotion and primary prevention projects through education and awareness campaigns are critical in establishing constructive dialogue pathways with local communities to destigmatise DFV. This requires working with victims, perpetrators, families and communities, with collaborative support from all agencies involved prioritising the wellbeing of Aboriginal communities.

PEOPLE TO THANK

The BSCW project was undertaken through funding provided by DSS to AHCSA. We would like to acknowledge the Department's support for the project, the input of ANROWS, the AHCSA Secretariat and Steering Committee, AHCSA members, and all other government and non-government organisations involved in the project. We also acknowledge the time and contributions of the Pika Wiya Health Service Aboriginal Corporation, Port Lincoln Health Service Inc., Nunkuwarrin Yunti of South Australia Inc., Nunyara Health Service Inc., Tullawon Health Service Inc., Umoona Tjutagku Health Service Aboriginal Corporation, Pangula Mannamurna Inc., Ceduna Koonibba Aboriginal Health Service Aboriginal Corporation and Tarpari Wellbeing Centre for participating in the scoping exercise.

Domestic Violence Against Older Women: Developing networks to improve service provision

Flinders University



STORYTELLERS

Lana Zannettino,
Project Leader, and
Carolyn Gregoric,
Research Associate

With a median age of 40 years, South Australia is an ageing state with the second largest proportion of older people in Australia (ABS, 2016). In keeping with this trend, the number of older women in South Australia is expected to increase exponentially over the coming years.

While domestic violence (DV) is an issue for women of all ages, this project was concerned with improving responses to older women (55+ years). For older women, DV may involve the continuation of longstanding abuse, violence that starts only in old age, or violence that begins with a new relationship in later years (Seaver, 1997). The invisibility of older women affected by DV may be compounded by the fact that older women do not report or seek assistance for DV in the same ways as younger women (Zink & Fisher, 2007). Further adding to their difficulties, older women experiencing DV are more likely to be viewed by service providers as victims of elder abuse rather than as victims of DV (Zink & Fisher, 2007).

As a first step in addressing these compounding issues, this project aimed to develop networks between DV, older person support and homelessness services so that together they could develop an integrated and whole-of-community approach in responding to older women (55+ years) experiencing DV in Adelaide. Rather than services working individually on strategies, the project engaged service providers and stakeholders in a Participatory Action Research (PAR) process culminating in the development of a shared Action Plan.

WHAT DID THE PROJECT DO?

The project was guided by a Plan, Do, Study, Act model, underpinned by a PAR approach over three cycles. The project increased service providers' awareness of issues specific to older women and sought to improve community support networks for older women experiencing DV. This work will continue and expand via an ongoing strategic Action Plan. To inform development of the plan, the project collected information from service providers and women. In addition, consultation workshops were held with stakeholders to develop networks, discuss project findings and consider how to improve responses to women. The governance group oversaw all stages of the project and refined the Action Plan.

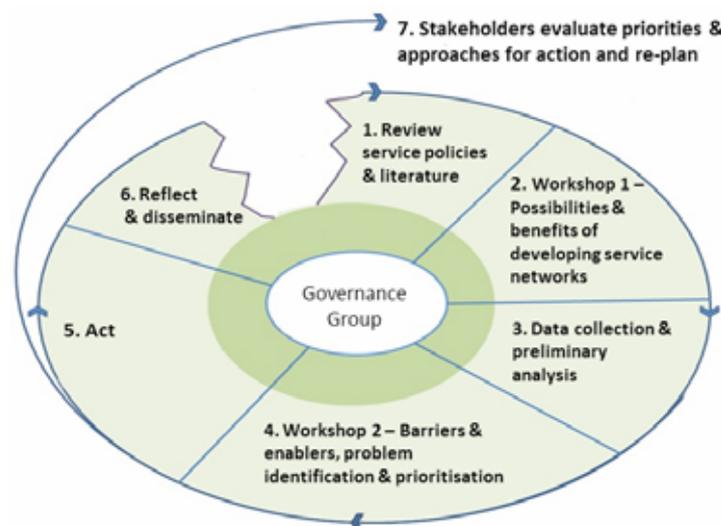


Figure 1: Action research approach

The project fostered strong community engagement through a governance group and consultation workshops. At the planning stage of the project, a governance group was formed with representatives from DV, homelessness, and aged services. Joining this governance group were representatives from Aboriginal and culturally and linguistically diverse (CALD) services. The governance group met regularly to oversee the project and provide strategic direction across all action research stages.

Two consultation workshops were held and most stakeholders invited to participate did so. Encouragingly, there was a great deal of enthusiasm and positivity demonstrated by stakeholders during these workshops and many new connections were made between the different sectors, which have endured beyond the workshops.

Project decision making was informed by the qualitative and quantitative data collected throughout the project. This included policy documents, key informant interviews and service recipient interviews. A service network analysis was also conducted to map existing connections between services.

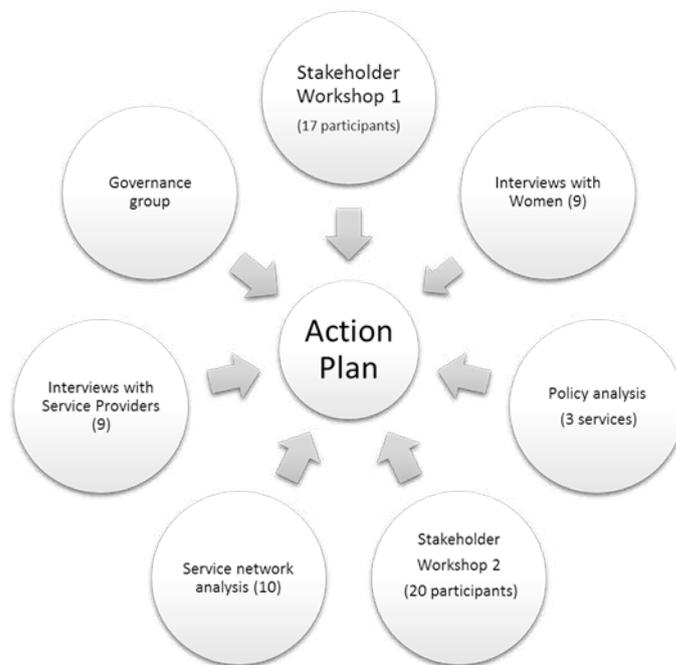


Figure 2: Data and information collection informing the Action Plan

WHAT HAPPENED?

The long-term focus of this project was the development of a holistic Action Plan. Full implementation of this plan was beyond the project's scope.

This was the first time that these services had come together to consider issues specific to older women and what they could collectively do about them. New relationships between DV, homelessness and older person support services were formed, and awareness was raised about the role and function of these services in supporting older women.

The Service Network mapping exercise showed that there are already some links between DV, homelessness and older person support services that can be developed further, and that other services, such as police and medical services, play an important role in this service network.

Interviews with women showed that they received vital support from churches and banks, highlighting the need for a whole-of-community approach in responding to DV. Service providers' awareness of issues specific to older women increased along with a greater

understanding of how their services can better connect with older women. Older women felt listened to for the first time and there was a sense of relief expressed by them that at last something was going to be done to address their issues.

LEARNINGS FROM THE PROJECT

For direct practice:

- Currently many older women are going to non-specialised services for assistance, such as Centrelink, police and health services, rather than DV or homelessness services.
- At present, the service system is largely geared towards crisis-oriented service provision and/or dealing with extreme cases. In addition, the focus is usually on younger women and those with children. Therefore, very little assistance is available for older women who remain in abusive relationships or who leave but are able to find some sort of temporary accommodation themselves, such as “couch surfing” or living in their car.
- No services specifically target older women. Older women can be uncomfortable sharing their story with men (e.g. at Centrelink), so do not fully disclose. They are more comfortable having a “cup of tea and a chat” face to face with a female worker.
- Older women leaving relationships face many systemic barriers. For example, they may fail to meet the criteria for means-tested services because on paper they have assets, such as a house or business, in their name, yet after leaving they are unable to easily access or sell these assets. As a result, they are often dependent on “random acts of kindness” to survive and move on.
- Many older women would like to meet up with other older women who have been in similar circumstances, such as at a support group. They would like opportunities to use their experiences to help other women.

About changing attitudes:

- There needs to be greater community awareness that DV affects women of all ages. For example, images of older women in promotional materials and campaigns to let all older women know that it is appropriate for them to contact 1800 RESPECT for assistance.
- To overcome possible feelings of guilt, older women need to be assured that when they access services they are not taking assistance away from younger women and their children.

About building partnerships and services collaborating:

- There is a willingness amongst DV, homelessness and aged care services to work collaboratively together. Space and time, such as at a workshop, enable key stakeholders to come together to discuss issues and to build constructive relationships.

WHAT WORKED WELL?

Being led by a university, the project was seen as independent of any particular sector. The university staff also brought fresh insight into current practices and the latest global thinking into strategies for going forward.

The consultation workshops and service providers’ willingness to openly share with each other worked well: “Great consultation. Allows people to speak out and present issues and possible solutions” (Workshop 2 feedback).

The contribution of informants also worked well. Women who shared their stories were open and candid with the researchers in the hope of helping other women in similar situations: “I want my story to be told to people who can do something about it” (older woman).

WHAT DID NOT WORK WELL?

I will continue to try to get some Aboriginal women who will speak about their experiences with DV. However as you will have worked out by now this is easier said

than done. Most are terrified that they will somehow be identified and that things will get worse for them. Others don't want to bring shame on their families. I do tell them that these things won't happen but because of history in Australia so many don't trust anyone. (Extract of email from Aboriginal worker)

There were difficulties in recruiting older women, especially those from Aboriginal and CALD backgrounds, to share their stories. Attempts were made to recruit from these groups via members of the governance group but feedback was that many women were uncomfortable sharing their stories. Further, the women may have a fear of being judged, particularly if they view their own communities as already judged by the broader society. Abuse may have become entrenched and normalised in the lives of older women from Aboriginal and CALD backgrounds.

WHAT CAN OTHERS LEARN FROM THIS WORK?

About how and when to share information about family and domestic violence:

- “That’s the issue that nobody does listen and maybe respond in the way that you hope that they would” (older woman). Encouraging older women to access support services needs to be done carefully. This is not only to protect her safety but also because with current service provision, the response may not be what she is expecting.
- Older women may not view DV services as appropriate for them so may choose not to access these services. Current promotional campaigns rarely feature images of older women and refer to “women and children”, which can be misunderstood as not being inclusive of single older women.

Who to engage and how:

- “We don’t often get a collective as diverse as this in one particular place so that in itself is really important” (Workshop 1 participant). In this project, we slowly sought to build a network of support by working with our partners and key stakeholders. We were mindful not to become too big too quickly by seeking to engage with everyone from the beginning. Stakeholders learned from each other as the project progressed.

How to build trust:

- Providing sufficient time for informal networking and the sharing of information and resources at meetings and workshops increased cross-sector awareness and relationships beyond planned activities.
- Taking time to build rapport and relationships with older women prior to interviewing them enabled them to feel more comfortable to candidly share their experiences.

Level of community readiness:

- “Through the workshops and the opportunity to actually meet people I think that that would strengthen a commitment to work together and it would certainly, I think a lot of this whole thing is about transfer of knowledge and recognising shared interests in the whole subject of DV and older women and how they populate our various services” (service provider). There is a high level of willingness in the community to begin addressing issues for older women. This is not just among service providers; there are older women who also would like to be involved by sharing their experiences.

SUGGESTIONS

Older women want specialised services that understand their specific needs rather than risking a poor response from a generic service. An advocate would help them to navigate the service system to meet their needs.

More support and resources are needed to address issues specific to older women. For example, more age-appropriate housing options for single older women, changes to the law that preclude women from accessing public housing if they have their name on a title, and

more accommodation services that are responsive to health issues associated with ageing. Policies and practices should be reviewed to consider if they unintentionally victimise older women. For example, reviewing policies such as means testing and waiting periods, which can further disadvantage women in or leaving relationships.

Consideration should be given to mandatory reporting of DV and other abuse of older people. Service providers' duty of care provisions could also be reviewed with a commitment to further training in this area.

PROJECT SUSTAINABILITY: WHERE TO FROM HERE?

The project partners will continue to address the issues raised by the project findings. This will be supported by the Action Plan endorsed by the governance group.

This project was just the beginning. Much more needs to be done for older women. Given the strong community input into the Action Plan, it is hoped that funding will be secured to continue implementation of the plan in the near future. In the meantime, services are currently reviewing how they can implement some strategies with existing resources and funding.

PEOPLE TO THANK

In particular we wish to acknowledge and thank the members of the community reference group: Doris Gioffre, Aged Rights Advocacy Service (ARAS), Janine Haynes (Aboriginal representative), Wendy Radbone (Uniting Care Wesley Bowden, Inner Southern Homelessness Service), Sue Underhill (Women's Safety Services South Australia), Milenka Vasekova (CALD representative, Women's Safety Services South Australia), Alison Hutton (University of Newcastle, ex-Flinders University), Jeff Fuller (Flinders University) and Yvonne Parry (Flinders University).

In addition, we acknowledge and thank everyone involved in the project, including the women and workers who willingly gave their time and stories.

Channels of Hope for Gender

World Vision Australia (WVA)



STORYTELLER
Robert Bekker,
World Vision
Project Manager

The Channels of Hope for Gender (CoHG) project took place in the remote Aboriginal community of Lajamanu (formerly known as Hooker Creek), approximately 560 kilometres south-west of Katherine and 870 kilometres north-north-west of Alice Springs, on the northern edge of the Tanami Desert in the Northern Territory. The project aimed to build the capacity of faith leaders, congregation members and local services to work together to address the problem of domestic and family violence in their communities.

It used a strengths-based approach to examine gender relations from the perspectives of traditional cultural and spiritual wellbeing, as well as Christian faith traditions specific to the communities in which it was implemented. The project worked with the Baptist and Assemblies of God (AOG) churches to develop and implement practical and sustainable solutions for dealing with issues of violence against women.

The project intended to:

- use action research to support local adaptation of the internationally successful CoHG program model which provides a strong biblical and theological framework together with secular and rights-based approaches to promote gender equality in the community;
- increase knowledge and awareness among church leaders and the congregation of their role in reducing violence against women and their children; and
- equip the church to engage and work collaboratively with service providers to develop better solutions to prevent and respond to violence against women and their children.

WHAT DID THE PROJECT DO?

- Congregation and community mapping carried out in April 2016 with seven stakeholders and both church congregations showed there were 61 active adult church members, which represents around 17% of the adult population. Existing relationships between service providers were also mapped and found that most were tertiary-level responders and that CoHG had the potential to play a critical primary prevention role in collaboration with local partners.
- Twelve training and workbook adaptation sessions were held and were supported by Grant Paulson (Faith and Development Advisor) and a Warlpiri Cultural Advisor. Between three and six Faith Leaders attended each session and several sessions were held during bush camps. World Vision's CoHG International Workbook was adapted and printed to reflect the project context and include culturally appropriate language, concepts and processes.
- Three Local CoHG facilitators employed and trained two females and one male, one from AOG Church and two from the Baptist Church.
- Local CoHG facilitators shared at least one CoHG study with 14 males and 29 females, mostly from the congregations; 17 of these individuals participated in at least two studies and eight participated in three studies. Numerous informal discussions with community members on the topic took place, including individual and relationship support for couples.
- Two Project Reflections were held in Lajamanu with key project participants. These provided important times to celebrate progress, as well as make small adjustments to respond to learnings and experiences; this also contributed to the projects' accountability

back to the community. These learnings were fed into the broader CoHG adaptation of the COHG model for Aboriginal and Torres Strait Islander Australian contexts.

- Twenty meetings were held with 14 stakeholders. These were a combination of community mapping meetings that were also used to introduce local stakeholders to the project and regular ongoing meetings with key local stakeholders. Importantly, the project linked into the Katherine Domestic Violence Directorate meetings, which are held monthly with all services operating in and around the region, including Lajamanu.
- Three Community Hope Action Team (CHAT) group meetings were successfully held, with an average of ten participants. The CHAT group consists of a mix of service providers and local community members who represent service providers, members of the Baptist and AOG churches, and Kurdiji Law and Justice group. The Kurdiji Law and Justice Group backed the CHAT group and gave approval and support for the initiative.
- World Vision is also implementing this project in Brisbane with the Dhiiyaan Church. Lajamanu churches and Dhiiyaan church relationships have been strengthened to provide mutual learning, support and encouragement. Lajamanu facilitators have visited the Dhiiyaan Church CoHG project in Brisbane to share learnings and learn from their experiences.

WHAT HAPPENED?

Conversations about gender-based violence (GBV) commenced among church leaders, their congregations and the broader community. The project supported church leaders to start having tough conversations about GBV in an empowering manner. Safe spaces were created for these discussions to take place so that people were not “shamed”. This paved the way to promote gender equality in the community.

Church leaders in Lajamanu have increased knowledge and awareness of GBV and the factors that influence it. The project also increased access to knowledge and awareness among church leaders and the congregation in relation to GBV and their possible role in supporting the prevention of violence against women and children.

Local contextualisation of the project model provided space to explore how law, culture and faith intersect. The CoHG process of adapting the sharing and teaching materials incorporated traditional value systems of law and culture and blended them in a positive way with their Christian faith, smoothing a pathway for all three to mix and be respected without undermining any of them. It opened up a space for faith to play a role in addressing violence. Additionally, it cut through the tensions of downplaying faith and allowed people to deepen their conviction of faith and justice without feeling there was a trade-off. CoHG enabled community members to elaborate on the sacred aspects of culture that work well and use them to take a stand in a positive empowering way, using cultural advocacy as a tool for safety and a driver for change.

Increased information sharing among stakeholders, including churches, has begun. This new-found opportunity to more freely discuss GBV also facilitated the onset of CHAT groups, which bring Elders, who hold knowledge of cultural lore and the faith-based community, together with relevant social services. CHAT meetings equip the church to engage and work collaboratively with service providers to develop better solutions to prevent and respond to violence against women and children. They also support service providers to better understand factors that influence violence and more clearly understand ways in which gender relations are structured locally and how the church works in community.

Church relationships in Lajamanu were strengthened. This project also helped to strengthen the relationship between the two churches and contributed to reconciliation between competing faith groups. The WVA program has built its capacity in the GBV sector by engaging with other organisations that work in this sector.

LEARNINGS FROM THE PROJECT

Initiating a project through community invitation and supporting the community to be co-designers and co-collaborators was a key learning and resulted in a community-driven and owned project. This process included supporting the importance of local knowledge and expertise in co-design using local wisdom and adapting processes such as interpretations in the form of paintings.

Time was allocated to proceed at the speed of the community and a process of reflecting, testing and modifying the workbook as it went along was implemented. This greatly assisted during community consultation where important factors were identified, such as traditional cultural kinship systems; issues of culture and faith and how the two relate and connect; how to contextualise these elements; identifying those parts of culture relevant to the CoHG message; and looking at the parts of culture that are about safe families, positive relationships and respectful identities and amplifying them to drive attitudinal and behavioural change.

Employing local Aboriginal community members was critical for community engagement and ongoing sustainability. Engaging facilitators, Warlpiri interpreters, Kurdiji traditional law Elders and church members in the adaptation of the model contributed to community ownership of the project and their capacity to speak with service providers and community on the many complexities of GBV. This was displayed during the most recent CHAT meeting where nine local community members held important conversations on GBV. It has laid solid foundations for ongoing work.

WHAT WORKED WELL?

I started sharing about CoH[G] and domestic violence and shared some of my experiences too. He turned to his wife and said “see, we really need to change our lives and stop violence and jealousy and everything”. Since talking to him a few more times we have really seen a change...They even had a new baby and he supported her properly. He’s also got a job at the school and started to be really helpful in the community...I think he just needed someone to tell him that good story. (WVA Community Facilitator)

- Implementing a genuinely participatory and collaborative community-led approach.
- Having local experts and local people involved.
- Supporting community in their expertise and making sense of the training themselves.
- Incorporating a two-way learning process in adapting the workbook.
- Involving multigenerational participants and intergenerational local ways of learning to support the use of ancient Warlpiri law and language to understand and interpret the workbook.
- Purposefully encouraging the use of Warlpiri language and key Warlpiri words in the workbooks to further embed local ownership.
- Introducing an existing framework to adapt that could be moulded to local context and create local ownership. This was a good way to start a conversation on GBV.
- Involving the WVA Faith and Development Advisor, who has previous connection to community, and ensuring his consistent presence.
- Giving space to community to find their own way to work in their own timeframe by not having the project manager, cultural advisor, and Faith and Development Advisor live in community.
- WVA’s long-term presence and credibility in the community and depth of existing relationships incorporating trust, acceptance and mutual respect.
- The strength of WVA’s implementing team, consisting of a cultural advisor/interpreter to unpack complex ideas, a faith and development technical advisor to advise on

theological interpretations, and a project manager to oversee the administration and pace of the project.

WHAT DID NOT WORK WELL?

It was a challenge to engage both churches equally, as the AOG Church has fewer members and therefore fewer resources to draw on than the Baptist Church. Another challenge was the high dependence on a small pool of available leadership. We were fortunate to have high-capacity leaders but they also had other jobs and commitments, which at times meant they were unavailable to progress CoHG work.

WHAT CAN OTHERS LEARN FROM THIS WORK?

- Working with the faith community: this was a virtually untapped area, as there are avenues and support networks within the church to work out ways of approaching complex issues.
- Accessing the strength of faith-based civil society to network and be part of a solution for positive change in community.
- Using a collaborative approach to unlock pathways to cultural knowledge on how to talk about highly sensitive issues without offending people. If you don't use culturally appropriate ways to talk about sensitive issues, people may not return and engage on these topics.
- Taking a community development approach to strengthening community and services capacity to work together and learn from each other are important elements in meaningful and sustainable change.

SUGGESTIONS

- Engage civil society, faith-based and non-faith-based community groups in these types of projects. Faith communities can potentially play an important role in the prevention of GBV through behaviour change and awareness of attitudes that contribute to GBV.
- Work in this area requires holistic approaches and requires services to better understand and connect with the cultural/spiritual elements of local communities and their role in social relations.
- The learning opportunities afforded by the ANROWS collaboration were vital in terms of learning, sharing and engaging with others facing similar and different issues.

PROJECT SUSTAINABILITY: WHERE TO FROM HERE?

World Vision will continue to invest in this project. It is also exploring possible future sources of government and non-government funding to support the project's sustainability. Kurdiji Law and Justice group in Lajamanu has committed to supporting the project, specifically the CHAT group meetings. The Lajamanu Baptist and AOG churches are embedding CoHG teachings/activities into regular church activities, and CoHG is becoming a point of reference for many parts of their communities of faith. WVA will continue to implement the project and focus on strengthening CHAT with the aim of the project being a community of interest, a role model and a teaching tool for other communities to observe and learn from.

PEOPLE TO THANK

The Lajamanu AOG and Baptist churches; World Vision CoHG Community Facilitators; Jerry Jangala Patrick, Kurdiji: Lajamanu Law and Justice Group; Lajamanu service providers who engaged in the CHAT group meetings; Global Interact Australia; DSS; Stronger Communities for Children; ANROWS.

PROJECT 10

No More to Violence:

Building safer communities in Tennant Creek

Tennant Creek Women's Refuge



STORYTELLER
Shirleen Alum

Originally, Tennant Creek Women's Refuge planned to implement the Building Safer Communities program and events in partnership with various other community stakeholders in Tennant Creek. Some major stakeholders in the community found themselves restructuring their programs and experienced staffing issues due to unplanned events. This impacted the progress of the project for Tennant Creek and we had to change our partnership approach.

Rather than one big project, we conducted many smaller projects with the small staff and programs we were already engaged with in the community, such as with the DV Directorate (Territory Families) & Papulu Apparr-Kari (Language Centre).

The project aimed to:

- raise awareness about the impact of violence in our community; in particular, the effects on our children;
- facilitate training for community members, staff and agencies so they are better able to understand and support the effects of trauma on the developing brains of children;
- educate community women to gain a better understanding of what constitutes a healthy relationship; and
- resource and promote a "safe community" by using strengths-based approaches to celebrate values and bring awareness of domestic violence (DV) in the community and mandatory reporting obligations.

Some of the activities we partnered on were weekly community DV education sessions for women; town DV signage; DV awareness raising through signage and public events; developing local resource materials; providing DV educational material to the local school; and establishing and educating a local women's advisory group.

As part of the BSCW project, a series of commercials to better understand the prevalence and impact of domestic violence in the community was recently created by Barkly Regional Arts with the Tennant Creek Women's Refuge. The commercials were made entirely by people in Tennant Creek.



Here are the six video links.

TVC 1: <https://vimeo.com/263102675>

TVC 2: <https://vimeo.com/263101723>

TVC 3: <https://vimeo.com/263102705>

TVC 4: <https://vimeo.com/263105063>

TVC 5: <https://vimeo.com/263102723>

TVC 6: <https://vimeo.com/263102750>

Here is a photo story to show the activities.





PROJECT 11

Stand Up – Stories of Hope and Healing & ATNETYEKE! Stand Up!

Tangentyere Women's Family Safety Group & Tangentyere Council, Alice Springs



STORYTELLER
The Women's
Family Safety
Group team

This project story is about the work of the Tangentyere Women's Family Safety Group (TWFSG) to produce local training resources about domestic and family violence (DFV) for people in Central Australia. Tangentyere, through this project, made the films (1) *Stories of hope and healing*, (2) *Introducing the TWFSG* and (3) *Atnetyeke! Stand up!* as Central Australia-specific DFV training resources. The work to develop *Stories of hope and healing*, and *Atnetyeke! Stand up!* is discussed separately and in detail although it should be clear that they are interconnected and both under the umbrella of TWFSG.

Tangentyere Council is governed by and provides services and support to the residents of Alice Springs town camps. These town camps are small Aboriginal communities, primarily on the outskirts of Alice Springs, that have a rich history and strong connection to remote Aboriginal communities of the Northern Territory, South Australia and Western Australia. Today, Tangentyere Council is a primary service provider of early childhood, youth and family social services. It runs the Tangentyere Family Violence Prevention Program (TFVPP) for camp residents and other Central Australian Aboriginal people. TFVPP is made up of a core governance group (TWFSG), as well as a Men's Behaviour Change Program and the Domestic Violence Specialist Children's Service.

TWFSG was developed out of a need identified by female town camp residents for a voice and action on DFV issues. TWFSG's direction and development have been very organic and worked from a ground-up, strengths-based approach, acknowledging and celebrating town camp residents' skills, knowledge, history, assets, connections and relationships. All TWFSG core members are Aboriginal women and town camp residents. Coupled with their extensive training in DFV prevention and early intervention, these core members:

- are the *experts of town* camp history, knowledge, relationships, experiences, and best and worst practices;
- are the family safety *influencers* in our communities and the broader Alice Springs community;
- have *lived experiences* of DFV within the town camps and therefore have knowledge to share;
- are *invested* in finding long-term systemic solutions to the issues that DFV raise because it is their families' future; and
- are *committed* to the program because it is their home, their country, their families, their future.



THE STORY OF STORIES OF HOPE AND HEALING

The project aimed to raise awareness about drivers of DFV and create resources to challenge and contribute towards changing men's behaviour and resources that can be used in training to support women and children who have experienced DFV.

WHAT DID THE PROJECT DO?

- A 15-minute mini-documentary, *Stories of hope and healing* (TFVPP, 2017a), was produced. It includes interviews with TWFSG members and footage from the TWFSG Action March – a historically significant march led by Aboriginal women in Alice Springs in July 2017 and attended by 300 people. The march called for people to #standwithuswomen and to say #istandwithyou against DFV. The film shares stories of resilience and strength from women who have experienced DFV and of those community members who advocate and campaign against family violence. This resource is used during training sessions to explain the group's work and the support available to women from Aboriginal communities. It is used to encourage other women to join TWFSG and to advocate for more primary prevention and early intervention resources.
- A short introductory film, *Introducing the TWFSG (Tangentyere Women's Family Safety Group Statement)* (TFVPP, 2017b), was created to explain the role that TWFSG has in the town camp communities and in Central Australia. This introductory video is shown to funding bodies, visiting services, and as part of general presentations and advocacy work.

Both films are available on the TFVPP website (www.tangfamilyviolenceprevention.com.au). The women from TWFSG are all too aware of the disproportionately high statistics of DFV experienced by Aboriginal women, particularly in remote contexts and when compared to non-Aboriginal women. The work that TWFSG does in Central Australia is inspiring, proactive and hopeful, and is making changes to the lives of women and families. It is educating and supporting families, opening up conversations about DFV and presenting messages of non-violence. This was not happening as widely before the TWFSG, as evidenced by an independent evaluation by Matrix on Board Consulting (Nettelbeck, 2017).

The production and filming of *Stories of hope and healing* has given a voice to members of TWFSG. Through this project, the courage of members to share their stories visibly increased. The film is expected to encourage and inspire other women who may have experienced or who are currently experiencing DFV.

We do not want to be invisible anymore, we are not just numbers, we are people... walking, breathing humans. We want to show the country, the world that we are standing up against family and domestic violence. We are standing up, we are opening the windows and doors and let the violence out. It is not about breaking up families, but it's to make them strong, healthy and happy. (Shirleen Campbell, TWFSG Co-ordinator, at the Aboriginal Women's Action March, 11 July 2017)

LEARNINGS FROM THE PROJECT

At the start of this project, TWFSG had been operating for little over 18 months. All members had been through six weeks of intensive family violence training and had been advocating, advising and creating resources with non-violence messages. When the idea of producing a film was decided, members were excited about the idea of recording their own stories but they did not want to talk about violence.

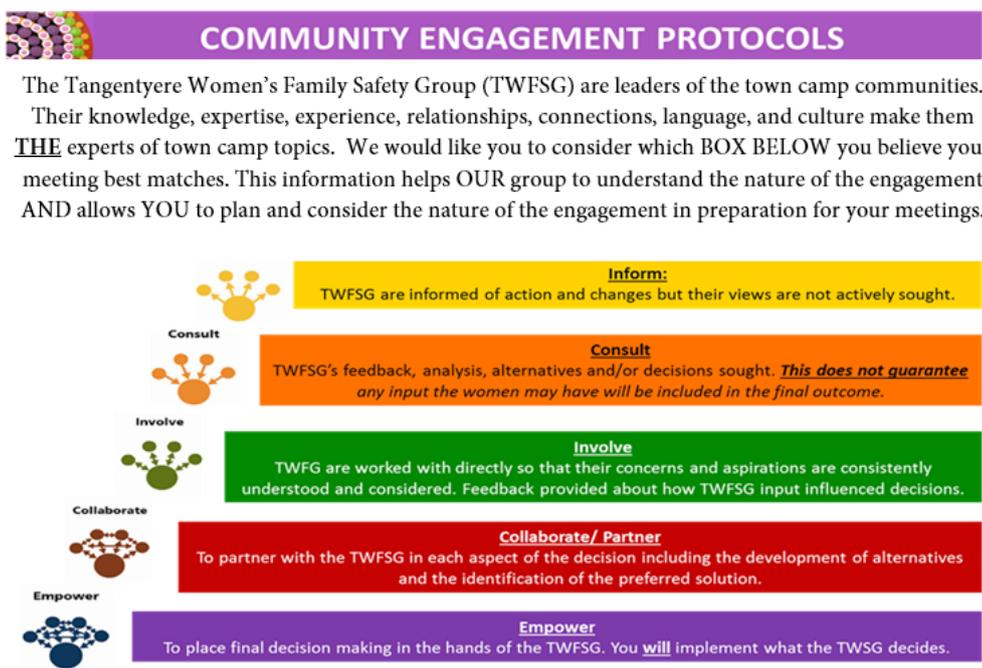
The project adopted an action research approach. This meant the project team could go through a number of concept changes throughout the project's development. It ensured important principles of free prior informed consent were maintained throughout the process.

- Plan 1: recorded what TWFSG and its members do, including highlighting referral pathways, supporting available networks and promoting a message of non-violence to other women who may be experiencing DFV.
- Act 1: filming started. It became clear that not all women in TWFSG were ready to talk about violence or their role in TWFSG. Those who did not want to talk about violence focused on where women get strength and resilience from and what makes them proud and happy.
- Review 1: seven of the original 12 interviews were considered suitable for the film.
- Plan 2: five interviews were recorded again. Interviewees were asked questions more relevant to the film’s direction.
- Act 2: two out of the five interviews were recorded. The TWFSG Action March took place and interviews during the march were recorded. Footage was edited and a first draft was produced.
- Review 2: first draft shown to TWFSG members for feedback. Requests were made for remaining three interviews to be completed.
- Plan 3: interviews and filming were arranged.
- Act 3: interviews, filming and editing commenced. Two of the three remaining interviews were completed. These interviews turned out to be some of the best content and were about how TWFSG has helped and supported women.

WHAT WORKED WELL?

Free prior informed consent was crucial to the ethics of the process. The community development approach allowed the women to have the space, time, input, direction and involvement to shape the film, be involved, and share what they felt comfortable sharing. TWFSG adapted a resource on community engagement from the IAP2 International Association for Public Participation. This was used to measure TWFSG’s own and other groups’ engagement intentions with TWFSG, reflected on the type of engagement they intended to have with the community and developed a protocol. A community development approach – where community members are the directors, leaders, influencers, advisors and developers – allowed the work to be authentic and sustainable and the ownership of the story and its outcomes to stay with the community.

This diagram shows the protocol.



THE STORY OF ATNETYEKE! STAND UP!

Through its work with the residents of Alice Spring's town camps, TFVPP recognised that primary prevention trainers and facilitators lacked resources that depict family violence in the Central Australian context. It also found that women in the town camps wanted to see men take responsibility for the men's use of violence and wanted safe communities for their children to grow up in. There was a clear need for something that could demonstrate the importance of and need to build safe communities for these women and their children.

WHAT DID THE PROJECT DO?

TFVPP decided to produce an animated short film, *ATNETYEKE! Stand up!* (TFVPP, 2017c). We also developed a training package for preventing family violence in the Alice Springs town camp communities (TFVPP, 2017d) and a 55-card family violence resource that depicts forms of violence for culturally and linguistically diverse speakers (TFVPP, 2017e). All are available on the Shop page of the TFVPP website (<https://www.tangfamilyviolenceprevention.com.au/shop>).

The film is intended to raise awareness about DFV, change men's behaviour, and represent DFV from a woman's and child's point of view. This film is expected to be a valuable resource to be used by communities and during trainings. As well as work towards safer communities, the film aims to cause men to understand the impacts of DFV on women and children and to take responsibility to stand up and help stop DFV when they see it.

TWFSG, a core governance group within TFVPP, saw that these aims could contribute to breaking the cycle of violence and would create safety for women and children. TWFSG members are leaders in the area of DFV. Their knowledge and experience in language, culture and building relationships place them well in being able to guide violence prevention work and to build on the incredible resilience of those living in the town camps. A TWFSG governance group was formed to guide the development of the film's script and production.

The Tangentyere Council, which encompasses the TFVPP and TWFSG, believes that the people are the experts and that the project would ensure the voices of the people who want change would be heard. The project commenced in January 2016 and the film was launched to coincide with White Ribbon Day on 25 November 2016. Over 70 people attended the launch.

THE ACTION RESEARCH APPROACH

TFVPP used an action research approach, to develop the film in consultation with the community. The cycle of action research - plan-act-review and reflect on learnings, guided the research. This involved developing the film, taking it into the community, seeking input and feedback, redeveloping the original script, and reflecting on the processes of community engagement.

The sensitive nature of the film's content and the need for broad community support lent itself well to the cyclical process, which allowed back-and-forth between the project team and community. It supported the community's involvement and allowed changes to the design in response to organisational sensitivities and concerns about negative stereotypes. To obtain community approval, over 100 face-to-face meetings and countless hours of emailing, production and viewings took place with the community, the production team, men inside and outside of jail who were members of the Men's Behaviour Change Program, and the Tangentyere Council.

THE FILM

The film is spoken in Arrernte, the language of the Mparntwe (Alice Springs) traditional owners. An English-language version is also available. It is told through the eyes of a child and calls on community members to recognise the behaviours associated with

family violence and to stand up against family violence in their communities. The film highlights the behaviours of family violence and the cycles and the patterns of power and control. It looks into the impacts that this type of violence has on women and children, the rights of women, the entitlement of men, and what a family and community can do to make a positive change.

WHAT HAPPENED?

A writers' workshop was held where women of the TWFSG governance group assisted the writers and producers to understand challenges that they face and what changes they would like to see: "We want the men to take responsibility"; "We want them to understand what is happening to our children and the impacts of family violence"; "We want our children to grow up safe and strong"; "We want our families and communities to help us be strong and stand against family violence."

Initial ideas and a story outline were developed by a family violence specialist from TFVPP. A well-known Aboriginal filmmaker was invited to attend consultations, and community members provided input. Themes identified during the community workshops were within the context of integrated responses to family violence and in light of findings from the 2016 Royal Commission into Family Violence, and included:

- men's responsibility for their violence;
- building empathy in men, for them to be accountable for their violence;
- safety of women and children;
- views of children;
- community responsibility to keep women and children safe; and
- cycles of violence, with the idea that the film narrative could depict the effects of alcohol and jealousy on the continuing cycle.

The film was also shaped by questions put forward by the project team during script development, such as:

- What was the dominant narrative during the community workshops?
- Whose perspective do we make the film from?
- Who is our audience?
- Should we have it in language with subtitles?
- Who do we have to consult with regarding perspective?
- Will the men of the council/community feel shamed? Will they veto the project?

Initial planning around the film's purpose included over 100 meetings. Meeting sizes varied from two to 20 people. Along with community consultations and workshops, there were on-Country visits, a prison showing, weekly group meetings, and meetings with guests and visitors, including ANROWS, World Vision, Tennant Creek Anyiningi, the police, and legal groups and hospitals. ANROWS's support involved visits, phone calls, consultation and feedback workshops, and webinars. Input and feedback was also received from other BSCW projects and grant managers and from the local family violence network.

LEARNINGS FROM THE PROJECT

The project team's first go at developing the script was not well received by some community members and was rejected for production. Objections were made that the film might damage the community's image and increase the risk of children being forcibly removed from families. The team reflected on how to rewrite the script to address community concerns. The rewrite then was taken back to the community and was accepted.

It was hard when the Tangentyere Council said that they had concerns about the original script. The team was fearful that the whole project would be scrapped due to the sensitive nature of the content and that the stories would not be told. They wanted to honour these

stories and the community so they listened to what people said, discussed it with the women, and reworked the script and ideas to address the main concerns.

There has been so much wonderful learning on this project! We learnt that even though everyone speaks different language that they wanted it in English because when it's in another language people watching it cannot understand and they can't read English! Aboriginal people really respond to visual aids and story. It opens up a platform for discussion. Externalising it in a film helps to make the subject matter of family violence safe to talk about. Sometimes there are no words in Aboriginal language to depict what we (white people) want to say. Like the concepts of inequality or power and control. Men who watched the film and who use violence respond with empathy when they understand the impacts upon their children. (Project Worker)

WHAT WORKED WELL?

The project was kept on track by keeping TWFSG informed of issues along the way and following their advice.

An early version of the film was shown to some men in the local prison. Their responses encouraged the project team to develop a training package when they saw how the film engaged men and engaged them to talk about family violence.

One of the language speakers who read the script said that he felt really proud to be part of the project because it sends an important message to stand up against family violence. It worked well to use ANROWS staff as a sounding board. They were wonderful support and their continued encouragement kept TFVPP going.

SUGGESTIONS

There was a visible change from the project start to end in the willingness of TWFSG leaders and their communities to talk openly about wanting to see DFV issues discussed and brought out into the open.

- Listen with your whole being.
- Don't give up, even when it seems there are barriers to speaking out about violence.
- Work closely with and be guided by the community.
- Talk with trusted outsiders as well as insiders.

WHERE TO FROM HERE?

Check out the TFVPP website! All monies raised go to the community to assist all people in Alice Springs to be safe and free from violence. The project team wants to share their work across Australia through the film and resources so that all remote Australian communities and agencies can increase awareness and the safety of women and their children. TWFSG is exploring ways to sustain this work beyond the BSCW funding.

PEOPLE TO THANK

The projects were funded under a DSS BSCW grant and supported by ANROWS. Thank you to all the people who made these amazing projects with us. Without you, all of it would not have been possible. Thanks to ANROWS and DSS.

Stories of hope and healing: thanks to the BSCW project officers for TWFSG and TFVPP (Eliza Arbaci, Shirleen Campbell, Barbara Shaw, Carmel Simpson, Hana Hall-Emms, Simon Verity, Thuy Tran). A big thank you to Anna Cadden for filming and editing.

ATNETYEKE! Stand up!: thank you to the Tangentyere groups, including TFVPP members (Eliza Arbaci, Maree Corbo, Carmel Simpson and Allan Sun); TWFSG members (Shirleen Campbell, Barbara Shaw, Louise Abbott, Gwen Gillen, Helen Gillen, Rosemary Rubunjta and Doris O'Brien); TWFSG leaders/reference group (Louise Abbott, Shirleen Campbell, Helen Gillen, Gwen Gillen, Marlene Hayes, Doris O'Brien, Lorraine Pepperill, Rosemary

Rubuntja, Sadie Richards, Barbara Shaw, Connie Shaw and Kitana Shaw); and other people involved in the project (Script writer, Rebecca Cole; Illustrator, Jason Coultard; Soundscape, Grim Timbre Studios; Editing, The Wild Above; Arrente language speakers – Edward Neal, Tim MacNamara, Narelle Palmer, Tayrese Palmer and Interpreter, Jane Young; English version: David Williams, Tim MacNamara, Shirleen Campbell and Tyrese Forbes).

PROJECT 12

Tjungukulampa Walytjararraku:

For all of us together, family

Waltja Tjutangku Palyapayi Aboriginal Corporation (Waltja)



STORYTELLERS

Christine
Armstrong, **Waltja
Executive Director
2015-16** and
April Martin, Enid
Gallagher and Irene
Nangala, **Waltja
Executive Director
2016-17**

Waltja is a community-based organisation working with Aboriginal families in remote Central Australian communities. Waltja's agenda is driven by a Board of Directors who are all Aboriginal women, with the aim of improving outcomes for families. Collectively, women want to share their histories, stories and visions across the Central Desert communities to create one voice for the good of all.

Waltja's service area is 900,000 square kilometres, with an estimated population of 13,000. The main languages spoken are Luritja, Warlpiri, Anmatjere, Alywarre, Katyetye, Eastern, Central and Western Arrernte, Pitjantjatjara and Yankunytjatjara. For most Waltja members, English is a second (or third, fourth or fifth) language.

The foundation for Waltja's corporate philosophy is the leadership of strong Aboriginal women, a focus on families, and support for community self-management and self-determination and improved services on communities. Since 1997, Waltja has survived and thrived as an independent non-government organisation, first as an incorporated association and then as an Aboriginal corporation, successfully generating income through competitive tenders with the Commonwealth, state and territory governments, through philanthropic grants and through our own fundraising activities, including an art-based social enterprise, Tjutangku Tjukurrpa.

The project aimed to increase awareness of domestic violence issues in the community, improve community networks to support women experiencing domestic violence and increase knowledge of support services for women experiencing domestic violence.

WHAT DID THE PROJECT DO?

Collaboration and consultation

Through this project Waltja developed several practical creative partnerships with other organisations to develop resources in language and support the outreach of existing services to remote communities. These included the Central Australian Family Violence and Sexual Assault Network (CAFVSAN), Ngaanyatjarra, Pitjantjatjara and Yankunytjatjara Women's Council (NPYWC), Alice Springs Women's Shelter, Tangentyere Council's Town Camp Family Safety Project, Sexual Assault Service, i-talk library, NSW Women's Health Service, World Vision, and Central Australian Aboriginal Congress.

The team has also gathered feedback from women in remote communities about the resources and information currently available and where the gaps are (e.g. resources in local languages).

Waltja hosted a pre-conference cultural awareness workshop for ANROWS workshop participants on 28 June 2017. Feedback from the ANROWS workshop included "Very welcoming. Wonderful to meet women from all over the region"; "[The presenters] were very friendly and inspiring"; and "Engaging. Warm and really interesting...Really interesting material covered."

The Waltja project team and directors also hosted a workshop with CAFVSAN service providers in August 2017. Fifty Waltja members (Aboriginal women from remote communities) attended and contributions included:

- feedback on existing resources and services;
- relating the “cycle of violence” to their experience and knowledge of family violence in remote communities;
- developing appropriate ways to explain and use the cycle of violence in community and how to develop and implement safety plans in remote community contexts;
- next steps to create Aboriginal language resources for Cycle of Violence and Safety Plan posters and videos, and possibly create new animated video resources; and
- a video which includes this workshop, called *Waltja directors’ week long gathering* (Waltja, 2017a).

Development of resources

The project team, with Director Margaret Campbell, created a Luritja language version of *Heading out bush* (Waltja, 2017b), a 100 Voices story created by the Alice Springs Women’s Shelter, and is planning Arrernte and Warlpiri language versions.

Waltja is in the process of creating a new film in local language(s): *Footprints – how to stay strong in difficult times*. Waltja is also in discussion with the Alice Springs Women’s Shelter to create short films about the cycle of violence and safety planning. Both ideas for film resources were generated through the August 2017 directors’ meeting with the project team and CAFVSAN services.

Waltja is also working with Tangentyere Council to translate into local languages the videos they made through their BSCW project.

WHAT HAPPENED?

Waltja had not previously had any projects focusing on family violence, although we have always done our best to support women and families suffering from violence. It has been great to see directors talking up strong about family violence, sharing information with other services, building strong relationships with those services and creating really good useful resources.

Examples of statements from Waltja directors:

Domestic violence is not only about the bruises that people see, we can and always bruise on the inside from putdowns, teasing, saying the same things over and over (these are only a few things).

[Domestic violence] affects children in so many ways – being ignored and threatened.

Children don’t know that it’s wrong to do these things that they see everyday in their own homes. They accept that it is something that is part of everyday life. It happens at home a lot and must be the same everywhere.

Children are always hurting from the hurt that they see their parents and other family members go through and will begin not to listen because they think that this is the right thing to do. They can start to bribe and blame, they can start throwing things, become sulky and ignore their parents.

Waltja’s collaboration with other organisations has had really positive results. For example, directors asked NPYWC in August 2017 to extend their family violence prevention program in Kiwirrkurra (NPYWC region) across to Kintore (Waltja region) and have set up a meeting to plan this in detail in October. This is significant collaboration between the two regional Aboriginal women’s organisations which have historically been very separate.

LEARNINGS FROM THE PROJECT

Waltja does not want to “reinvent the wheel”, but to build on the good work that has already been done, and to make resources and services culturally relevant and appropriate. We have been able to jointly develop good resources in language by working with Central Australian organisations. Our directors see this as interesting and important work, and are keen to support it. Waltja directors now know more about the services that are available, and they have learnt about the Cycle of Violence and Safety Plan tools. They will promote these services and resources on their home communities.

This project reinforced the value of “The Waltja Way”: a focus on relationship building, allowing participants to choose the pace and intensity of talking and working together, working in small groups where people can talk quietly together, building trust, sharing stories, encouraging new ideas for future actions. Waltja has solid experience in working inter-culturally because our directors represent several different language groups. We have developed good ways of sharing knowledge and ideas, and working together across Aboriginal language groups, and with Aboriginal and non-Aboriginal organisations, businesses and governments.

We also found that currently available resources and information about domestic and family violence are not very helpful (not culturally relevant and focus on people living in urban and regional centres). We learned that creating a safe space for Aboriginal women to talk about family violence is in itself a great resource, with lasting impact as the participants gain confidence to take the stories and ideas back to families and communities and generate new positive actions.

Waltja members said it meant a lot to them that they were hosting the ANROWS and CAFVSAN workshops in the culturally safe space, Waltja Tjutaku Ngurra (Waltja’s property south-east of Alice Springs). It gave them the confidence to share information about the impact of family violence with each other and with service providers, and plan for resources that will be useful on their communities. Waltja directors also talked with CAFVSAN service providers about the need to look after frontline workers and to find ways to help them stay strong.

WHAT WORKED WELL?

Building strong relationship with other Alice Springs family and domestic violence services led to sharing knowledge about family violence issues, resources and services, and deep discussion about issues for remote families. Specifically, Waltja supported the Alice Springs Women’s Shelter outreach to remote communities and our directors offered advice, referrals and support on-the-ground during community visits. Feedback is, “That is brilliant! Good job!” (Di Gipey, Alice Springs Women’s Shelter CEO, 17 August 2017). Waltja also started collaborative projects with Tangentyere Council and NPYWC as a result of this project.

WHAT DID NOT WORK WELL?

Waltja had some staffing changes, with the original project coordinator securing a new position in a senior management role in a remote community in Central Australia. Waltja appointed a new coordinator for the project in February 2017.

WHAT CAN OTHERS LEARN FROM THIS WORK?

Waltja members want to see a focus on prevention of family violence, not just on reaction to violence after it has happened.

Resources and services about family violence for Aboriginal women need to be developed with Aboriginal women, and in language and formats that connect with the realities of their lives. This is particularly important when providing resources and services for women

and families in remote Aboriginal communities; where English is not the first language; where English literacy levels are very low; and where services and support is limited. What worked particularly well was that Waltja's members, all senior Aboriginal women, were the leaders. They met and worked with family violence service providers on their own terms, at a culturally safe venue, and they were able to make a significant contribution to how these services can work well with Aboriginal women.

It was also efficient and cost-effective to add-on the workshops to a Waltja directors meeting. This meant the service providers were able to meet with a big group of senior women and younger women from remote communities across the whole Central Australian region. Waltja's members have now become voluntary outreach support workers for the CAFVSAN services. Directors and members have offered help to make resources in language, to promote the services and to facilitate community visits. It is very difficult for the service providers to do effective outreach to remote communities because of the distance, time and costs involved, but also because they are not known and don't have existing relationships or ways of talking to people. The Waltja members offered invaluable support because they met the service providers and built relationships of trust in the Waltja Way, and because they want to support families and bring an end to family violence in their communities.

SUGGESTIONS

- Give Aboriginal women more opportunities for leadership!
- Ensure resources are relevant and that Aboriginal people are involved in the creation and promotion of resources.
- Fund family violence services to do effective outreach and consultation with remote communities.
- Create and fully fund Family Violence Prevention outreach positions specifically for remote communities in Central Australia.
- Actively recruit Aboriginal workers.

PROJECT SUSTAINABILITY: WHERE TO FROM HERE?

Waltja directors are keen to continue this focus on prevention of family violence, and time may be allocated in future directors' meetings for further discussion and production and adaptation of resources. In addition, individual directors may contribute by audio recording, painting stories and giving feedback on resources during visits by fieldworkers to their communities or during their own visits to the Waltja office in Alice Springs.

Partnerships between Waltja and CAFVSAN service providers for the creation of resources in language will continue. Waltja directors will continue to provide NPYWC with on-the-ground support and advocacy for a family violence support program in Kintore community.

But Waltja can only do a limited amount on a voluntary basis. We need funding for a dedicated worker so that we can continue the collaboration with other services, visit communities and build relationships, share information and useful tools, provide one-to-one support to women and families, and make referrals to other services. Directors or other Waltja members also should be paid for their work facilitating outreach for family violence services – this is only fair and also would help them to be able to organise and prioritise this community support work.

PEOPLE TO THANK

DSS, Margaret Campbell, CAFVSAN, NPYWC, Alice Springs Women's Shelter, Tangentyere Council's Town Camp Family Safety Project, Central Australia Sexual Assault Referral Service, NSW Women's Health Service, World Vision, Central Australian Aboriginal Congress. The Waltja project team was Christine Armstrong, Joy Taylor and Veronica James.

PROJECT 13

Doors to Safety: For women with disabilities experiencing violence

Women's Community Health Network WA



STORYTELLERS
Alison Evans
and Zel Iscel

Women with disabilities often say that their greatest difficulties and challenges in life are not so much that they have disabilities as it is people's attitudes towards them, and barriers to their participation in the community, socially, in employment and education. If women with disabilities are not enabled to become economically secure then it is extremely difficult for them to live independently. It also means that they are often socially isolated. Women with disabilities may also rely on others to have their day-to-day needs met; whether from a family member, friend or paid carer. In a culture of respectful relationships and equality that does not see difference as less than or lacking – or perceives need as an interdependence – this would be less of a problem.

Rather than a demonstration of diversity and a give and take based on our differences, support requirements associated with one's disability are often perceived as charitable acts or acts of kindness and generosity, particularly if the carer is unpaid such as a partner or family member. Attitudinal, social, environmental and systemic barriers support this. This can create a dependency that is not so much a reflection of a lack of ability as a lack of choice.

According to Shut Out (National People with Disabilities and Carer Council, 2009), people with disabilities lack services and support, as well as aids, equipment, assistive technologies and housing options; have difficulty getting a job; lack access to the built environment, information and access to transport; have *poor education experiences*; and are *isolated and alone*. It is particularly difficult to overcome these imposed disadvantages if you are a woman with a disability. Women generally are more likely to experience family, domestic and sexual violence; sexual harassment and discrimination; housing insecurity; and casual employment and a low-income (Australian Human Rights Commission, 2009).

Women with disabilities face multiple challenges as they may be discriminated against both on the basis of gender and the basis of their disabilities. Research shows, for example, that women with disabilities are 40% more likely than women without disabilities to be victims of domestic violence (Brownridge cited in Frohmader, 2014a). More than 70% of women with disabilities have been victims of sexual violence at some time in their lives and are subjected to such violence by a greater number of perpetrators (Frohmader, 2014b). Their experiences of violence continue over a longer period of time, and more severe injuries result from the violence (Frohmader, 2014b). Given the enormity of the problem, there has been very little funding committed to addressing violence against women with disabilities in Western Australia (WA). There is also a notable absence of women with disabilities in the places and spaces where policies and funds distribution and the shape of the services being purchased are being realised.

In WA the domestic and family violence (DFV) sector seems to understand that violence against women with disabilities is an important and neglected issue yet feel that they are not sufficiently resourced to make their services more accessible on a day-to day and ongoing basis; to properly case manage clients with disabilities; or to proactively disseminate information about their services to women with disabilities. There is also a lack of know-how in terms of organising the appropriate supports and services for women with disabilities experiencing

DFV. Furthermore, there is not the kind of networking and collaboration with disability services that you see with legal, financial, accommodation and child protection services.

When the BSCW grant came along we made it fit what was needed to begin to take some small but concrete steps towards preventing and responding more effectively to violence against women with disabilities.

Doors to Safety aimed to improve safety for women with disabilities experiencing violence by:

- raising awareness of the issue of violence against women with disabilities in the community and among DFV and disability support services;
- fostering appropriate community and service provider responses to women with disabilities experiencing violence;
- beginning to build pathways to safety for women with disabilities experiencing violence; and
- providing information that enables women with disabilities to identify and recognise violence and to seek help.

WHAT DID THE PROJECT DO?

The Doors to Safety project:

- developed and delivered capacity-building workshops for DFV services across WA;
- developed and delivered peer education sessions for women with disabilities and their carers across WA;
- produced and disseminated a DFV fact sheet in easy English for women with disabilities experiencing DFV;
- collaborated with People with Disabilities WA and Developmental Disabilities WA on Disability Safe Week;
- presented at events to build awareness of the issues facing women with disabilities who experience DFV;
- developed resources (such as posters) to display in places that women with disabilities frequent;
- convened an Advisory Group which brought together key stakeholders across sectors; and
- convened a Working Group of women with disabilities to assist in the planning and development of the project.

WHAT HAPPENED?

An important and ongoing outcome of the project is that it built capacity and leadership among local women with disabilities to lead and educate government, services and the public on violence as it affects women with disabilities. This is an important accomplishment as it is essential that work to address violence against women with disabilities is undertaken primarily by women with disabilities.

The project raised awareness among service providers and the wider community of the distinct impact of violence against women with disabilities. Consequently, the disability services sector has an increased understanding that DFV is their business, too.

Through networking opportunities and bringing sectors/agencies together for the purposes of the project, important linkages and relationships began to be established between the disability sector and the DFV sector. The capacity to network and collaborate is crucial to any efforts going forward.

The Family and Domestic Violence Unit (the lead agency for DFV in WA) has familiarised itself with the Doors to Safety project and also had a representative on the Advisory Group. The Family and Domestic Violence Unit has shown support for the project and its cause

by presenting at the Building Safer Communities forum and also by meeting with the project and discussing future prospects.

We obtained a further \$50,000 grant from Disability Services, Department of Communities, which will allow the Doors to Safety project to operate until April 2018. The project received a letter of support from the then Disability Services Commissioner.

LEARNINGS FROM THE PROJECT

The project team quickly learned that there are currently no secure stepping stones to the safe outcomes that we were hoping to deliver to women with disabilities. We realised that laying down and cementing one or two stepping stones was necessary to making any progress at all; and that one “simple” step or two would likely absorb all our time and funding.

There was huge tension among the project’s Working Group of women with disabilities about the focus of the project. We know from WA’s *Behind closed doors* report (Connor & Keely, 2015) that the institutionalised abuse and neglect of people with disabilities is a serious issue in WA and elsewhere. Working Group members felt extremely uncomfortable about focusing only on DFV as it precluded women living in institutions. Thus we learned that Doors to Safety would not be the answer to the outrageous human rights violations being experienced by people with disabilities in institutional settings.

It was “uncomfortably” decided, given the short duration of the project, that the project was starting from scratch, that the purpose of the grant was to focus on DFV and that we would take one small but meaningful (and hopefully sustainable) step towards improving outcomes for women with disabilities experiencing DFV in our communities by raising community awareness of the issue and enabling services to respond more appropriately and effectively. The Advisory Group (made up of key professional stakeholders) agreed that this approach, while not at all ideal, was all that could be achieved at this point in time. We learned, too, that it was a mistake to try to not let our disabilities impact on the project because we were committed to the principle of inclusion. People are often excluded when their realities do not fit “normal” reality. Exclusion isolates women with disabilities and this increases their risk of violence. Inclusion promote safety and wellbeing. Thus it was necessary to defend the legitimacy of our lived realities.

The fact that we were all women with disabilities involved in the project slowed things down considerably; but it was also the strength of the project. We decided not to fit our peg into the funding requirements’ round hole but, rather, appealed to our DSS project manager for some flexibility. To the credit of DSS and our project manager, understanding and flexibility were forthcoming. We were, and continue to be, determined that women with disabilities take the leading role in shaping prevention and service responses to violence against women with disabilities. This is also important in terms of building women’s capacity and economic security – core elements of reducing violence against women and women’s capacity to live free from violence.

WHAT WORKED WELL?

The project team was very committed to building the skills and capacity of women with disabilities to develop and deliver the project. DFV is a specialty area in that language and how we use it is extremely important – both in terms of its capacity to lead change, but also, if used inappropriately, to hinder it. It was essential that the project was evidence based and that workshop facilitators had core competency when it came to discussing DFV. It also required the project team to have a strong understanding of the language and concepts used in the disability support sector. Add to this the necessity of understanding the sectors and how they tick. The expertise that the project team developed will be invaluable to work in the future.

WHAT DID NOT WORK WELL?

A considerable amount of time was spent on training Doors to Safety staff. Consequently, delivering the project had to be squeezed into the last eight months of the project. Thankfully, the additional \$50,000 from Disability Services will allow the project to run for a few months longer. It was also fortunate that the BSCW projects were able to operate up until the end of December 2017.

While staff have been very grateful for the support of the DFV sector, some organisations have been more willing to participate than others. Several DFV services did not take up the offer to participate in the project. This was despite the fact that the Doors to Safety trainer was able to provide the workshop onsite and at a time that was convenient for staff.

WHAT CAN OTHERS LEARN FROM THIS WORK?

Women with disabilities often say, “nothing about us without us”. It is extremely important that funders and project managers do not take the easiest and safest route. It is important to get in the thick of it and to spend some time in the middle of the muddle and then work your way out of it. We are all complex and complicated beings, DFV is complex and complicated. This is no less so for women with disabilities. Meaningfully responding to and preventing women with disabilities experiencing DFV also takes more than just a ramp. Expect to feel uncomfortable, challenged; for things to get bogged down and difficult and to take time to get up and running. A diversity of women with disabilities – representative of our intersectional reality – must take the lead.

Participatory action research means letting others take the reins too – particularly those whom the project affects – no matter how insecure and anxious that makes you feel. Sometimes achieving something long lasting means achieving a lot less; and perhaps not looking so shiny and glossy and worthy of more funding. Take that risk if it means a more meaningful and useful outcome and then sell it to the funders; not because it might mean more funding for your organisation but because it matters and makes a difference in the communities where we live and where our children grow up.

SUGGESTIONS

Women with disabilities are a priority population group. This has been established and it is acknowledged in the *National Plan to Reduce Violence against Women and their Children* (COAG, 2011) and in WA’s Freedom from Fear Action Plan (Department for Child Protection and Family Support, 2015) and Family and Domestic Violence Prevention Strategy (Department for Child Protection, n.d.). There has also been some outstanding research undertaken in the area of violence against women with disabilities; so, we have the evidence and the knowledge to guide policy and practice. It is extremely important that funding and the procurement of services reflect this evidence. That way, translating evidence into practice will also be compelling for service providers. Governments must also recognise and appreciate that preventing and responding effectively to violence against women with disabilities will require thoughtful financial investment.

WHERE TO FROM HERE?

Doors to Safety has just scratched the surface in addressing the issues facing women with disabilities experiencing DFV and their barriers to seeking safety or to living a life that is not dominated by fear or resisting coercive control. Doors to Safety has invested in building the skills and capacity of women with disabilities to continue to lead in this area. We are committed to building on the momentum for change that the Doors to Safety project created and the skills and knowledge needed to drive it.

WE WOULD LIKE TO THANK:

DSS (particularly John Godfrey), Disability Services (Department of Communities), ANROWS (particularly Elizabeth Orr and Stephanie Howard), Rayna Lamb, Samantha Connor, Heidi Guldbaek, Christina Kadmos, Annabelle Waller, Samantha Jenkinson, Kedy Kristal, Michael Hovane, Clare Meredith, Kimberley French, Nihal Iscel, Sandra Norman, Juana Terpou, Taryn Harvey, Daphne White, Women's Health and Family Services receptionists, Women's Council for Family and Domestic Violence Services.

PROJECT 14

Women Building Belonging in the Fitzroy Valley: Harm Free Society

Marninwarntikura Women's Resource Centre



STORYTELLERS

Jane Pedersen,
Kathryn Thorburn,
Denise McCale,
Petrine McCrohan,
and Jacqui Pearse

Marninwarntikura Fitzroy Women's Resource Centre is leading a strategy to look at what harm reduction and enhancing safety really means for the women of the Fitzroy Valley from the ground up. Through the DSS grant (late 2016 and mid-2017) for building safe communities, Marninwarntikura brought together a team to look at a multi-pronged strategy of gathering the evidence of lived experience and local knowledge of harm and safety and turning that into the work of the organisation.

A complex matrix of entrenched harm exists across the region as a result of intergenerational trauma. Marninwarntikura is renowned for addressing societal-wide harm across the region. It led a group of strong women to intervene on the oversupply and overconsumption of alcohol. The women worked in partnership with the police and brought in alcohol restrictions in 2007. Following this they supported the Lilliwana study looking at the prevalence of Fetal Alcohol Spectrum Disorder. Now the women want to understand how harm is experienced on the ground and how women build safety in their own lives.

Through identifying what harm and safety looks and feels like to community members, Marninwarntikura is better able to make organisational programs reflect what's needed on the ground and advise other services and policymakers of what will work to reduce harm in the immediate future and create safe and nurturing environments over the long term.

The project aimed to:

- form a comprehensive understanding of the nature of harm and safety women experience across the generations on the ground;
- bring women together in nurturing environments to create community support and strength;
- understand the gaps that exist in service delivery in responding to the needs of community, particularly around addressing and overcoming harm, growing safety from the ground up, and developing recovery and healing initiatives;
- celebrate the strengths and achievements of women across the Valley; and
- form a group of local women who understand the many dimensions of intergenerational trauma and how this can be addressed through different healing techniques/skills/strategies.

WHAT DID THE PROJECT DO?

Workshops with women from the Fitzroy Valley were conducted, as well as yarning circles by the river and camping on country, and International Women's Day celebrations of the strengths and achievements of women. Marninwarntikura all-of-staff workshops looked at how harm is trauma and at creating safe and healing environments through program design and strategy development.

Marninwarntikura supported women to attend trauma and healing training to become champions for change and looked at how to support women to enhance health, safety and wellbeing in their lives through the skills acquired in the trauma and healing training. Women attended a number of healing weeks to look at trauma in their own lives and what skills can be used to recognise triggers, de-trigger, and care for yourself and others. Marninwarntikura also supported women's initiatives to create safe healthy spaces which promote wellbeing.

WHAT HAPPENED?

Marninwarntikura is committed to the journey of becoming a trauma-informed and healing organisation as part of harm-free strategy work and women enhancing their skills and strengths to build a strong sense of belonging and identity. Trauma aware and healing champions for change bring new skills and strategies to their work, families and community engagement meetings.

The project developed:

- local understanding of trauma and how healing exists in local societal practices of health and wellbeing;
- an understanding of the level of service coordination required to really recognise and change how we address and overcome complex harms across the region – there is no single solution to harm, but there is a coordinated approach needed that forms a radically different model of service support in order to enhance the strengths which exist on the ground; and
- a deep appreciation that women have created incredible levels of safety and care for themselves and children without service supports and often in very challenging circumstances. A report has been put together and will be developed into a good practice guide highlighting the concerns and strengths of the women for all community organisation and service providers to use and reflect on.

A roadmap for Marninwarntikura has been produced based on a co-design process with staff of all organisations, the majority of whom are local Aboriginal women who reflected on how they wanted trauma and healing work to respond to the needs of the community. This roadmap is designed in stages of implementation.

A healing team of women has been formed to continue with trauma and healing-informed practice implementation in their work and personal and community lives.

LEARNINGS FROM THE PROJECT

- Real behaviour change takes time. People need to be engaged in trainings where theory can be turned immediately into practice and the work has an understood applicability to the local context.
- Change must happen at multiple levels, but for real positive initiatives to be sustained the service system needs to respond to local knowledge and skills.
- Women have many informal safety networks, skills and strengths that are unrecognised by the service system. They provide much unsupported financial care at huge cost to their own personal lives.
- Providing knowledge of trauma-informed and healing practices to local staff members is empowering and creates a great enthusiasm in believing in positive generational change.
- There should be a radically different approach to counselling and recovery supports for women and men on the ground. This will be challenging for some and for services that are used to reverting to clinical expertise and qualifications rather than community knowledge and lived experience.

WHAT WORKED WELL?

We created a strong partnership with Heal for Life, who supported many of our women in enhancing and developing healing skills and techniques and looking at how these can be sustained. We are changing the conversation from a deficit base to a community-driven strength base. At Marninwarntikura we no longer talk about what is wrong with women, but what has happened to women. This work is constantly helping everyone at Marninwarntikura and across the community appreciate the resilience and courage of

women to make big changes in their lives and recognise the remarkable societal strengths of the region.

Creating the space for open and honest conversations is really important to give women the respect and dignity they deserve when reflecting on their lives and strengths. It is also important to open this space to women who come from the community without other service providers present who do not come from the community. It means that the space and time is afforded to women to talk and be listened to without interruptions. This work was all about local knowledge and local experiences and really affording the time to listen to them.

Denise Andrews has become Marninwarntikura's Healing Coordinator as a result of this work. She reflects on what she has learnt and what she is now giving back to the community:

As a Healing Co-ordinator and a local of Fitzroy Crossing and a single mother of 3 children, I have no high qualifications on paper but I do have lived experiences. My role is to help create a safe and strong community. I am here to share my knowledge to you all of trauma through experience in myself, my families, my community and my people.

Another piece of feedback (which has been kept anonymous) came from a community member:

Your patience, understanding and advice was invaluable. You made me realise the source of my fear and how to manage it. You helped me in that short time more than any of the counsellors and other people I have seen over the years.

WHAT DID NOT WORK WELL?

It was difficult to engage services in the importance of hearing community voices. Service providers have explained how they feel a lot of time pressure and stress in responding to day-to-day work and crisis management. People have said that they do not have the time to respond to new suggestions of work.

There has been some resistance to the idea of creating new systems of work, such as an alternative approach to counselling. Further long-term efforts are needed to contribute to a significant reduction in harm and a resurgence in societal health and wellbeing.

It was hard to bring together all the community members needed to comment and provide the team with the level of information required to make the recommendations needed to move forward with the work.

We intended to produce many resources but the women who we engaged wanted to spend time yarning and putting skills straight into practice. We changed approaches from immediately developing materials to spreading information through discussions and yarning circles and found this form of communication, based on connection and sharing experiences, far more effective in the present. However, as part of the next stage of work we have a group of women focused on developing materials to communicate understanding trauma and healing and stories of strength on the ground.

We also went through many iterations of bringing women together. We had a scheduled workshop plan that had to change multiple times due to conflicting commitments which emerged at the last minute. However, we responded by being flexible in how we made time to talk to women in meeting them where they are, which is a key lesson of this work. Meetings took place in community and by the river, and on the deck in the Marninwarntikura garden. We identified safe spaces for women to talk and the garden was understood as being one of them.

WHAT CAN OTHERS LEARN FROM THIS WORK?

- How to listen and learn from community and the great strengths and achievements that exist on the ground.
- The importance of changing work from a deficit base to a strength base, how this language is healing.
- Needing to take a collaborative service system response to responding to community understandings of the harms that are occurring and building systems based around community strengths.
- The importance of giving community knowledge about trauma and healing and the ability for the brain to change. This knowledge is empowering and hands expertise over to community on the ground.
- The understanding that creating harm reduction and trauma-informed and healing work and practices takes time but can change relationships with communities and can create positive generational change work.

SUGGESTIONS

- That an alternative school/flexible learning centre entity is established in Fitzroy Crossing which targets those teenagers sitting outside the mainstream school system. This could be modelled on the Edmund Rice-founded centre in Geraldton.
- That police, Fitzroy Valley District High School (FVDHS) and the hospital increase continuity of staff and address the very high staff turnover. That they also improve the cultural training of staff so that they can do their jobs effectively. That they move to employ more local cultural brokers/liaison people. That staff learn about the cultural landscape of the Fitzroy Valley, languages, history and who the Elders are, and that staff be supported to engage with community activities *outside* the institutional framework.
- FVDHS may need to consider why a significant number of students are not engaging with the education on offer. It may need to radically change its approach and start to engage from where the teenagers are at. Labelling teenagers as “non-attenders” is likely to diminish their self-esteem.
- That a drug and alcohol rehabilitation service – with appropriate supports, expertise and capacity for follow up – be established in the Fitzroy Valley.
- Establishment of a Youth Drop-In Centre is a priority. Services targeting young people could engage via this space. This is particularly the case for those teenagers not attending school, many of whom have very limited English literacy. The youngest generation are also the least vocal and the least able to advocate for, or articulate, their particular needs. Part of the role of the Centre could be to help young people develop their own “voice” and positive identity.
- That meaningful, culturally appropriate services targeting men who wish to get help around anger management, alcohol rehabilitation, fathering or any other matter are available.
- That mental health and counselling services review current approaches and seek advice from local people as to how to become more effective. The one-on-one Western model of counselling may be completely inappropriate and could be replaced with on-country centres of healing, using more traditional methods.
- That Child Protection work harder and earlier with families identified as “at-risk” to avoid the removal of children.
- That older women be supported to work with young mothers around child raising, nutrition and developing respectful relationships with kids.
- That the Fitzroy Valley as a whole community considers the Healthy Welfare Card

option, or some other version of quarantining income. Perhaps this could be limited to people identified by the Department of Child Protection (DCP) as at risk or on an opt-in basis.

PROJECT SUSTAINABILITY

Marninwarntikura will continue to drive the harm-free strategy as a central priority to its work. Denise Andrews has been employed in a full-time position as the Healing Coordinator to spread local knowledge and strategies around responding to harm.

The organisation has created a partnership through this work with the Heal for Life foundation to create healing camps on country and create a stakeholder trauma-informed implementation group. Marninwarntikura has developed a roadmap from this work to implement practices that respond to community needs. This is long-term organisational work that will sustain all the findings that have come from the harm-free strategy work. Following this work Marninwarntikura has gone into a collaborative funding partnership with the Healing Foundation to respond to this local understanding of harm and safety and create long-term healing initiatives.

PEOPLE TO THANK

We would like to thank all the staff of Marninwarntikura, the incredible women's leadership and the board who represent the five language groups of the region. We thank all the services who contributed information to our gaps analysis and appreciated the extensive work Marninwarntikura is doing to create a collaborative ground-up approach to addressing harm and safety. We also thank FVDHS and the Yirimilay Studio school, as well as the Heal for Life foundation for their tireless commitment in supporting us to develop an on-the-ground understanding of what trauma is and what local healing initiatives could look like.

Finally, we thank Kathryn Thorburn, Denise Andrews, Jacqui Pearse from Morton Consulting and Petrine McCrohan for their ongoing passionate efforts in bringing this work together and believing in the potential for positive change growing from the ground up.

Peel Says NO to Violence

Peel Community Development Group



The Peel Says NO to Violence (PSNTV) project undertook research to build an Alliance to encourage and support activities addressing family violence issues in the Peel region and support Alliance members to undertake activities, to share stories and take action to help reduce family violence. Domestic and family violence (DFV) involves a range of behaviours including physical, sexual, psychological, financial and other forms of abuse to control someone in an intimate or familial relationship resulting in them living in fear.

The project was conducted in the Peel region of Western Australia. The region has five local government areas (City of Mandurah, Shires of Murray, Serpentine-Jarrahdale, Boddington and Waroona). It has areas which are urban and almost metropolitan through to rural and quite isolated areas with limited services and no public transport. The Peel region is home to 186,000 people but is projected to grow to 444,000 by 2050 (Western Australian Planning Commission, 2015).

Family violence is a major problem in the region but is under-reported. In its 2016 annual report, Western Australia Police (WA Police) cited the impact of family violence on women and children as a key area of concern. Police attended 2677 family violence incidents, made 1745 Domestic Violence Incident Reports (DVIRs) and recorded 1145 family violence assaults. It shows a clear concentration of these in the higher population area of Mandurah. In the same year, data shows 21,162 instances of family violence in the whole of the state – making the Peel region responsible for 12.7% of family violence incidents. Since 2014 there has been a disturbing trend with incidents attended up by 16%, DVIRs up by 14% and recorded assaults up by 19% (Parliament of Western Australia, 2016). The consistently high incidence of DFV in Peel has led to higher pressure on DFV crisis support services, many of which are only able to accommodate high-risk clients, leaving lower-risk but still traumatised women and children without support for a period of time. The high levels of DFV also impact related services such as financial and legal services which are reporting high numbers of clients escaping situations of domestic violence.

The first key element of the PSNTV project was the research phase, which provided the stories and understanding of the issues of family violence and services in the region, as well as the platform on which to build an active Alliance of community organisations and individuals who will pledge to take action to share stories, build DFV awareness and literacy, and reduce DFV in the community. The Alliance is based around five core members who have been involved in the project since the beginning and who support and mentor later members. The Alliance was launched on 5 December 2017, with support from state and federal Members of Parliament, local government and community organisations. Five early adopters (Boddington Hospital Auxiliary, Mandurah Primary School, Halls

STORYTELLERS

Sue Fyfe with information provided by Leah Watkins, the PSNTV team and SDF Global (peelsaysno@gmail.com). Peel Says NO to Violence Management Committee (Paddi Creevey, Liz Storr, Craig Edmonds, Nicole Lambert, Jill Robinson, Be Westbrook, Justine Hansen, Kristie Tonkin, Sue Fyfe, Lisa Craig) and project officers (Francis Lynch, Leah Watkins, Marzel Norton, Dr Sue Fyfe)

Head Community Bank, Waroona Family Support Services and an individual Alliance ambassador, Symon Still) developed pledges by the launch, with Peel Zonta pledging soon after. A website and Facebook page support the project.

The website (www.peelsaysnotoviolence.org.au) contains an introduction to DFV and the Peel region, including the research report *Living with holes in the walls* (Watkins, 2017); the 17 story resources, “Stories of hope from the Peel says No to Violence project” (Peel says No to Violence, n.d.); information about the Alliance and pledges; and resources about getting help. PSNTV was clear that this website was to be a resource for Alliance members and stimulate interest in the Alliance rather than being a resource for those directly affected by DFV. This was a deliberate structure, as organisations such as R for Respect, White Ribbon, ReachOut Australia, Our Watch and various helplines provide these resources and support for individuals. A communication plan and social media consultant will provide social media and print media coverage for 2018.

Core Alliance members have each agreed to “buddy” with a new Alliance member in order to support these members. A toolbox of resources, suggested activities and templates on the website to help Alliance members develop and implement their pledges is being undertaken as far as possible within the remaining project resources.

The project aimed to:

- better understand the prevalence of DFV in the Peel region;
- increase the awareness of support services for women and children experiencing family and/or domestic violence;
- improve service delivery and coordination among service providers; and
- create a movement of people in the wider community to support the PSNTV message.

Project planning commenced in October 2015 and was extended from June 2017 to December 2017. However, the project will continue through 2018 as Alliance members grow and are supported by core PSNTV members. Phase 1 research was completed in July 2017 and Alliance development then took place. Alliance development and support has continued through 2018.

PEOPLE INVOLVED IN THE PROJECT

PSNTV Management Committee

Chair:

Paddi Creevey/Liz Storr/Craig Edmonds/Leanne O’Neill

Secretary:

Kristie Tonkin

Board members:

Craig Edmonds, Justine Hansen, Sue Fyfe, Liz Storr, Tim Williams,
Nicole Lambert, Lisa Craig/Kathleen Gregory, Be Westbrook/Liz Prescott

Research Subcommittee:

Chair Lisa Craig, Nicole Lambert, Sue Fyfe

Core service providers:

Peel Youth Services – CEO Be Westbrook, Liz Prescott

Allambee Counselling – Manager Nicole Lambert

Pat Thomas House – CEO Jill Robinson

Peel Community Legal Service – Lisa Craig, Jackie Wallis, Kathleen Gregory

AnglicareWA Dudley Park Child and Parent Centre – Manager Justine Hansen

WHAT DID THE PROJECT DO?

A basic literature review and research to identify sources of regional data about the incidence and prevalence of family violence was undertaken. These data covered service provision in the Peel region, perceived gaps and needs. A parliamentary question provided cross-agency, region-wide data and identified that the incidence of DFV is high in the region. A questionnaire was designed and 76 surveys were sent, with 73 responses from 50 organisations. Twenty interviews were undertaken with women aged 26-53 who had left violent relationships and two focus groups were conducted in May 2017. The research report (Watkins, 2017) was completed and presented to a research forum in Pinjarra on 28 June 2017.

The research stimulated the formation of the PSNTV Alliance and motivated the early adopters to get involved. The Alliance built on already significant movements and events such as the Silent March and White Ribbon events. It was established with members who will each generate an activity during the year. Thus, the Alliance will result in multiple events across the community rather than a single one-off education campaign. Story-based resources were developed for the website, which went live on the date of the Alliance launch and continues to be updated with new resources. An Alliance sharing event is planned for April 2018 and a celebration event for all Alliance members in late 2018.

SDF Global undertook an evaluation of the project and identified strong ownership of it among the Management Committee members and others who have been involved in the project to date. Stakeholders reported increased collaboration with each other and increased understanding of each other's services. The evaluation also found that sector and community enthusiasm for the Alliance has been strong throughout the project.

LEARNINGS FROM THE PROJECT

- A community-based Alliance can stimulate awareness and understanding of DFV.
- Engaging an active Management Committee is critical to running a broad-based community-based program and building collaboration.
- Social media provides a great opportunity to spread the word but email contacts are important to engage directly with supporters.

WHAT WORKED WELL?

- Gaining an insight into the lived experience of local women who had experienced family violence.
- The online survey had a good response and gave a good overview of service provision in the region.
- Developing an evaluation plan right at the beginning of the project. This was particularly important to monitor the project and the independent evaluators raised concerns early when things were not progressing as expected and allowed the Management Committee to act effectively.
- Having a strong group planning the project in an ongoing way allowed us to amend and tailor the project as it became clear that there were better ways to develop the Alliance than the ones originally planned.
- Coordination of Alliance development and initiatives has been extremely worthwhile to maintain momentum as the Alliance develops. Despite a buddy system, it has been very useful to have a public face to the project liaising with existing and new Alliance members and working hand in hand with the social media plan and consultant.

WHAT DID NOT WORK WELL?

Collecting data that maps the levels of family violence in the region was hindered by the lack of a coherent Peel region boundary across the relevant government departments. Also, it is difficult to ascertain the level of DFV in any region because a significant proportion of family violence is unreported.

Four project officers were employed during the project. This had challenges related to lost momentum and handover difficulties. However, the commitment and hard work of the PSNTV Management Committee helped maintain the vision and passion for the project. We learnt that it is critical to have a clearly accountable person who takes responsibility for the project. This was a later strength of the project.

WHAT CAN OTHERS LEARN FROM THIS WORK?

- Research plays an important part of any project so that you understand the local context of the project. However, the role of research is to inform action.
- Always plan to evaluate your project from the beginning.
- Be very clear about who is responsible for the project.
- Strong documentation can really help when staff/those responsible change – we used Dropbox as a document repository.
- A good social media plan can help maintain the momentum of the project beyond its funding period.
- A relatively small amount of ongoing coordination time is important for the momentum and viability of a project like PSNTV.

SUGGESTIONS

- A community of practice that has been developed by the core Alliance members has improved collaboration – opportunities to develop interaction between service providers is very valuable.
- One-off funding cycles make the sustainability of community-based projects difficult to sustain. Volunteers have limited capacity to be the focal point for an ongoing project, especially where they have their service provision roles on which to concentrate.
- A small amount of ongoing coordination funding should be allowed for in the grant provisions.

PROJECT SUSTAINABILITY: WHERE TO FROM HERE?

A matrix of 25 key tasks across the areas of research, Alliance development and Alliance initiatives was developed to ensure that the Alliance could continue if funding was unavailable for a paid coordination role. The Management Committee is committed to meeting on a regular basis and undertaking the tasks needed to maintain and grow the Alliance. A local state politician will continue to gather data via ministerial questions on a yearly basis. The website is designed to allow easy updating through a content management system. A three-year communications plan was developed and funding was allocated to allow this to be continued throughout 2018.

While we recognise that further funding would definitely facilitate the support and building of the Alliance, we feel that the structures in place will allow the Alliance to function into the future. However, the Management Committee recognises that seeking funding for a continued coordination and communications role would be valuable and would help ensure the sustainability of the Alliance.

This project has established a collaborative partnership of organisations that want to continue to raise awareness and understanding and help prevent DFV in the Peel region.

Supporting current Alliance members and growing the Alliance through our social and print media postings, website and networking opportunities will allow the movement to reach the 130,000 people who currently call the Peel region home.

PEOPLE TO THANK

None of this work would have been possible without the service providers who came together as the PSNTV Management Committee and have taken a very active role in this project. We acknowledge and thank the survivors of family violence who told their stories to allow us to build our understanding of family violence in Peel and as a platform on which to build our Alliance. DSS funding has made this project possible and we are grateful that our project was seen as a valuable approach to supporting survivors of family violence and helping prevent it in the future.

PROJECT 16

Families United Together: Community education project on domestic violence

Association for Services to Torture and Trauma Survivors (ASeTTS)



ASeTTS undertook a research project in 2009, led by Professor Colleen Fisher of The University of Western Australia, to examine perceptions and understandings of domestic and family violence (DFV) in five African (refugee background) communities in Perth. A significant finding was that people often preferred to seek advice from community leaders or elders but it was acknowledged that often the advice they were given was incorrect. Furthermore, community leaders actively discouraged DFV survivors from reporting or seeking help for cultural or religious reasons or because of pervading misinformation about services.

The Healthy Relationships for African Families (HRAF) project was an outcome of this research conducted with eight African communities from refugee background. HRAF used a community education approach (community conversation model) based on the human rights framework. The focus of HRAF was on strengthening families and the need for initiatives to be culturally appropriate and trauma informed. Due to the success of the HRAF project, several leaders from other refugee communities requested ASeTTS to replicate the project with their communities. Families United Together (FUT) was the response to this request.

FUT further developed positive aspects of HRAF and improved the model based on evaluation feedback and lessons learnt by adding three key components:

- encourage communities to design their own community projects – HRAF had one model to reach communities which was called community conversations, but in FUT communities were encouraged to design their own projects under ASeTTS guidance to promote community ownership;
- encourage community facilitators to be volunteers – if they become paid workers, they will stop working for the cause once the project is over; and
- clear information about the role of the community facilitators – terms of reference developed for community facilitators with clear information about their role, including dos and don'ts.

The project was conducted in Perth Metro from April 2016 to June 2017 and aimed to:

- train volunteer bi-cultural community facilitators to disseminate information about DFV-related services within their communities;
- educate participating communities and share key messages/information about DFV with participating communities;
- provide an opportunity for community facilitators to share the key learnings of the project with service providers; and
- contribute to knowledge management required for improving service delivery to people from refugee backgrounds.

WHAT DID THE PROJECT DO?

- Updated the training kit used in the previous project (HRAF), discussions with partner organisations/community association, recruited volunteer community facilitators.
- Conducted six half-day training workshops to train volunteer community facilitators (modules: Common understanding about DFV; Laws and relevant services on DFV; Working with couples, children/youth and DFV; Social factors, trauma, working with men, self-care for workers, support from Centrelink, and community project designing

STORYTELLER

Tharanga De
Silva, **Community
Development
Coordinator**
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asetts.org.au)

Part 1; Community project designing Part 2; and Event management) and organised a networking meeting.

- Organised community project planning meetings and implemented community projects (Arabic-speaking small community group discussions on DFV; Karen, Chin and Burmese-speaking community seminars on laws and services on DFV; Hazara Community women's day event and women only DFV workshop).
- Conducted FUT forum where community facilitators communicated the learnings to service providers.
- Conducted a reflective workshop with FUT project team, including community facilitators facilitated by ANROWS and conducted a reflective meeting between ASeTTS FUT project team and ANROWS.

WHAT HAPPENED?

Participating communities enhanced their knowledge about DFV-related laws and services, and communities connected with key service providers that provide services to survivors of DFV. Some communities explored challenging topics such as patriarchy, gender division of labour and gender inequality.

Community members got practical exposure to the court system and process to access restraining orders. All participating communities managed to generate an interest and to discuss DFV topic within their communities.

ASeTTS increased its reputation as one of the leading community educators on DFV in Western Australia.

LEARNINGS FROM THE PROJECT

- Further work is required to build understanding and awareness of what constitutes DFV among culturally and linguistically diverse (CALD) communities.
- Further work is required to build cultural competency among service providers when talking about DFV.
- Care needs to be taken when engaging with communities to avoid them feeling they have been targeted due to their cultural or linguistic background.
- Further work is required to build the trust of CALD community members to interact with services and disclose their experiences.
- There is benefit in leveraging existing days/events to garner community support and engagement (e.g. Mother's Day and Women's Day to attract participants) because DFV was not an attractive topic.
- Counter to the evidence, some community members believe that changed gender roles in Australia contribute to DFV. Sensitive consultation is required with community members to find appropriate ways to challenge such beliefs.
- Community facilitators found it easier to discuss family wellbeing rather than to directly discuss DFV in the community workshops due to the social stigma around the issue.
- The role of community facilitators holds many challenges, including safety concerns. Care is needed not to identify community facilitators as DFV workers in their community and there are challenges for workers expected to play a dual role as a project team member as well as a community member.
- Several challenges were identified concerning the court processes for people of non-English speaking backgrounds and specific barriers for women having to tell their story to the magistrate in front of strangers was noted.

WHAT WORKED WELL?

- Commitment of the FUT project team, including volunteer community facilitators.
- Contribution of the various service providers at different stages of the project.
- Guidance received from ANROWS.
- Community projects were community driven and unique to each community.

WHAT DID NOT WORK WELL?

The key challenges were around securing a gender balance in community facilitators within different cultural groups, as well as in participants at the events. There were difficulties in recruiting and retaining facilitators and participants due to length of time required, cultural (e.g. Ramadan) and family (e.g. childcare) responsibilities, timing of workshops (some on weekdays and some on weekends), and other work or family responsibilities. Language and conceptual barriers also hindered the progress of the project and some community facilitators did not complete all six training workshops.

WHAT CAN OTHERS LEARN FROM THIS WORK?

Cultural contexts vary and it is important to understand the context, preferences and availability of people in communities for which engagement is sought. The court visit and visit to Legal Aid WA was crucial for the community facilitators to get practical exposure to the legal system. Legal Aid needs to be a key partner of any DFV project, given the nature of their work in this area. When recruiting community facilitators, look for people who are passionate about women's rights and believe in gender equality. It is important to provide extra support/mentoring/supervision for project team members (to avoid burnout and conflicts within the project team due to contractual obligations, opposing values and community pressure).

Expecting a long-term commitment (more than six months) from volunteer community facilitators is a big ask without monetary incentives but would benefit project outcomes. Maintaining a balance between key objectives of the project and cultural competency is important but having a project team with diverse expertise enhances the outcomes. Some members need to be strong on core concepts of the project, other members need to be well aware of cultural challenges, and some other members can have good mediation skills. This combination contributed to the success of this project.

PROJECT SUSTAINABILITY: WHERE TO FROM HERE?

ASeTTS has an interest to continue work on the issue of DFV to use the lessons learned and hope to apply for further funding to support the communities to continue their work. Further government and non-government investments are required to support long-term DFV projects.

ASeTTS established good partnerships with several community associations and other organisations through this project. All the communities involved want ASeTTS to continue the work on DFV, especially to organise more sessions on DFV-related laws and excursions to Legal Aid WA, police and the court. Legal Aid WA is happy to work with ASeTTS on future projects. ASeTTS is actively seeking funding to continue this project and expand it to other communities.

PEOPLE TO THANK

We wish to acknowledge and thank John Godfrey, DSS; Amanda Gillett, who designed the FUT project; service providers who participated at FUT forums; Samira Husic, Assadullah Khurrami, Shirin Dabous and Dollar Htoo, who were the other members of ASeTTS FUT project team.

PROJECT 17

Community, Respect and Equality: Strategic Action Plan for Family Violence Prevention in Geraldton

Chrysalis Support Services Inc.



STORYTELLERS

Margie Robinson
(Project Officer),
Alison Adam
(CEO), Desert
Blue Connect
Management
and Daphne
White (Executive
Manager
Operations)

As a provider of family violence and sexual assault victim support services, Desert Blue Connect identified that Geraldton needs to start working towards prevention of family violence, rather than solely providing services to victims after family violence occurs.

The Community, Respect and Equality (CRE) project resulted in the development of a community-led Strategic Action Plan for Family Violence Prevention in Geraldton (the Plan). It aims to inspire, innovate and connect community leaders, organisations and government to work together on creative and sustainable strategies for the prevention of violence in our local community. The Plan provides a sound evidence-based foundation from which the community can start a unified journey to challenging and saying no to family violence.

The Plan is the first community-based plan developed in Western Australia using the *Change the story* shared framework (Our Watch, ANROWS, & VicHealth, 2015). It is the very first step in the long-term journey to challenging and changing the entrenched attitudes and social norms that exist across all socio-ecological levels and that drive the alarmingly high level of family violence experienced in our community.

Family violence affects the whole community and requires a whole-of-community response that involves individuals and organisations across all sectors of the community, not just action by service providers. It is preventable, but there is no quick fix. Prevention requires change to entrenched intergenerational beliefs and social behaviours.

The project sought to make Geraldton a cohesive community where violence in all forms is unacceptable, where organisations are non-discriminatory and gender equitable, where relationships are equal, healthy and respectful, and where the prevalence of family violence is reduced.

This will be achieved through:

- promotion of non-violent and non-discriminatory attitudes and social norms;
- education of what constitutes family violence;
- development of safe, inclusive and gender-equitable workplaces, community and sporting organisations; and
- promotion of healthy and respectful relationships by facilitating learning and awareness opportunities.

WHAT DID THE PROJECT DO?

The project had three phases: mapping and consultation, development of the community action plan, and launch of action plan and future sustainability.

The initial phase involved mapping current family violence primary prevention activities delivered by service providers and agencies in Geraldton. An agency survey showed that the concept of primary prevention in the context of family violence was not well understood and very little primary prevention activities were currently occurring in Geraldton. Following the mapping, a significant number of stakeholder consultations took place, including one-on-one meetings, presentations and workshops with service providers and community members.

Following an extensive consultation process, it was evident that no specific family violence prevention programs were active in Geraldton, other than those delivered by Desert Blue Connect. However, a few organisations actively work towards delivery of family violence prevention, some organisations have staff trained to deliver programs, and other organisations are taking the first steps on the journey of challenging gender stereotypes and other drivers of family violence.

A planning session on 18 July 2017 was the culmination of the consultation process. The planning session provided an overview of the *Change the story* framework and included activities that assisted attendees to understand how the components of the framework fit together. Participants were asked to identify projects they would like to see in Geraldton, which organisations should drive the projects, and what role they see their organisation playing in the ongoing development and delivery of projects under the Plan. The Plan was then developed in consultation with the CRE Reference Group.

The third stage included the launch of the Plan and a Primary Prevention of Family Violence Summit was held on 28 September 2017 by Desert Blue Connect.

WHAT HAPPENED?

This project resulted in the development of the community-led Plan, which provides a clear direction for the community to work collaboratively towards reducing the high levels of violence experienced in Geraldton. The Plan is available for download (Community, Respect and Equality, 2017).

A considerable amount of engagement and momentum was created within the community during the development of the Plan. The CRE Reference Group was established and will continue to drive the implementation of the Plan.

As part of the broader CRE project, the CRE Summit was held in Geraldton featuring keynote speakers Elizabeth Orr, ANROWS; Jacqui Watt, No To Violence; Luke Ablett; Dorinda Cox, Inspire Change Consulting; and Tori Cooke, Pandora Enterprises. The one-day CRE Summit was attended by over 100 participants and created great conversation around primary prevention for our community.

A number of events ran alongside the CRE Summit, including a Women Inspiring Better Business Breakfast with Tori Cooke as the key speaker. This event engaged with 65 business women, many of whom would not have previously seen family violence as an issue that affected their business or known that there was anything that they could do, as a business, to support women experiencing violence.

The summit also saw the introduction of CRE Community Champions, a pilot program funded by the WA Police Community Crime Prevention Fund. This project provides community members the opportunity and support to stand together and say no to violence in our community in a united and positive way. Twelve champions have been recruited to date to be visible, approachable and attend awareness events and activities in the Geraldton community.

All these associated activities have value added to the original project and helped to inform, educate and create momentum within the community.



CRE Project staff from (L) Daphne White, Margie Robinson and Alison Adam.

LEARNINGS FROM THE PROJECT

Engagement and building trust requires a significant investment of time and energy and a genuine desire to listen to the needs and concerns of stakeholders.

The project staff learnt that individuals, community and sectors are at a different point in the learning journey. We encountered many different levels of acceptance and engagement with the project and the key concepts. The Diffusions of Innovation Theory (Rogers, 2003) explains the different stages that communities move through in the acceptance of cultural change (innovation) and allowed us to understand these to see how we could better support the community to move towards acceptance, through further education and engagement opportunities rather than getting discouraged.

WHAT WORKED WELL?

- One-on-one initial chats to “on board people” and allow them to ask questions and discuss key concepts of the project prior to joining the group settings.
- There is a lot of information and theory involved in explaining primary prevention and the *Change the story* framework. We recognised the need to keep communications simple but engaging to ensure people could understand and participate and not be overwhelmed. For this reason, we moved away from using statistics in our presentations and chose to focus on preventative actions. People generally don’t engage well with statistics of any type, but this approach also enabled the focus to be maintained on primary prevention rather than having people thinking in terms of tertiary prevention.
- The Reference Group was very engaged and active. A rotating chair model facilitated open and equal discussion and opportunity for input from members.
- The structure of the planning session worked well. Providing an extremely quick overview of the *Change the story* framework followed by activities using examples enabled participants to apply the framework to the examples, which led to productive and collaborative discussion.

WHAT DID NOT WORK WELL?

- Too many examples of what is family violence led people to think in a tertiary manner and defer responsibility to services providers.
- Time restraints made it difficult for the effective building of initial relationships. People need to feel comfortable to engage with the project and the subject matter. One-on-one consultations held prior to larger group meetings facilitated a working level of trust and engagement. The difference in engagement between individuals who had the opportunity to ask questions one on one and those that hadn’t had that opportunity in an informal setting was evident. In some cases additional efforts were required to attempt to facilitate the required level of engagement.
- The timeframe for the whole project limited time that could be spent in the community engagement process.

WHAT CAN OTHERS LEARN FROM THIS WORK?

Invest in relationship building and expect it to take time. This is difficult on short-term project timelines but is essential to achieving real outcomes and sustainability.

Primary prevention of family violence is a new concept to most people in the community. The process of accepting the gendered approach and the change in social norms and attitudes requires a lot of self-reflection, even from practitioners, around the impact of language that we use every day. This is an ongoing process and a long-term undertaking. There is a need to be patient and not to get discouraged.

SUGGESTIONS

Primary prevention of family violence (violence against women) requires change to accepted attitudes and social norms that have been reinforced over generations. This long-term undertaking requires an appropriate commitment to and from policymakers and funders, both on the prevention and response ends of the spectrum.

Although it is often service provision organisations that take on prevention projects, it is essential that prevention of family violence is seen as a whole-of-community responsibility, rather than the role of service providers or policymakers, and communicated as such.

PROJECT SUSTAINABILITY: WHERE TO FROM HERE?

There was an initial focus on establishing the Reference Group as part of a community-led initiative to drive the project in a collaborative community-based manner. Although additional funding will be sought to implement elements of the Plan, there is still a lot that can be achieved through community collaboration and delivering consistent messaging across existing activities that may be funded from other sources (i.e. youth funding, crime prevention, arts etc.). For example, the Indigenous Hip Hop Projects (2017) *Mullewa – Respect is all we need* video was funded under a youth crime prevention initiative but utilised the key CRE messages of “Respect rules” and “Violence is never ok”.

Given the whole-of-community approach, there is a lot of scope and momentum for this project to be driven as a collaborative community initiative going forward.

The Reference Group will now work towards implementation of Phase 1 of the plan, which includes establishing a Community Accord, identifying programs that can be delivered in a strategic manner across community sectors, identifying appropriate supports and programs for men and boys, and establishing a leadership and empowerment group for Aboriginal women.

PEOPLE TO THANK

We acknowledge and thank Desert Blue Connect Board members, DSS, Elizabeth Orr and the ANROWS Action Research Team, and everyone involved in BSCW. Participation in this community of practice has been invaluable for project development from a number of perspectives, including access to ideas and resources, peer learning and support. We also thank the CRE Reference Group and everyone who attended workshops and planning sessions; Nick Duigan from Headspace and Dane Waters from Health Communications Resources, who were instrumental in creating engagement in this project; and the WA Police Community Crime Prevention Fund.

Creating Safe Places

Koolkuna and Marketing for Change



STORYTELLER

Luke van der Beeke, **Co-Founder and Managing Director, Marketing for Change**

Project Management

Robyn Fitall (Koolkuna)

Luke van der Beeke (Marketing for Change)

Staffing

Community Liaison Officer – Lydia Hayden

Project Steering Group

Robyn Fitall

Luke van der Beeke

Di Ryder (Community Elder)

Mark Bishop (City of Swan)

Kim Massam (WA Police)

Hon. Ken Wyatt MP

Koolkuna is a non-profit provider of services to women and children experiencing domestic and family (DFV) violence in the North East Metropolitan Region (NEMR) of Perth. It approached Marketing for Change, a mission-led social enterprise that works to facilitate positive social change, to develop a community-based approach to increasing help-seeking behaviours among Aboriginal women in the Swan region.

Since 2013 there has been a significant and rapid rise in the number of domestic violence (DV) incidents in the NEMR. The number of DV incidents reported to WA Police has increased from 262 incidents (January - July 2013) to 822 incidents (January - July 2014). Between July and December 2014 that number had increased to 1849 incidents (.idcommunity, n.d.). Furthermore, child protection statistics now indicate that 51% of children in care are Aboriginal in Western Australia. Within the NEMR, Midland (which sits within the City of Swan) has the highest rate of any Department of Child Protection and Family Support area with a rate of 53-54%. This represents around 360 children in care – a gross over-representation of Aboriginal children (.idcommunity, n.d.).

In a NAIDOC Community event held in the region just prior to project initiation, members of the Aboriginal community (60% of those surveyed) identified DV as a key issue in their community. Within the NEMR, 3% of the City of Swan's population identifies as being of Aboriginal and Torres Strait Islander descent compared to 1.6% in Greater Perth. There is a clear over-representation of Aboriginal people and Torres Strait Islanders within the DV statistics reported above (.idcommunity, n.d.).

Koolkuna's experience delivering services to Aboriginal and non-Aboriginal women in the City of Swan indicated a lack of understanding of the support services available, and of referral pathways within the region. It was also extremely common for victims of DV not to lay legal charges. Women who experience DV may be reluctant to report incidents for many reasons, including fear of children being taken away, fear of retribution, fear of further violence, stigmatisation, shame, distrust of the justice system and government agencies, acceptance and a lack of services offering Aboriginal-specific victim support. This is consistent with the existing evidence-base.

Koolkuna and Marketing for Change recognise that DV is a highly complex social issue and that the success of any program aiming to increase help-seeking behaviours needs to be developed, implemented and evaluated in partnerships with the local Aboriginal

community and its representatives. A social marketing approach was used because it emphasises the need for local communities to identify their own specific challenges and enablers and then to work collaboratively to design appropriate interventions. From the outset, we sought to adopt a support role rather than a leadership role. This approach was instrumental in obtaining buy-in from community representatives and stakeholders. We clearly understood that the available funding timeframe wasn't sufficient to affect long-term attitudinal and behaviour change, and therefore we planned on the basis that the project would serve as a platform for long-term improvement.

The overarching goal was to:

- improve engagement between non-government organisations and the broader community to create sustainable practices to help reduce violence against women and to effectively respond to and support women and their children who are experiencing violence; and
- encourage help-seeking behaviours among Aboriginal women experiencing DFV. We anticipated that our activity would also directly and indirectly address gendered drivers of violence against all women and reinforcing factors which can increase the frequency and severity of violence.

Objectives were agreed between Koolkuna, Marketing for Change and the Department of Social Services (DSS) at project commencement:

- increase the proportion of Aboriginal women seeking help following an incident of family violence;
- improve the understanding of structural and downstream barriers to help-seeking behaviours among Aboriginal women experiencing family violence in the Swan region;
- build capacity of service providers operating in the local community to address structural barriers to help-seeking behaviours by Aboriginal women;
- raise community awareness of the drivers and reinforcing factors of DFV in the Swan region; and
- allow the Aboriginal community to take a leading role in identifying challenges and developing solutions to DFV in the Swan region.

Following community consultation and feedback from local stakeholders, we adjusted our primary objective to focus on identifying ways to prevent violence against women. DSS agreed we could amend our project plan to include the following objectives:

- reduce the incidence of family violence against Aboriginal women in the Swan region.

All objectives were SMART (specific, measurable, attainable, realistic and timely) and linked to very clear deliverables, timeframes, and outcome measures.

All objectives, deliverables and activities were based on the premise that the project would not end in December 2017 when the funding ran out. Rather, all work was designed to ensure the project team was well positioned to secure additional funding and, in so doing, build upon the momentum established over the past 18 months.

WHAT DID THE PROJECT DO?

We are working on a 2022 timeframe, so the work was effectively scoping, problem definition and engagement.

- Development of a comprehensive qualitative research proposal to inform the development of a culturally appropriate community-based social marketing program.
- Establishment of a Steering Group of senior personnel genuinely committed to doing something about DV in the Swan region. Members must also have the ability/power to influence and/or affect upstream change in response to recommended actions stemming from stakeholder and community feedback.

- Employment of an Aboriginal Community Liaison Officer to drive meaningful engagement between the project team, the local community and service providers.
- Two yarning sessions were held with Aboriginal Elders, community members and providers of DV-related services. The sessions were recorded and transcribed and we now have a large amount of insight as to many of the challenges we need to address. Gaps in service provision and a commitment among those present for more coordinated delivery and sharing of information was another key outcome.
- Engaged and obtained buy-in from key stakeholders and service providers who have committed to meeting regularly to ensure more coordinated service delivery within the region. It is anticipated these meetings will continue well past expiration of project funding.
- Marketing for Change conducted stakeholder depth-interviews with ten service providers who have been identified and agreed by the community liaison officers (CLO), community representative and Koolkuna CEO.
- A final report included practical recommendations for actioning by the local community, project team and Steering Group members.
- Attendance at a White Ribbon Day community event in Midland to help raise awareness about DV and seek buy-in.

WHAT HAPPENED?

The project attracted considerable interest in the media, with several stories published. Koolkuna's Robyn Fitall is viewed as a go-to source for community newspapers on issues pertaining to DV. We've also seen an increase in local news coverage on DV, though this is not solely attributable to the work being undertaken in this project.

We've established a good foundation upon which to build. We've developed numerous alliances with service providers and are in the process of building a consensus as to next steps. Outside the local community, the project has allowed Koolkuna to build its profile and establish important links with government and Ministers.

We've started to build trust with the local community. Our hope is that the work we've achieved to date will position us well to obtain further funding and scale-up the project in 2018 and beyond.

LEARNINGS FROM THE PROJECT

- The experts in DFV are the people who live it every day. A willingness and genuine desire to allow the local community to lead and direct what we're doing is slowly leading to an increase in trust, but there's still a long way to go.
- A *genuine* desire to adopt culturally appropriate ways of working and dealing can go a long way. We've made mistakes, but these have been forgiven because there's a recognition we're open, respectful and trying to learn.
- Listen.
- There are many barriers to being able to deliver a truly community-led intervention.

WHAT WORKED WELL?

- The yarning circles were run by Aboriginal women and most attendees were also Aboriginal. This was made possible because we'd taken the time to win the support of a dynamic and passionate community Elder and employed an Aboriginal community liaison officer to run the process *as they saw fit*.
- Identifying and building a strong relationship with a community champion who could advise and admonish us as necessary.
- The partnership between Koolkuna and Marketing for Change was built on shared value.

WHAT DID NOT WORK WELL?

- After months of work with a research institution, ethics approval for the initial proposed research was not submitted due to concerns about the lack of a specified intervention (which was deliberate on our part as we were keen to use the research to identify community need *before* developing an intervention); the relatively short duration of the DSS-funded component of the project; and Koolkuna being relatively unknown to other Aboriginal service providers at the time.
- It was very challenging to recruit a suitable Community Liaison Officer. Once we had done so, the project quickly gained momentum.

WHAT CAN OTHERS LEARN FROM THIS WORK?

The point of an action-research project is to learn as things unfold and make the necessary adjustments. When it became clear that the local community and research institution we were keen to partner with wouldn't work to the timeframes prescribed, we revised our approach and reframed the project as a 5-year initiative.

If you want to affect sustainable change and obtain the trust of the community, project timeframes and funding must be long term. This is particularly the case when seeking to address complex social challenges and behaviours like DFV.

SUGGESTIONS

- Longer project timeframes and funding commitments. Trust takes time to build, and without it the chances of delivering sustainable change are non-existent.
- Fly an Aboriginal flag wherever you're delivering services to Aboriginal people.
- Employ Aboriginal people to deliver services to Aboriginal people.
- Recognise that expertise is not solely a function of education. Lived experience counts, particularly in areas like DV.
- Deliver cultural awareness training to anyone who works in service delivery.
- Seek to better understand the Aboriginal sense of place and family.

PROJECT SUSTAINABILITY: WHERE TO FROM HERE?

We will continue to work in partnership with the local community and service providers. The Steering Group will remain in place and evolve, and the project is ongoing.

PEOPLE TO THANK

We acknowledge and thank all the participants and, in particular, Di Ryder, WA Police and the City of Swan.

Living Together, Living Safely

Access Community Services Ltd (Access)



STORYTELLER
Chantal
Gallant, Project
Coordinator /
Research and
Grants Officer

The Living Together, Living Safely project was designed to empower culturally and linguistically diverse (CALD) communities, improve cohesion among organisations and communities, and build capacity solutions to reduce violence against women. Community Leaders from Burundi, Congo, El Salvador, Iran, South Sudan, Syria and various sections of Myanmar were consulted and provided feedback on the scope and methodology of the project.

WHAT DID THE PROJECT DO?

There were four major components to this project: Regional Domestic and Family Violence (DFV) Summit; Blueprint for Action; Community Resilience Strategy; and CALD DFV Toolkit.

Regional DFV Summit

A Regional DFV Summit hosted by Access aimed to develop a collective impact approach and regional blueprint for the prevention of DFV within CALD communities. Along with many consultations, the summit engaged 88 delegates representing 43 government departments, service providers and community stakeholders, including 20 community representatives from CALD backgrounds. There were seven presentations from diverse agencies working with CALD communities facing DFV. These presentations provided delegates with an understanding about the additional challenges that CALD communities experience relating to DFV and the work taking place in the sector to address this issue.

Blueprint for Action

Feedback from the Regional DFV Summit influenced the South East Queensland Regional Blueprint for the Prevention of Domestic and Family Violence in Culturally and Linguistically Diverse Communities. The Blueprint for Action aims to drive initiatives across South East Queensland, incorporating the cities of Logan, Ipswich, Beenleigh and the Gold Coast. The Blueprint advocates that state and local government agencies, service providers, community organisations and peak bodies collaborate with CALD communities and their representative associations to (a) form networks across the region that achieve continuous collaboration, build capacity and develop trust; (b) achieve collective impact by combining local knowledge, expertise and resources; and (c) create and implement culturally responsive projects that prevent DFV within CALD communities through respectful dialogue, understanding and meaningful partnerships.

Community Resilience Strategy and Healthy Relationships workshops

The Community Resilience Strategy (CRS) built sector capacity of CALD communities to recognise, respond to and refer DFV cases to specialised services, and included CALD Community Leaders and active members to promote awareness of DFV within their communities. Action research was embedded into the methodology of the project to capture learnings to inform best practices. The CRS investigated if a “CALD DFV Workforce” can effectively connect CALD communities to DFV support services.

The Project Coordinator commenced this section of the project by contacting influential Community Leaders within the area in order to gain their support for developing a plan suitable for their respective communities. This process was developed based on the knowledge that Community Leaders are often the first point of contact for CALD DFV

survivors, but leaders often do not have the information or capacity to make referrals to specialised support services. Due to time and resource restrictions, only three communities were piloted for the CRS – Congolese, South Sudanese and sections of Myanmar. The scope of the project was kept small to allow for comprehensive monitoring and evaluation. The Community Leaders invited to the project were recommended by the Access Community Development team.

Finding: it was important to acknowledge local knowledge and to follow recommendations of communities and to encourage different groups within diverse cultures to work together with us and each other.

A triangular support model, including one Community Leader who received DFV referrals and two DFV-trained community language assistants (CLAs), was established as the structure to support the CALD DFV Workforce. At the suggestion of a Community Leader, a male was included in each group as concern had been expressed that groups composed of women only would be seen as empowering women at the expense of men. Ongoing consultations were facilitated for the duration of the project as the Community Development Team identified emerging leaders with an interest in DFV.

Action Research Responding to Community Requests: Healthy Relationships Workshops

During the CRS consultations, communities advocated the need for a community education resource to provide a soft entry to the topic of DFV. They identified that before supporting pathways to DFV specialised services, communities must first learn what healthy relationships look like, and what behaviours are unacceptable. The project budget had originally allocated funds to produce a DVD resource for CALD communities to raise awareness of DFV, but the information from leaders recognised that these funds would be better allocated towards facilitated group discussions on healthy relationships.

Finding: a sensitive topic such as DFV must be introduced in a conversational environment, rather than a video that appears to “instruct” without consultation.

Evaluation and findings

Evaluation methods utilised for the CRS included individual and group consultations, focus groups, surveys and recording observations via the qualitative method of memo-ing. Several introductory consultation meetings with the Community Leaders were conducted, which was a crucial part of breaking down barriers and building trust between CALD communities and the specialised support services.

Eleven CLAs received formal DFV training from DV Alert and DV Connect and were introduced to specialised support services that were found to be culturally sensitive. These services were the Benevolent Society, the Centre against Sexual Violence, the Department of Human Services Cultural Unit, Immigrant Woman Support Services and the Logan District Queensland Police Service.

Eight women who disclosed DFV were connected to support services over five months. The support that was provided ranged from obtaining information to pass on to the individual and providing DFV court support to assisting an individual in a crisis.

Surveys conducted midway and at the end of the project indicated a positive shift in attitudes about DFV among the workers, Community Leaders and people who attended the healthy relationships workshops. All the participants believed the organisations they met through the workshops were knowledgeable about DFV and they felt they would be culturally responsive to their community. Eighty-three percent of participants said they felt more confident in their role after meeting the specialised organisations and receiving

training in relation to the topic of DFV and 67% of participants indicated that they believed they could refer a community member to a local support service if necessary.

Focus group feedback called for more men to be involved in violence prevention work. CALD DFV workers also requested ongoing training to feel confident enough to recognise, refer and respond to DFV. These topics were discussed at length during individual and group sessions to ensure individual CLAs had the opportunity to express their concerns, as well as work through any challenges in the project.

Final individual consultations were conducted with the CALD DFV Workforce Community Leaders and CLAs at the end of the project to confirm their consent to participate and discuss any final perspectives. Five CLAs and one Community Leader participated in all phases of the evaluation.

CALD DFV Toolkit resource

A practical resource for services and associations who engage with CALD women and children was developed. This toolkit aims to assist community members, organisations and associations to effectively work with CALD communities on issues relating to DFV. Community Leaders identified the need for flexible and adaptive approaches, such as meeting survivors offsite in places where they feel safe (e.g. cafes, parks, home) to respond to cultural diversity and acknowledge the individual strengths that people gain from their own experiences and culture. The resource *Sharing strength – a toolkit to engage culturally & linguistically diverse communities experiencing domestic & family violence* (Access, n.d.) is available online.

LEARNINGS FROM THE PROJECT

Community engagement

- Relationship building was enhanced by inviting CALD communities to share their views and values, rather than instructing them on values.
- Engaging and communicating with influential community members was more challenging than predicted. While Access has established positive relationships with Community Leaders, they are very occupied working to support their communities, and sometimes preferred that the work (originally intended for CLAs) be offered to community members they already know and trust.
- An employment model was developed so that external recruits could be paid to participate in the project. Some difficulties arose in this process however, as CLAs must obtain a Blue Card, which costs \$86. One participant dropped out of the project because of this.
- One Community Leader declined to participate in the project because they did not wish to link the DFV disclosures of the community to specialised support services.
- Access needed to address concerns expressed in regards to the confidentiality obligations of Access CLAs.
- Be prepared for disclosures from the CALD DFV Workforce.
- Strategic risk assessment must occur to ensure the safety of the participants. Exercise extreme caution and protect the identity of CALD DFV Workforce so that perpetrators do not learn that the CLAs were supporting DFV survivors.
- Developing personal and professional boundaries is a challenge, particularly for people working within their own community. The CALD DFV Workforce found it difficult to separate their work and personal lives while assisting communities with DFV disclosures. A few instances occurred where the Project Coordinator learned after the fact that a CLA referred a friend or family member to a specialised service, and thus could not be sufficiently supported, debriefed or paid for their time.

UNEXPECTED OPPORTUNITIES FOR PARTICIPANTS

This project provided an opportunity for CLAs to obtain practical employment skills and the Project Coordinator obtained full-time employment as a Research & Grants Officer – the role was created for her within the organisation after a skills assessment early in the project. The Project Coordinator and two project participants participated in a 4EB Radio documentary and communications campaign (produced with Access (2017); see http://www.accesscommunity.org.au/dv_4eb_documentary) that aims to provide factual and practical information about common concerns associated with DFV, as well as positive models for recovery.

The CALD DFV Workforce was invited to other Access events and external collaboration opportunities, in order to build their networks and gain professional experience, with one CLA attending a White Ribbon breakfast and another CLA featured in Access's International Women's Day digital stories project. Several CLAs participated in a focus group conducted by Queensland Council of Social Services regarding the use of DFV-related written materials.

PEOPLE TO THANK

This work would not have been possible without the support and encouragement from the CALD DFV Workforce and Community Leaders who led the action research of the project. Their time and strength inspired the findings and may have saved lives. We thank the Benevolent Society, Centre against Sexual Violence, Department of Human Services, Immigrant Woman Support Services and Logan District Queensland Police Service for meeting with the CALD DFV Workforce, teaching them about their services and working towards breaking down barriers between support services and CALD communities. Multicultural Communities Council, Gold Coast; Multicultural Families Organisation; Logan District Queensland Police Service and YFS played an instrumental role in raising awareness of DFV in CALD communities in South East Queensland. Their support in developing the Blueprint and the CALD DFV Toolkit resources allowed a diverse range of knowledge to be covered. Internal staff from the Access Service Delivery, Community Development, Employment (CLA coordination) and Management teams contributed to the overall successful function of this project. We thank ANROWS and Our Watch for their continuous support throughout the action research process and for coordinating opportunities to meet with other projects to share learnings. Access would like to thank DSS for their funding and support in the BSCW project.

Community Champions Ending Violence Against Women

Cairns Regional Domestic Violence Service



STORYTELLERS

Amanda Lee-Ross,
CEO, and Sandi
Baker, Programs
Manager and
Project Worker

The Cairns Regional Domestic Violence Service (CRDVS) has strong existing relationships with many local high schools and delivers Healthy Relationships education sessions, as well as high-quality, comprehensive professional development and education sessions to business and organisations. The demand for such work is consistently high, especially from schools increasingly identifying the need for consistent, ongoing sessions such as these. The challenge for CRDVS has been its capacity to engage the broader community, such as the business sector, defence force, and sports, religious and other local community groups, in conversations around violence against women.

The project aimed to engage these sectors and move beyond awareness raising and education to building capacity within community, to have courageous conversations and to make clear plans as to what community members and bystanders can do to create a safer community and develop a culture of zero tolerance towards violence against women. Cairns Statistical Area Level 4, which includes Cairns, the Cassowary Coast (including Innisfail, Port Douglas), as well as Kuranda and the surrounding Tablelands, was chosen because in 2016 the population of Cairns was estimated to be around 247,762, and around 10% of the population identify as having an Aboriginal and/or Torres Strait Islander cultural background. This is a significant number, given that 4% of the total resident population of Queensland identify as having an Aboriginal and/or Torres Strait Islander cultural background. A further 9.6% identify as culturally and linguistically diverse. Thirty-eight percent of the population is aged between 15-44, with the 15-24 age group accounting for 12% of the population (Queensland Government Statistician's Office, 2016).

Research clearly indicates that women in Australia aged 18-24 are more likely to experience physical or sexual violence than women in any other age group (ABS, 2013) Further, research also demonstrates that women are more likely to be injured during domestic violence incidents and to suffer more severe injuries (Swan, Gambone, Caldwell, Sullivan, & Snow, 2008, p. 9). Research commissioned by Our Watch and conducted by Hall and Partners Open Mind in 2014 revealed that young people are struggling to work out what healthy, respectful relationships look like (Hall and Partners Open Mind, 2015).

Cairns Magistrates Court is the sixth busiest court in Queensland, with 1178 Domestic Violence Protection Order (DVPO) applications processed in 2013-14. The total number of DVPO applications processed in the identified area in the same period is 2150. This equates to an alarming ratio of one DVPO application per 112 persons in the region (Queensland Courts, 2014).

The Queensland Police Service Far Northern Region, which includes the identified area, reports the highest number of DVPO breaches, with breach rates of 511.8 per 100,000 population in 2010-11 (Queensland Police Service, 2012, p. 61).

Offences against the person in the region are almost double the state average at 1118 per 100,000. The state average is 649 per 100,000 persons. While the definition of the offence is not restricted to domestic violence and can include other acts, the reality is that there were 2688 offences against the person (Queensland Government Statistician's Office, 2016).

The project aimed to:

- increase awareness of domestic violence issues in the community;
- increase knowledge of support services for women experiencing domestic violence;
- improve community networks to support women experiencing domestic violence; and
- improve responses to domestic and family violence victims by engaging the broader community as bystanders.

WHAT DID THE PROJECT DO?

The project attempted engagement of broader community and “unusual” partners. We ran information session, delivered three 2-day training sessions in the bystander approach to domestic and family violence, and tailored domestic and family violence training workshops as requested for each community.

In partnership with James Cook University School of Social Work and School of Dentistry, the project delivered one-off “Recognise, Respond, Refer” workshops to dental students. This further developed into structured, incremental workshops for third, fourth and fifth-year dentistry students that built on their knowledge and skills over time.

Service network development involved:

- community champions and community champions’ advocates, who were invited to sit on the Cairns Collective Impact on Domestic and Family Violence to create sustainability and encourage ongoing engagement; and
- an invitation to CRDVS onto the Course Reference Committee for Graduate Certificate in Nursing (Re-entry) Central Queensland University.

WHAT HAPPENED?

- Development and delivery of specialist domestic and family violence training to more than 200 workers across a number of local government departments, including Department of Natural Resources, State Emergency Service, Probation and Parole.
- Three deliveries of 2-day bystander training across two locations to 16 potential community champions.
- Community champions recruited in two of the three geographical areas identified.
- Community champions held an activity in each of their areas.
- Recruitment of three community champions’ advocates in Cairns area.
- Ongoing partnership with James Cook University. Workshops developed and delivered to 480 dental students.
- Research conducted by dentistry students exploring the usefulness of specialist training in responding to disclosures of domestic and family violence. The School of Dentistry have presented at conferences and are seeking to publish in appropriate journals.
- Ongoing relationship with Central Queensland University.
- Profile of CRDVS raised in the broader community.
- Project worker contributed to ANROWS’ community of practice.

LEARNINGS FROM THE PROJECT

The prevalence of violence against women is such that it is imperative to be mindful of people’s personal experience or experience of supporting a loved one when delivering community education, training programs or information sessions. Co-facilitation of such sessions with at least one worker skilled in responding to disclosures is essential and best practice.

Both men and women can struggle to see the importance of the role of men in preventing violence against women. Of the 16 participants in the bystander training, only two were men. This highlights that violence against women is still seen by many as a “women’s issue”. The work of Jackson Katz was central to reframing men’s role.

- Building relationships to translate rhetoric into action requires time, responsiveness and flexibility from the project worker.
- The importance of meeting community “where they’re at”. The role of the project worker was not to colonise participants into her way of thinking but to engage in conversations about values and beliefs currently held and how that might underpin action or inaction.
- Clubs and organisations are often keen to raise money and donate to services. They are, however, not nearly as willing to engage in a project examining and addressing cultural change.
- Be prepared. Be prepared. Be prepared. The myths around domestic and family violence are prolific and survive on constant reiteration. It is essential for the project worker to be familiar with any research or statistics quoted to challenge this. Also, beware of highlighting or not challenging the exception to the rule – hours of valuable training can become “white noise” or dismissed when someone hears one myth they hold to be true validated or left unchallenged.
- The importance of delivering some level of response training even in primary prevention. Primary prevention and response are not mutually exclusive but essential partners in this space. People want to help and want to be appropriate and effective in doing so. Response also provides an opportunity to address unintended consequences and give context to misunderstood survivor actions/coping.
- Unlike other areas of primary prevention work, the arena of violence against women necessitates the consideration of unintended consequences and the impact of any intervention on safety.
- Feminist or feminism is still the other “F” word (not to be mentioned in polite company).
- Strong, committed partnerships are essential footholds in primary prevention.
- The importance of appropriately vetting potential champions. CRDVS conducted police checks and reference checks – one personal and one professional. People who were enthusiastic to be part of the project but did not complete the bystander training or the above checks were recruited as community champions’ advocates.
- Community champions and parallel processing – expect that community leaders engaging in these conversations may have similar experiences to the project workers in the context of “push back” and challenges and requiring time to develop relationships.
- Hold hope.

WHAT WORKED WELL?

Delivery of tailored domestic and family violence workshops by a specialist worker worked well. The specialist experience of the project worker allowed for the sharing of practice wisdom, the capability to provide context for survivor behaviour, and the confidence to deal with “curly questions” and challenges. Responses included:

- “Facilitators, knowledge, experience and delivery style was fantastic.”
- “Excellent, thoughtful presentation. Engaging, interesting and a little provoking.”
- “Good references to research. Good to know that information being provided is based on solid research.”

Delivery of bystander training for potential community champions also worked well. Participants who opted to become community champions or community champions’ advocates have continued to engage and remain committed to the project.

Responses included:

- “I gained most awareness from learning ‘non-confrontational’ ways to approach a situation.”
- “I feel like I’m more confident to challenge difficult situations.”
- “I learnt how to respond as a bystander.”
- “I feel comfortable that I have the correct knowledge & information to promote ending DV.”

Other things that worked well:

- Partnership with James Cook University allowing facilitation of specialist training to a large cohort of students that CRDVS has not previously worked with and the resultant increased awareness of domestic and family violence, how to respond appropriately to disclosures and where to refer. Key members of James Cook University invited onto the Cairns Collective Impact on Domestic and Family Violence to continue to nurture the partnership despite the project ending.
- Establishment of links to Central Queensland University created pathways to delivering training to a student cohort not previously accessed, as well as developing strong links for CRDVS to participate in further, separate research projects.
- Maintaining a gendered analysis around violence against women, despite “push back”: “I didn’t really get the gender stuff or engage with it when this first started (4th year) but now that I’m in clinic it really makes sense and I see it all the time” (male dental student).

WHAT DID NOT WORK WELL?

- Difficult to engage third identified community as CRDVS had no footprint in the community and the project timeframe did not allow for the building of needed relationships.
- Moving community from rhetoric – “That sounds like a great project and something really needs to be done” – into action.
- Convincing the broader community that violence against women is their business.
- Convincing organisations and community groups that two days of training is necessary and valuable. Asking people to consider their values and beliefs and what underpins them requires time, gentleness and time for reflection. A wide range of short training is available around domestic and family violence, but the author suggests that the capacity to shift someone’s values and beliefs in a 2-hour or less workshop or e-learning experience is questionable.
- Attempting to engage broader community groups and “sell” the project and its usefulness is a time-rich process. However, a willingness to deliver “taster” sessions did increase participation in training but not engagement in the bystander training and the recruitment of champions.
- The parallel processes experienced by community champions highlights the importance of investing time into relationships and the importance of providing resources, mentoring and debriefing over time. This was done but would have been more beneficial if it had been less ad hoc.

WHAT CAN OTHERS LEARN FROM THIS WORK?

- Primary prevention in this arena requires consideration of unintended consequences for victim safety. The engagement of a specialist service as an active member of the project or, at the very least, provision of expertise and feedback is enormously beneficial and considered best practice.
- The physical and emotional safety of all involved is paramount. Any and all interventions must consider whether actions are creating safety or increasing risk.
- Primary prevention programs are essential to changing culture and tolerance of

violence against women. Engaging the broader community in this process is time rich and relationship based, it is imperative that funding for such programs reflect this.

- Ensure appropriate supports are in place for community leaders and mentors who are spearheading conversations around violence against women as their experience will be reflective of the challenges, constraints and time-rich process of the project worker.

SUGGESTIONS

Primary prevention is an essential element of addressing violence against women and these projects have been a valuable learning experience and launch point for further work in this arena.

PROJECT SUSTAINABILITY

CRDVS will continue to do this work, although not with the same capacity. Community champions and community champions' advocates have been invited to become part of the Cairns Collective Impact on Domestic and Family Violence to create sustainability and nurture existing networks.

PEOPLE TO THANK

We acknowledge and thank all participants, James Cook University, Central Queensland University, Cairns Collective Impact on Domestic and Family Violence, and ANROWS.

PROJECT 22

R4Respect - a youth participation model

YFS Ltd



Logan is a city of approximately 320,000 located between Brisbane and the Gold Coast. With significantly high levels of socio-economic disadvantage, Logan is in the lowest quintile of the SEIFA Index of Socioeconomic Disadvantage within Australia (Logan City Council, 2013). The Logan community is incredibly diverse, with 215 ethnicities recorded in the 2016 Australian Census.

YFS Ltd, a multi-service community agency that has worked in Logan for over 30 years, developed the idea for R4Respect through their crisis support of families experiencing family violence, homelessness and hardship. The staff were motivated by their work in community revealing disturbing youth attitudes to violence, as well as the publication of the federal government's 2011 *National Plan to Reduce Violence against Women and their Children* (COAG, 2011) and *Our Watch*.

The R4Respect project is a youth participation model that counters the prevalence of violence through youth delivery of gender-based respectful relationships education programs. This approach educates young people through creative technology, face-to-face education and community events with messages consistent with the National Plan and work of *Our Watch* but through a peer-to-peer learning framework.

The R4Respect strategy formed and publicly launched in September 2015 with funding from YFS and corporate sponsors who provided scholarship funding. In June 2016 we attained funding for 18 months from the Department of Social Services.

R4Respect engages Youth Ambassadors on a paid scholarship as the core of the program. The Youth Ambassadors include 12 local youth aged 16-24. R4Respect currently employs a youth coordinator and casual workers under the age of 25 to provide administrative support.

The youth ambassadors promote respectful relationships in schools through delivering accredited training such as the National Association for the Prevention of Child Abuse and Neglect's Love Bites training. The ambassadors also raise awareness through social media and local community events. Local community events include information stalls, public presentations and educational sessions with local stakeholders such as Police Citizens Youth Clubs (PCYCs). R4Respect attendance records indicate that the Youth Ambassadors reached over 5000 students through the school sessions on respectful relationships during 2016/17.

The youth-led model refers to a model that fosters authentic youth decision making and responsibility through explicit expectations that the youth and the adults collaborate across all aspects of group decision making (Struthers & Williams, 2017).

WHAT DID THE PROJECT DO?

- Recruitment, training and mentoring of young people from diverse backgrounds to understand and promote respect in relationships. This training is evident as a Youth Ambassador described that their R4Respect work had "upskilled me to do things I thought I'd never do". The mentors also acknowledged that the young people were doing an amazing job in developing skills and confidence, in reaching out to other young people, and in becoming well known in Logan and beyond. Their views on what worked well were similar to ours, with some different priorities in funding and training.

STORYTELLERS

Beenush Khokhar, **Project Coordinator at YFS Ltd in Logan**, incorporated stories from **R4Respect Youth Ambassadors** (Andrew Taukolo, Jennifer Uwineza, Emmison Fitzgerald, Nadia Saeed, Princess Avia, Alanah Dwyer, Clay Waterman, Tai Waterman, Rachael Pascua, Omalbanin Vahedimanesh, Modiuo-Sakai Nakachi)

- The engagement of over 5000 young people through educational sessions and the development of digital communication strategies. It was consistently conveyed by the Youth Ambassadors that their messages resonated among young people as they were age-related peers better able to engage with students, the way adults can't.
- Participation in ANROWS advisory groups – National Youth Attitudes Survey and Queensland Child and Family Commission Survey.
- Over three publications relating to R4Respect, animated campaign clips and educational slideshow presentations (Struthers, Tilbury, & Williams, 2017; Struthers & Williams, 2017; Tilbury & Struthers, 2016).
- An evaluation of the R4Respect strategy through publications and internal reflections.

LEARNINGS FROM THE PROJECT

The ambassadors, as well as the adult mentors, have learnt a significant amount of strategies to effectively reach other young people's beliefs in a peer-to-peer capacity. The ambassadors have also gained confidence and strategies to deliver events and communicate with stakeholder bodies.

The mentors emphasise that in running a youth–adult alliance model for the purpose of empowering Youth Ambassadors, it is essential to constantly re-evaluate the decision-making styles to make adjustments for the youth to take control of the program. In ensuring that the ambassadors are leading the program, it was identified that the most effective strategy would be for comprehensive training, with results such as “allowing the ambassador team to face challenges with poise and a maturity that is thought to be beyond their years”.

WHAT DID NOT WORK WELL?

There were difficulties with engaging all ambassadors to the level expected through the scholarship program. An ambassador explained that “not everyone shares the work and it's hard telling some of them to do things because it's optional”. A YFS mentor clarified that “young people from Logan are from families experiencing hardship (including refugees) and they need to give priority to paid work over volunteer work”. A resolution was suggested by an ambassador that it would be “more encouraging to pay ambassadors by the work they complete, rather than a once off payment”.

The need for training to encourage youth empowerment was repeatedly emphasised by ambassadors and mentors alike. A mentor stated that there was a need for “young people to have more training in all aspects of the program, principles and models of youth participation, and more...as they look to adult mentors to organise training, administration and funding”.

The lack of roles and structure was a heavy impairment to the program as the ambassadors and mentors identified that planning would be more certain with regular funding, as well as concrete expectations of ambassadors. Ambassadors stated that the lack of leadership coupled with a rotation of youth coordinators over the 18 months led to confusion and productivity delays.

WHAT CAN OTHERS LEARN FROM THIS WORK?

It is important to keep learning from models of youth participation and to keep developing them. We have a lot to contribute. Our model changes as we learn from it – others need to know that you can't have one fixed youth–adult model as you need to adapt to fit the group, the organisation and the capacity that you have.

Our generation can do a lot to reduce violence in relationships. If we learn from each other as peers what is respect and what isn't, we can change things for the better.

Our movement of young people ending violence cannot expand until we consolidate our own work and model and implement new strategies. In resolving the conflicting commitments of Youth Ambassadors, an ambassador commented that “[the program] needs to provide more incentives to the young people to keep them involved...more structured positions so every ambassador has a role and responsibility and more ambitious goals for events to hold”. On incentives, another ambassador said, “we need to have a stricter recruitment process because you really want [ambassadors] who are going to put in the work”.

Aside from ambassador capacity, we want to evaluate the work we do to know what impact it has on young people. We want to know what works best in how we reach young people and, as such, are interested in outcomes research with our partnership with Griffith University.

SUGGESTIONS

Diverse and long-term funding sources are required to ensure the sustainability of prevention programs such as R4Respect and large-scale impact on the attitudes and behaviours that lead to violence.

The R4Respect team reiterates that the youth–adult alliance model is achieving considerable positive outcomes with the funding and capacity it has. For funders, it is a model that is worthy of being replicated. The young people are engaging with other young people to create changes in attitudes. This is a missing element in national domestic violence prevention efforts.

PROJECT SUSTAINABILITY: WHERE TO FROM HERE?

We are determined to grow R4Respect by building our capacity and implementing strategies for change from 2017. YFS also uses its own funds and lots of in-kind supports from our sponsors to support the project’s sustainability.

R4Respect is building a strong profile and will work hard to provide more young people with the opportunity to create change. Young people have a key role to play in driving domestic violence primary prevention activities.

PEOPLE TO THANK

Thanks go to YFS staff, especially Cath Bartolo, who envisioned and began the R4Respect program, providing us with unwavering support for everything we could ever need. An extra big thanks to Karen Struthers from Griffith University and YFS for always believing in us young people as agents of change. Lastly, thanks to all the Youth Ambassadors – some have come and gone in the past 18 months – but you have all contributed to change.

United in Diversity – facilitating safer pathways

InTouch



STORYTELLERS

Nadine Hantke,
Project Worker,
and Roshan
Bhandary,
Executive Manager

The project worked with three culturally diverse communities (South Sudanese, Afghan, Indian, as determined in the initial stage of the project) through provision of information sessions to create awareness on family violence (FV). Simultaneously, the project worked with a range of local service providers to assist them in better understanding and responding to victims of FV from culturally diverse communities.

Nine community information sessions were run with support from bilingual facilitators and four half-day training sessions were facilitated to local service providers. The project concluded with a forum bringing together the selected communities and the service providers to have meaningful engagement with each other. Through three workshops with community members and local service providers, safe pathways for victims of FV in the identified communities were formulated with the help of professional sketchers. The five bilingual facilitators involved in the project also presented challenges and successes of their experience in the project. Opportunities were provided to community members to visit information booths and get familiar with services of the present local service providers.

The project site was the diverse City of Greater Dandenong, recording the highest number of recently arrived settlers of any municipality in Victoria, with a third of these people being humanitarian immigrants. It is the second-most disadvantaged local government area in the state based on the Social Economic Index. There has been an increase in police call-outs for FV-related incidents.

The Second Action Plan of the National Plan to Reduce Violence against Women and their Children 2010-2022 (Department of Social Services, 2014) focuses on access of culturally diverse women to appropriate services to receive FV support. This was supported by inTouch case management data, which reflected the project region as the second largest group of clients in the service and 50% of those to be living in the country for less than five years.

Women from culturally and linguistically diverse (CALD) backgrounds face specific barriers to break the cycle of family violence and reach out for support, and greater sensitivity and clearer assessment by services is needed when supporting women from such backgrounds. The project included men and women of adult age within the South Sudanese, Afghan and Indian community. It also focused on local service providers, including FV services, housing providers, health providers, legal services, family and children services, school, police, departmental services etc. The project timeline was January 2016 – June 2017.

The overall aim was facilitating safer pathways between three CALD communities and local services to prevent family violence and to:

- increase awareness of FV in three specified CALD communities;
- increase cultural responsiveness of local service providers in addressing and responding to CALD clients of FV; and
- facilitate meaningful engagement between specified CALD community members and local service providers.

WHAT DID THE PROJECT DO?

- Nine community information sessions were conducted with a total of 162 participants.
- One training needs consultation held with 20 local service representatives.
- Half-day training sessions provided to 73 participants from approximately 44 service providers in Greater Dandenong and Casey/Cardinia area.
- Community forum conducted where approximately 60 community members and service providers attended – three cultural-specific workshops were held with an average of 13 participants from services and the communities in each workshop; service providers held information stalls for community members and other services; and professional sketchers were engaged to develop three posters referring to Safe Pathways to Support.

WHAT HAPPENED?

Activities: refer to project overview, including development of three Safer Pathways to Support maps.

Events: nine community information sessions, one training consultation, four service provider training sessions, one forum, four reference group meetings, multiple meetings with bilingual facilitators.

Research and evaluation: interviews and surveys used in mapping process; data collection to evaluate community information sessions had to be adjusted to suit community members' needs, written evaluation surveys used for Indian community only, verbal–narrative feedback used for other communities; written surveys used as evaluation for reference group, ethno-specific services, training to local service providers; group discussion applied in training needs consultation.

Knowledge, skills: knowledge enhancement for community members, ethno-specific services and bilingual facilitators to deal with issues of FV; skill increase in local service providers about responding to sensitivities within cultural diversity; changes made to initial plan of three bilingual facilitators to five facilitators due to gender sensitive needs within the community groups; changes made to initial plan of only running a final forum to the development of resource materials that will outlive the span of the project; changes were made to the initial plan with more training sessions delivered.

Regarding half-day training workshops to local service providers, 83% of service provider representatives who attended the training sessions felt that it had broadened their knowledge and skills about family violence in culturally diverse communities; 79% reflected that it embedded learnings in their work practices. Regarding the attending service providers and community members at the workshops at the final forum, in which they worked on a case scenario addressing how FV is understood in the community, what community internal supports exist and how to use external services, 86% felt it was useful and 79% stated it helped them to connect to either service providers or the community.

Formal partnerships established with ethno-specific services were strengthened by memorandums of understanding and financial compensation. This seemed to have had a positive impact on the commitment the services made towards the project, (i.e. attending four out of four reference group meetings). Similarly, the bilingual facilitators were casually employed by inTouch through formal recruitment processes which gave them an opportunity for employment and all its entitlements and responsibilities, as well as financial compensation. Therefore, we encountered only limited challenges regarding performance issues and experienced high commitment and reliability, even beyond the paid role.

LEARNINGS FROM THE PROJECT

Content of community information sessions had to be adjusted after first and second session based on learnings of community needs (e.g. quiz questions in evaluation forms couldn't be used as all participants gave same answers; definition of family violence had to be explained with more sensitivity).

In hindsight, more active involvement of the project worker in promotion of the community information session through other service providers, existing community groups etc. might have resulted in a rise in attendance rates, particularly in the latter sessions where numbers were relatively low.

Inadequate feedback from community members about information received through the session, style of sessions, usability of knowledge and impacts on changing attitudes or help-seeking behaviour. More thought and effort could have been placed on getting genuine feedback from community members (e.g. via follow-up interviews with interpreters or another bilingual worker). Better assessments of ethno-specific services could have resulted in effective engagement. The degree of participation varied throughout the project.

It is crucial to invest time and energy in recruitment of bilingual facilitators as community members' engagement in the project can be influenced by key community connections.

WHAT WORKED WELL?

- Workshops in the final forum were very successful. Participants' feedback suggested that 93% wanted to become more involved in this area of work.
- Providing compensation to community leaders for their time contribution in forum workshops resulted in 100% attendance.
- SMS (ethno-specific partner agency) demonstrated a strong role model to other agencies. They have already started work in the area of FV and their "know how" proved to be beneficial to the project's success.
- Flexible responses based on ongoing project assessments led to trailing innovative strategies throughout the project, particularly at the final forum, which led to the development of Safer Pathways to Support maps.

WHAT DID NOT WORK WELL?

Attendance of community members in last three of nine sessions dropped, which could be due to inconvenient date/time, exhausted reach of bilingual facilitators into the community or mixed gender-targeted sessions. There was community backlash for a particular male bilingual facilitator who is a recognised faith leader. He was criticised by some community members for his promotion of gender equality. Intense support and advice was provided by the project worker around his safety and protection strategies were put in place.

LEARNINGS FROM THE PROJECT

More than the expected time and effort had to be invested to guide and support bilingual facilitators, invite local services for training sessions, and ensure attendance of service providers and community members at the final forum.

Working with communities, a flexible and creative approach is required because unpredictable events and situations arise all the time. Thinking through alternative risk mitigation strategies always comes in handy.

Persistency in respectful ways (e.g. reminders via phone or email to RSVP, evaluation forms to be returned etc.) seems daunting at times but led to greater success without having "stepped on people's toes".

SUGGESTIONS

Timeframes and milestones in our project were adequate and enough time was available for relationship building, follow up, support and ensuring details were thought through and addressed. The availability of funds as compensation to ethno-specific services and paid bilingual facilitators ensured success. Flexibility by funders to adapt work plans according to arising need for change, learnings or reflections is essential for project success.

Pre- and post-evaluations throughout the project with partnered ethno-specific services have shown that:

- all agencies have moved to a higher confidence level in responding appropriately to disclosures and requests for support for FV (all services feel overall very or extremely confident responding to FV);
- some agencies increased training for members of the agency around FV; and
- most services indicated they have progressed in their work addressing FV, either by establishing a Resource Centre or having applied for funds for prevention projects for the first time.

All the above demonstrates promising outcomes of sustainability through partner agencies continuing this work beyond project end. One bilingual facilitator reported that through his involvement with the project he now uses messages of gender equality and preventing FV in his faith readings to a large number of community members, thus continuing to raise awareness. The development and distribution of Safer Pathway to Support maps is another strategy of promoting project learnings beyond project end.

PROJECT SUSTAINABILITY

The resources developed in this project will be distributed for educational purpose to community members but also shared with local service providers to encourage best practice.

Evidence and lessons gathered informed a successful and subsequent grant application to facilitate an ethno-specific prevention of FV network. inTouch will incorporate the findings into that project and explore opportunities to replicate the model in other locations and contexts.

PEOPLE TO THANK

We acknowledge and thank Reference Group members from local services such as Police, Department of Health & Human Services, Legal Aid, Court, Women's Health, City Council, Family Violence Services, Relationships Australia, Family & Children's Services, ethno-specific organisations, community leaders and DSS (funder).

We also want to point out that none of this work could have been as successful as it was without the great efforts by the bilingual facilitators who have gone far beyond their paid roles to ensure the project reaches its goals. Chisholm TAFE provided affordable venues with excellent equipment and infrastructure for the final forum. The partner organisations (ethno-specific services) have been part of this project all along and ensured their participation at all events.

We were lucky to have had a core group of stable and committed Reference Group members who supported this project through their ongoing attendance and input in meetings. The inTouch team stood behind this project all along, especially the executive manager, who provided intense supervision and support to the project worker and guidance throughout the project. Lastly but not the least, ANROWS for excellent support in evaluation throughout the project and the opportunity to participate in three workshops and a community of practice about action research and preventing violence against women and their children.

Thank you to all.

PROJECT 24

Together We Can: Stop Family Violence in Cardinia

Southern Family Life Service Association Inc.



STORYTELLER
Alison Byrnes

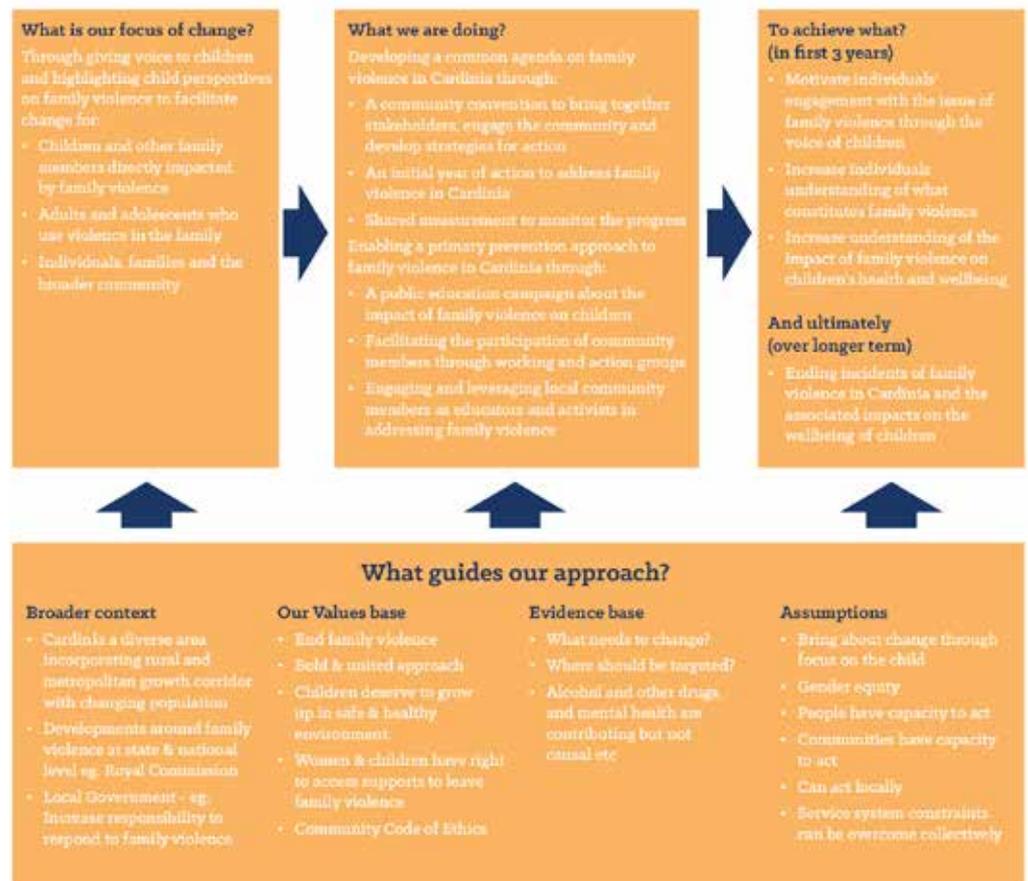
Together We Can is a primary prevention initiative which aims to reduce the incidence of family violence in the Shire of Cardinia, Victoria.

In the first three years, we aim to:

- motivate individuals’ engagement with the issue of family violence;
- increase understanding of what constitutes family violence;
- increase understanding of the impact of family violence on children’s health and wellbeing; and
- increase knowledge of family violence-associated services and supports in Cardinia.

The project is supported by leadership groups including a Governance Group, Backbone Organisation, Community Advisory Committee and ten Community Solutions Groups.

Together We Can - Theory of Change



WHAT DID THE PROJECT DO?

The project is a cross-sectoral collaboration between education, sport and recreation, business, faith-based, media, health and community services and government and non-government organisations.



THE 10 COMMUNITY SOLUTIONS GROUPS INCLUDE:

- Learning from my mates – youth action
- Empower everyone, everyday - not just on special occasions (Bystander Action)
- Positive Neighbourhoods
- Increase awareness on family violence and promote gender equity within Sporting Clubs
- Community Campaigns and Programs
- Street Ball - Respectful relationships through basketball
- Showcasing what children say about respect and gender equity
- Together With Me @ the Library
- Create age-friendly Communication Tools - including video / print / local media opportunities
- South Sudanese families celebrate in Cardinia Shire

LEARNINGS FROM THE PROJECT

- All partners share vision and commitment towards a common goal.
- Roles and responsibilities of the project team are clearly defined.
- Collaborate to strengthen existing resources.
- Allow time for the partnerships and initiative to develop.
- Remain responsive and adaptive to new opportunities.
- Look for opportunities to align existing work with project goals.

Case study

Collaboration with a local news group has been fundamental to reaching the community and progressing the goals. So far, 50 news articles have been published with themes including contributing and precipitating factors for family violence; signs of family violence; coverage of community events; training; what is family violence and who are the victims; reporting on abuse; and the association of attitudes and gender with violence.

WHERE TO FROM HERE?

- Community Solution Groups will deliver 10 prevention programs within the community.
- Establishment of a Steering Committee involving local sector leaders.
- Ongoing capacity-building, training and awareness-raising activities.
- Continued planning for sustainability of the initiative as a collective impact model that is challenging a complex social problem. It is acknowledged that this work will need to occur over many years.

PEOPLE TO THANK

Partners in the Collective Impact Initiative include Family Life (Backbone Organisation), Cardinia Shire Council, The University of Melbourne, Victoria Police and Tamarack Institute.

PROJECT 25

Standing Strong: Building Safe Communities for Women

Women's Health Loddon Mallee (WHLM)



STORYTELLERS

Marnie Jewell
(Health Promotion
Coordinator),
WHLM and
Governance Group
(Stewardship
Group) members

Commencing in 2016, Standing Strong: Building Safe Communities for Women (SSBSCW) has seen WHLM advance its role as a “backbone” organisation of *The Loddon Mallee action plan for the primary prevention of violence against women* (Women's Health Loddon Mallee, 2016). The project delivered capacity-building activities to four multi-agency action groups across Victoria's Loddon Mallee region.

WHAT DID THE PROJECT DO?

Capacity building

Relationships, structures, roles and mechanisms were built to enable collaboration between government, non-government organisations and the broader community to prevent violence against women.

Built upon existing partnerships and collaborations of WHLM (the backbone agency), the SSBSCW project contributed to the carriage of the Loddon Mallee Action Plan. A governance (Stewardship) group was already well established. The term “stewardship” was selected for two reasons: the group can promote, encourage and foster excellence in the prevention of violence against women in the region but has no delegated responsibility or authority; and our vision is that violence prevention initiatives are undertaken by a wide range of individuals, organisations and groups. The Stewardship Group is a resource for regional action, not a director of it.

Four actions across the region led activities to prevent violence against women following an expression-of-interest process facilitated by WHLM. Groups were selected according to strengths of their partnerships and alignment of work to the Loddon Mallee Action Plan.

Each group received a small brokerage grant (\$8000) from WHLM to support the implementation of local area-based activities. The action groups utilised the Loddon Mallee Action Plan and the *Change the story* (Our Watch et al. 2015) framework as the foundation to inform and guide prevention practice. In addition, WHLM raised awareness across the region through providing presentations, education and training to local governments, Neighbourhood Houses, existing family violence structures, the Stewardship Group, media outlets, and La Trobe University staff and students.

Action group activities

WHLM designed the capacity-building activities to support partners in the consistent planning, implementation and evaluation of local primary prevention projects. The capacity building activities involved two stages, with the first as a platform for the second:

- A community of practice brought together action group members to exchange information and understand current evidence-based practice frameworks, identify common practice challenges (especially regarding action planning), and troubleshoot and problem solve as a group. “Identifying and responding to family violence” training was provided following each community of practice to ensure that participants were aware of how to support women experiencing violence and how to refer them to local support services.
- Planning and evaluation workshops were provided to each of the four action groups to guide the development of a long-term vision, articulate the objectives they sought to

meet and the actions needed to meet the objectives, and to consider the “hallmarks” (or indicators) of success to determine the value of their efforts.

Research, evaluation and support resources

Evidence-based frameworks and tools from Our Watch and VicHealth were provided to action group leaders and members, including *Change the story: A shared framework for the primary prevention of violence against women and their children in Australia* (Our Watch et al. 2015); *Evaluating Victorian projects for the primary prevention of violence against women* (VicHealth, 2015); *Gender audit tools and guidelines* (Women’s Health East, 2015), *Stepping in: a bystander action toolkit* (VicHealth, 2014), and *A team effort: Preventing violence against women through sport* (Our Watch, 2017). Additional ongoing support and guidance was provided to project participants as required.

WHAT HAPPENED?

Four ongoing action groups were established and a number of additional alliances were formed and supported by WHLM. In the Southern Mallee Primary Care Partnership (PCP) catchment, three local government area working groups committed to implementing the Southern Mallee PCP’s action plan developed as part of the SSBSCW project. Activities involved participating in gender equity audits in member organisations and community awareness campaigns to prevent violence against women.

The Bendigo Loddon PCP piloted the **Setting the Groundwork** project in three organisations in their catchment area. Participating organisations were audited and recommendations were made to advance gender equality. Key learnings from this project included the need for a strengths-based approach to improving organisational gender equality.

The Macedon Ranges Local Safety Committee oversaw primary prevention initiatives that were assigned to their subcommittee, the Macedon Ranges Family Violence Prevention Network. Whole-of-organisational approaches to improving gender equality were adopted by two member organisations. The Mount Alexander Family Violence Forum has a strong membership, with mutual goals and a shared agenda, and partnered with community-based organisations and sporting clubs to achieve its goals. The Loddon Mallee Regional Action Plan Stewardship Group has met frequently and will provide sustainable leadership to prevent violence against women into the future.

Increased knowledge and skills were gained for primary prevention practice. The communities of practice included time to share practice know-how, discuss/think in small groups, and learn from one another through structured activities involving real-life practice contexts. At a process level, the evaluation found that both communities of practice were positive experiences for participants in terms of shared learning, professional networking and “being there” (use of time). Evaluation of the community of practice sessions found there was a resoundingly positive impact with respect to understandings of the gendered drivers of violence against women and the essential actions needed to prevent violence from happening. Participants stated that the most useful parts related to the *Change the story* framework or primary prevention (generally) and the framework’s gendered drivers or essential actions (specifically). It was also acknowledged that there is a need to address the structures, practices and norms constituting each driver and the importance of addressing more than one driver to achieve the best possible outcomes.

Following an activity linking the gendered drivers to current projects and practices, a participant of the Kyneton Community of Practice expressed his disappointment to the group when he realised that the work of his service club had only been addressing “the icing on the cake [the condoning of violence against women] and we [Rotary] could be doing so much more. We need to ensure women have more opportunities to reach their full potential.” The condoning of violence against women is the most obvious and

commonly addressed gendered driver in the primary prevention of violence against women; however, efforts focusing only on addressing such beliefs and attitudes have had limited success. The workshops were successful in building understanding of, and confidence in different aspects of planning and evaluating primary prevention initiatives. This provided participants with skills and knowledge specifically related to planning and evaluating primary prevention activities.

The facilitated planning and evaluation workshops for the action groups were couched in a “learn-by-doing” context in that all activities were applied to actual projects or initiatives that had been developed by the action groups. The main steps for evaluation planning were workshopped – among them, building a logic model, establishing indicators of success, and identifying methods of data collection.

LEARNINGS FROM THE PROJECT

- Primary prevention strategies take time! It takes time to mobilise partnerships, establish trust and create strategic engagement. We know that enduring social change is incremental, rather than revolutionary, so we need to become more realistic and focus on helping participants to strategically select targeted changes they wish to make – both short term and long term. We need to help them to think about the micro-processes that would move towards those desired changes, the steps they would have to take, and the benchmarks they could use to judge whether they were heading in the right direction.
- Start where people/audiences are at and identify a logic/rationale that will engage them. This requires consultation and assessment prior to undertaking prevention activities with key stakeholders and contacts in prevention settings.
- Need to be flexible (e.g. after-hours work may be required or it may take longer than anticipated to engage key stakeholders). If we want to target community members, we need to be prepared to go to them (e.g. sports club training nights).
- Have the right people at the table and use co-design principles and approaches. For example, having Sports Focus involved in the Mount Alexander Family Violence Forums Batting for Gender Equity Project was essential. They reoriented language to focus on increasing female participation and membership in sporting clubs, which is an economic driver rather than a gendered driver of violence against women. This has been successful in engaging clubs while still undertaking activities to ensure clubs are inclusive of women and improving gender equality.
- Identify leaders and champions as agents of change – in organisations, sporting clubs, local government and in communities.
- Ensure diverse membership on action groups and governance groups to ensure key messages are well received and relevant to a range of audiences.
- Laying the groundwork – education and training on primary prevention is essential to ensure that key partners and stakeholders are “on the same page” at the start of project activities.
- If using settings-based approaches, ensure the timing of project activities is right (e.g. if using sporting clubs as a setting, ensure that activities occur during the season).
- Significant time needs to be invested into building trust, nurturing relationships, investing in champions, capitalising on opportunities, and developing staff knowledge and support.
- When raising the profile of PVAW, it is critical to be prepared to respond to disclosures of violence and sexism from staff and community members.
- There is no “one-size-fits-all” approach to PVAW. Any approach needs to be tailored to the specific communities and settings and consider their leadership structure, culture, and practices.

- There is a need for an intersectional approach. We need to acknowledge historical and institutional disadvantage and how that impacts on particular cohorts of women. Using a whole-of-setting approach is imperative (e.g. in workplaces and sporting clubs), otherwise messages and impacts are diluted. Activities need to address norms, structures and practices in each setting. Promising practice is not practice that achieves a reduction in a problem but, rather, practice that is shown to have a constitutive role in altering the deepest causes of it (i.e. the gendered drivers of violence against women).
- We need to use multiple techniques in a variety of settings to achieve a collective impact.
- Select organisations that employ a lot of staff as a “community” to implement strategies and create change (get their own houses in order).

WHAT WORKED WELL?

- Leadership from the Loddon Mallee Action Plan Stewardship Group and WHLM: a specialist women’s health service leading the project was advantageous, as WHLM already had resources and training packages and tools available for use and could support partners to become PVAW practitioners (e.g. gender audit tools, policy templates and bystander training).
- Contracting an external independent PVAW specialist (Dr Wei Leng Kwok) to facilitate the communities of practice and the planning and evaluation workshops.
- Utilising the best available evidence, tools and frameworks to inform activities.
- The communities of practice ensured that all stakeholders had a foundational level of understanding of the underlying drivers of violence against women and the essential actions to address them.
- Working with and engaging internal champions in organisations and settings.
- ANROWS’s role was valuable in supporting the SSBSCW project’s approach to planning and evaluation.
- The planning and evaluation workshops ensured there was a common agenda, evaluation indicators and clarity about anticipated outcomes/change. As one participant stated to the SSBSCW coordinator, “I don’t think we would have got there if the planning session wasn’t so well facilitated. I’m really surprised at our progress...we were a bit lost before that.”
- The provision of identifying family violence training ensured that those involved in the project could also identify signs of those affected by family violence and provide appropriate referral to supports available.
- Memorandums of understanding and formal agreements were established with WHLM.

WHAT DID NOT WORK WELL?

- Changes in the membership of action groups was a barrier to decision making and delayed activities.
- Challenges around the relatively short project timeframes. WHLM and the action groups laid the groundwork for primary prevention action, but the bulk of the efforts were planned for September 2017 to March 2018.

SUGGESTIONS

Long-term government and non-government investment is required in prevention projects to ensure significant impacts are made to the attitudes and behaviours that contribute to domestic and family violence.

Primary prevention evaluation needs to explore processes as well as outcomes. Efforts need to focus on the underlying determinants and drivers of violence against women, as well as appropriate service responses. There is a need for an upstream/prevention focus to prevent violence from occurring, in addition to providing support to women experiencing violence.

Primary prevention work needs to provide information for those affected by family violence to seek support. Prevention efforts will undoubtedly raise awareness of violence and potentially increase the number of women experiencing violence-seeking support, and details of appropriate local and national services should accompany these efforts.

PROJECT SUSTAINABILITY

The foundations/knowledge and skills gained for primary prevention will inform future initiatives. The Stewardship Group and WHLM will continue to provide leadership and support to action group leaders and members following the project's completion and build capacity through the facilitation of Communities of Practice. WHLM will continue to seek funding to resource ongoing activities of the action groups and the Loddon Mallee Action Plan will continue to be a resource for planning and implementing PVAW initiatives. The plan will be revised in consultation with action groups in late 2018.

The Macedon Ranges Local Safety Committee member agencies will adopt whole-of-organisation approaches to improving gender equality. A number of champions and leaders will continue to advocate for gender equity and PVAW and action groups will continue their efforts until June 2018 and beyond.

The Bendigo/Loddon PCP's Setting the Groundwork pilot project identified several changes in order to improve its organisational assessment tool and evaluation findings will be made available in 2018. Family violence is now a key strategic direction within the Southern Mallee PCP 2017 – 2021 Strategic Plan and on the agenda of all PCPs and local governments across the region.

PEOPLE TO THANK

We acknowledge and thank DSS; Dr Wei Leng Kwok: WLK Consulting; Shelly Lavery, Central Victorian PCP; Bronwyn Hogan, Southern Mallee PCP; Ryan Irwing, Victoria Police; Eileen Brownless, Bendigo/Loddon PCP; LMRAP Stewardship Group members; Elizabeth Orr, ANROWS.

Conversations for Change

Primary Care Connect



STORYTELLER
Nicole
Montgomery,
Project
Coordinator

Despite improvements in attitudes towards violence, conversations reveal that condoning or trivialising violence against women persists. While the majority of people do not believe that physical violence against women is justified under any circumstances, there are still people prepared to excuse physical and sexual violence where they believe that perpetrators temporarily lost control or truly regret what they have done.

Family violence incidents in Shepparton involving Victoria Police demonstrate a high need for holistic responses to family violence in our community. In 2011/12 Shepparton had 458 incidents of family violence against the state average of 324, and in 2012/13, 1986 incidents, almost double the state average of 1065. In 2013/14 there were 2212 incidents, still double the state average of 1129 (Crime Statistics Agency, 2017). This data demonstrates a significant increase in the overall number of family violence events across the state and, in particular, our region.

Primary Care Connect (PCC) recognised the need for the community to take ownership of this issue and to drive the change. Our role was to engage with the community, gather their insights and ideas on how to address this issue in our community, and then bring together a community-driven approach and action plan to combat family violence in Greater Shepparton. We are aware that the solution to reducing family violence and creating a safer community for woman and children requires a multi-faceted response and we believe that our Conversations for Change project will be an important part of an overall approach which is long-term and sustainable with prospects for meaningful change, driven by our community, for our community.

Conversations for Change aimed to engage 1000 local community members over 12 months across Greater Shepparton to take part in a conversation regarding their understanding, knowledge and ideas around the topic of family and community violence. Through community conversations the project's purpose was to gauge the community's knowledge, understanding and ideas to reduce family and community violence.

A key activity was to develop a community-driven, sustainable and strategic approach to making changes for a safer community for women and children. Information learned from the conversations was used alongside evidence-based research to inform an action-focused, community-owned approach.

WHAT DID THE PROJECT DO?

A total of 122 conversation groups were conducted, with facilitators, between May 2016–May 2017 where we heard from 1019 people across our local community. Conversations took place at schools, local businesses, community groups, private homes, government and non-government offices, childcare centres, hotels, sporting clubs, Country Fire Authority stations and churches across the region.

The conversations asked the following questions to get conversations started and to keep them on track:

- Tell me what you know about family or community violence?
- What do you believe causes this?
- Tell me what supports are available in Shepparton?
- What ideas do you have that would reduce violence in our community?

PCC gave all participants printed material about family and community violence and the local supports available. Participants were given branded Conversations for Change merchandise. These materials will trigger opportunities for further informal conversations with social and family contacts outside the conversation groups. PCC ensured that appropriate clinical staff were available for immediate activation should any issue of disclosure or distress take place during the conversations.

WHAT HAPPENED?

Following the 1019 conversations, information was gained directly from our community regarding what they knew about family violence, what supports they were aware of, and 62 different ideas on what we could do as a community to make Greater Shepparton a safer place for women and children and to reduce family and community violence. From these ideas, short-term ideas (that could be actioned within three months), medium-term ideas (within the next two years) and long-term ideas (that require multi-stakeholder commitment and significant systems change) have been developed. These were launched back to the community in November 2017, before working closely with our local Community Safety Committee to put them into action.

LEARNINGS FROM THE PROJECT

The 62 different ideas from our community were themed into four areas:

- Education and awareness – education and awareness needs to be increased across the community, agencies, schools and law enforcement on what family violence is, early warning signs and where to go for help.
- Access to services – people are confused by who provides what service. Current service gaps were identified, particularly outreach services, services for men and youth, and the lack of family violence services 24/7.
- Law and order – education and training for police was a hot topic and the lack of privacy that police stations provide for people to report. There was a need identified for increased police resources across the region.
- Community connections – sense of community is diminished. We need to bring people together, celebrate cultures and diversity of the region, and promote community groups and clubs to encourage involvement in our community.

“No one organisation can prevent Family Violence on their own. There needs to be a holistic approach with early intervention and preventative programs that includes the judiciary, police, family violence agencies, health professionals and the community.”
(Conversations for Change participant, 2017)

WHAT WORKED WELL?

Engaging with our community and going out to them to have conversations in their homes, workplaces, schools and community groups. This increased access for the community, but also sparked informal conversations in those settings once our facilitators had left.

WHAT DID NOT WORK WELL?

PCC needed to provide a clearer explanation about the project. It was important to set the guidelines and aims prior to each conversation and be prepared for disclosures of violence and be able to make referrals for support.

WHAT CAN OTHERS LEARN FROM THIS WORK?

Hearing directly from your community about what is happening at the grassroots level provides such rich and valuable information and a sense of ownership for driving change. Please see our infographic story (Primary Care Connect, n.d.), including a project video.

SUGGESTIONS

It is so important to allocate funding and resources to support communities to make and drive change. Community members who are passionate, informed and committed to bettering relationships in the community will achieve so much if they have the resources and support to make changes.

PROJECT SUSTAINABILITY: WHERE TO FROM HERE?

The 62 community ideas will be taken to the local Community Safety Committee, which PCC is a part of, to help gain resources and local support to implement. The Conversations for Change brand will continue to be promoted through community activities, and our first annual Conversations for Change dinner, which targets local business and whole of community to come together to continue the conversation around family violence solutions in Greater Shepparton.

PEOPLE TO THANK

The Jeder Institute: Michelle Dunscombe (Lead Conversation facilitator, researcher and report writer), Fiona Miller (Conversation facilitator), Beth Doherty (Community Development student placement, University of Glasgow, Scotland).

PCC: Rebecca Lorains (CEO) and Broni Paine, Megan Lorains, Mellisa Silaga and Rebecca Presser (Conversation facilitators).

Local business supports: Bonnie Redfern for her pro bono services in logo design; Corey Meka from Sharcore Construction for donating his time and materials for our iconic question mark; and Redback Promo & Uniforms for promotional materials to support the project.

Project partners: ANROWS Action Research Support Initiative team and DSS.

Working Together with Men

Carers Victoria/HealthWest Partnership



STORYTELLERS

Dr Cuong La;
Nuredin Hassan,
Helen Scudamore
and Dimity Gannon¹

Violence against women is a serious and pervasive issue in Australia. Domestic, family and sexual violence occurs across all ages, cultures and socio-economic groups. Research shows that the majority of perpetrators are men.

Brimbank, Victoria, is a municipality with high levels of socio-economic disadvantage, evident in its SEIFA score, which is among the lowest in Victoria (City of Brimbank, n.d.). Women in Brimbank reported the lowest perceptions of safety for the entire North West Metropolitan region. This includes feeling safe when walking alone during the day or night in their local area and feeling safe when being at home alone during the day or night (Women's Health West, 2016). Specifically, only 22.7% of all women in Brimbank felt "safe" or "very safe" walking alone at night in their local area, compared to 63.9% of men (Department of Justice, 2012).

The incidence of family violence in Brimbank has increased recently. During the 2015/16 year, there were 2725 family violence incidents recorded, a rate of 1361 per 100,000, and in the five years from 2010/11-2015/16, the rate of recorded incidents increased by 54% (Crime Statistics Agency, 2017a). The majority of perpetrators are men. In over three-quarters (72%) of the incidents recorded during 2015/16, the "affected" party was female and in 77% the sex of the "other" party was male (Crime Statistics Agency, 2017b). The number of breach of orders by perpetrators of reported family violence incidences was 1231 (Crime Statistics Agency, 2017a).

This project, led by HealthWest Partnership, pooled resources and expertise from Women's Health West, Brimbank City Council, IPC Health, cohealth and Moonee Valley City Council. Working Together with Men (WTWM) utilised a coordinated community engagement and mobilisation approach to address the key drivers of violence against women in Brimbank. The project recruited, supported and mobilised men in Brimbank to take primary prevention actions to prevent violence against women. It supported men through a process of education and capacity-building to develop and lead activities and programs that increase safety for women. Adult men, from diverse ethnic backgrounds, participated in awareness-raising sessions, training, ideas generation events and upskilling workshops.

Following the delivery of training to 30 men, seven men were selected to use this training to lead place-based primary prevention actions identified by the local community that involve other men in addressing drivers of violence against women in their community.

The project aimed to:

- increase the capacity of local agencies to identify and engage men in the primary prevention of violence against women;
- increase awareness and understanding of the issue of violence against women and children among men in the city of Brimbank;
- build the knowledge, skills and capacity of men in Brimbank to develop and implement community-based initiatives to prevent violence against women and children; and
- increase capacity of implementation groups (men in Brimbank) to advocate and sustain preventing violence against women (PVAW) actions.

¹ Please note: this project story was written prior to completion of the Working Together With Men project and the final evaluation report.

WHAT DID THE PROJECT DO?

- Two information sessions were held in Sunshine, Brimbank. Up to 60 people from diverse backgrounds attended each session.
- Three weekly training sessions were offered (8 hours). Nine men from diverse backgrounds participated. During this time the Men of Brimbank group, comprising training participants, was formed.
- Male and female facilitators were employed to develop and deliver the training content.
- Regular catch-up sessions (20 sessions x 2 hours = 40 hours) involving guest speakers, the WTWM Project Manager and members of Men of Brimbank were held.
- Partnerships with a university, local government, women's specialist services, two community health organisations, Our Watch and ANROWS were established.
- Support and mentoring to seven Men of Brimbank was offered during the project implementation phase.
- The WTWM Project Manager presented at national and international conferences and was guest speaker at several public events on PVAW.
- Videos on strategies to prevent violence against women at the grassroots level were produced.

WHAT HAPPENED?

- Over 250 conversations with local men and women were held during the community engagement phase.
- As a result of the Men of Brimbank's primary prevention actions, one partner organisation prioritised family violence in their organisational strategic plan.
- A strategy regarding the engagement of men in primary prevention was incorporated into the Western Region Strategy to Prevent Violence Against Women, Preventing Violence Together 2030.
- WTWM staff have contributed to the ANROWS community of practice.
- Awareness raising through media (local newspapers; ethno-specific radio stations).
- Awareness raising for culturally and linguistically diverse and mainstream communities on PVAW across Brimbank and western Melbourne.
- Collaboration and information sharing with projects interstate.

LEARNINGS FROM THE PROJECT

The project relied on ongoing community engagement and capacity building. Through education, skills development and the provision of resources, the project enabled community members to lead and support change in their communities. Effective strategies for community engagement and mobilisation are rare in the prevention field, but they are vital to shift the cultures, social relations and structural inequalities which underpin violence against women. The engagement and mobilisation strategies used in the project were effective.

This project demonstrated capacity to:

- recruit men successfully from diverse communities to contribute to violence prevention efforts;
- build men's understanding of gender equity through participatory education; and
- build men's skills and capacity in violence prevention.

An action research model was applied throughout the whole process of project planning and implementation (e.g. reflection notes documented and shared among the advisory group members and project participants to inform the project approach and activity implementation).

Men are willing to step up to take primary prevention actions, and local community can create and run their own projects with appropriate help and assistance.

WHAT WORKED WELL?

- The step-by-step education and training provided to the project participants.
- The provision of resources, including funds to enable small community activities.
- Strong facilitation and expert guidance.
- The inclusive and supportive environment created by the facilitator and the choice of location for training.
- The participation of diverse and well-intentioned people.
- The project manager's regular contact with project participants.

WHAT DID NOT WORK WELL?

- Recruitment: limited time for trust building which can be attributed to community readiness and high instances of disengaged men in the community.
- Persuading broader community members of the need for violence prevention work.
- Men's capacity to make time for regular participation in project meetings.
- Figuring out how to begin the process of change, including negotiating with institutions and institutional leaders (e.g. faith-based).
- Demonstrating how the Men of Brimbank project leads and the WTWM project remains accountable to women.
- Understanding the difference between primary prevention and intervention (tertiary) was difficult for some participants.

WHAT CAN OTHERS LEARN FROM THIS WORK?

Please see a documentary short film on the project model and strategy to PVAW (HealthWest Partnership, 2017).

SUGGESTIONS

- Men play an important role in violence prevention efforts. More government and non-government investment to replicate the model (community mobilisation and engagement of men) in different settings and populations.
- Co-design, co-creation and co-production for community-based primary prevention is suggested to create impact at community and population level.

PROJECT SUSTAINABILITY: WHERE TO FROM HERE?

Project partners have identified PVAW as an organisational priority. Brimbank City Council created a community grant to support community actions on PVAW. Men of Brimbank were supported to apply for the Brimbank community grant to continue their community actions and will be consulted to provide input on the development of a regional resource/ community toolkit for PVAW within Melbourne's western region.

WTWM is now a subgroup reporting to the Preventing Violence Together Partnership – the Western Region Partnership to Prevent Violence against Women.

At the time of writing:

- Men of Brimbank were implementing community actions until the end of 2017;
- a series of documentary short films of community actions were to be developed by November 2017;
- a workshop on sustainability was to be held on 29 November 2017 with Brimbank City Council, partnered organisations, Dr Michael Flood and all relevant stakeholders in western Melbourne; and
- an end-of-project event was to be held on 24 November 2017.

PEOPLE TO THANK

Men of Brimbank (John Hedditch, James Luu, Andrew Robb, Vinh Nguyen, Sonny Charles, Adamu Tefera and Steve McDonnald); facilitators Kiri Bear and Peter Streker; guest speakers Scott Holmes, Luke Abblet, Tarang Chawla and Sunshine Police; partner organisations Women's Health West, IPC Health, cohealth and Brimbank City Council; Advisory Group (partner organisations and Monee Valley City Council); ANROWS; and DSS.



STORYTELLERS

Thomas Fagernes
and Thomas
Docking

Research shows that an effective father figure results in reduced incidents of violence, crime, and alcohol and drug abuse; enhanced mental health and self-esteem; improved school engagement and performance; increased social competence; decrease in risky sexual behaviour; and improved health behaviours (Wood & Lambin, 2013).

This project was conducted by Dads Group Inc. (DGI) from March 2016 to December 2017 to champion healthy dad role models, connect isolated and lonely dads at risk of mental health issues, and as a strategy to prevent family violence by challenging gender parenting stereotypes.

DGI has established approximately 30 Dads Groups in a number of suburbs and country towns including Ringwood, Belmont, Stonnington, Croydon, Craigieburn, Burwood, Manningham, Healesville, Whittlesea, Yarrowonga and Mildura.

The services and organisations involved in the project are the Department of Social Services, Accenture, Dando, Rotary, YMCA, Toyota, Herbert Smith Freehills, Movember, Playgroup Victoria; The Fathering Project.

Action Research

ANROWS supported the design and development of a research framework and methodology to underpin the reporting of impact data on the project. The tools and methodologies DGI utilised to measure the effectiveness of the project and achieve outcomes were largely digital assets and platform technologies to enable a cost- and time-effective approach to data gathering and solution development updates.

Deliverables and measures of success

Service model components:

- digital technology that can measure interaction and activity of users;
- groups that can be engaged and can share experiences and learnings;
- leadership events that educate and train on topics such as violence against women and children;
- public events that can connect isolated dads; and
- tools that can equip users with resources and parenting skills that will reduce violence against women and children, as well as isolation and suicide.

Service delivery

Strategic delivery partnerships have been established with local community partners such as councils, maternal and child health nurses, Rotary clubs, YMCA and local businesses. We worked on a strategic design partnership with service providers such as Playgroup Victoria and Movember to assist the organisation with implementation, delivery and measurement of project outcomes.

Proposed outcomes - qualitative

- Feedback capturing improved relationship sentiment between partners (mothers and fathers) in first years of parenthood.

- Feedback capturing improved relationship sentiment between fathers and their children in early years of parenthood.
- Feedback capturing aspects of growth of resilient communities of new fathers and families.

Proposed outcomes - quantitative

- Number of fathers connected with the platforms.
- Number of fathers involved in programs/groups/events.
- Number of families engaged in DGI events and programs.
- Number of women who have indicated improved relational outcomes as a result of DGI programs.
- Number of men who indicated improved relational outcomes as a result of DGI programs.

WHAT DID THE PROJECT DO?

Dads Group developed a digital platform that promotes gender equality and respect for relationships through the facilitation of face-to-face connections and online resources. The digital platform leverages social media and a website and app were developed together with digital partner Dando.

The Dads Group website (www.dadsgroup.org) features an online form for fathers who want to start a new Dads Group in their area. A process for starting a new group and training of new Dads Groups has been developed. Team members are trained and resources are available to respond to enquiries, and start new groups. The DGI services directory and toolkit available on the website and app provide links to services and resources that help guide healthy behaviours and increase awareness.



Weekly events and barbeques are promoted on each Dads Group's individual Facebook page, and major DGI events are listed on the DGI website. Dads Groups events are hosted throughout the local groups on a regular basis. These events include weekly coffee meetings at local coffee shops and barbeques hosted by local Rotary clubs.

The annual Man with a Pram event is held at the Eastland Town Square in Ringwood. The 2016 event was a success with around 70 dads with prams joining the fun.

WHAT HAPPENED?

DGI reach and feedback from families and service providers: DGI is constantly developing new groups and as part of our action research we have been gathering feedback from participating dads and mothers and service providers.

Maternal child health (MCH) professionals: over 50 discussions and interviews were conducted with various MCH professionals. The aggregated themes were:

- deep awareness and understanding of the need to provide similar programs as the ones developed and implemented for mums over the past 40 years;
- clear concern and effort to make mothers' programs "father inclusive";
- overwhelmingly similar outcomes of the efforts to be "father inclusive" led to very limited continuity and sustainability of dads' programs; and
- genuine collaboration invited (and trialled) with clear mutually valuable program outcomes for mothers, fathers and infants – 99.5% of all MCH professionals are females running female programs and there is a general consensus that to maintain continuity and connectedness for fathers' programs there needs to be a father/male-led program for males to engage sustainably.

Mothers: over 150 discussions and interviews were conducted with mothers. The aggregated themes were:

- deep concern for the mental wellbeing of their partner (the father);
- awareness of need for him to be connected with the child and with other fathers in similar life transition;
- concern and/or frustration with lack of sleep impacting their relationship and the family dynamic; and
- exhaustion and in need of a break.

Feedback:

- “The Dads Group program has given my husband confidence to be involved and given me a break on Saturdays which is much needed.”
- “It has helped us transition from a couple to a family of three while helping us keeping our marriage a priority.”
- “It’s the best, a Saturday morning off is so helpful and to know that it is not only building a bond between your child and their Dad but it also strengthens family and relationships at home.”

Fathers: over 500 discussions and interviews were conducted with fathers. The aggregated themes were:

- feeling isolated because of the amount of support directed at mothers compared to nothing for fathers;
- increased pressure at work, increased pressure at home trying to do both well with half as much sleep;
- impacts on their sense of freedom, sex lives, finances and identity following becoming fathers;
- loss of friends and social connections that no longer associate or identify with parenting life; and
- a strong desire to be a great dad.

Health and mental health practitioners: the key themes from health practitioner discussions and interviews included;

- fathers were often the overlooked parent in the parenting equation both from a service perspective and a cultural perspective; and
- most fathers want to do the right thing but don’t have the tools or education to enable them to do this – well over 99% of traditional services for fathers are in the crisis support space or behavioural correction space which doesn’t change to core social problems.

Local, state and federal government: the key themes from government discussions and interviews included;

- there is significant government support for programs that can reduce tragic family and community outcomes; and
- the DGI initiative ticks the box on all the requirements for a project to be funded – the challenge is often that it is so new as an innovation it will take time and trial data to support a government-funded national implementation.

Non-government and industry service organisations: there is a major gap in services for new fathers from all communities but our funding was being reduced from current programs, so expanding our reach without new government and donor support in this area will be limited. There are great needs, particularly noticed in culturally and linguistically diverse communities, for parenting support directed at new fathers.

Examples of strong relationships and ongoing partnerships developed: relationships with local community organisations are a key element in the success of DGI. In particular, local councils have been very supportive. For example, we have strong and ongoing relationships with:

- the Craig Family Centre in Ashburton – promotions and support for Dads of Ashburton;
- MCH City of Boroondara – providing information to new parents about DGI;
- MCH City of Hume – providing information to new parents about DGI;
- Rotary – hosting regular barbeque events for dads;
- Playgroup Victoria – working in partnership to engage fathers and promote healthy behaviours to prevent family violence and mental health issues; and
- the Fathering Project – promotion of their programs to reach out to fathers of school-age kids.

PROJECT SUSTAINABILITY: WHERE TO FROM HERE?

The planning commenced in July 2016 with BSCW funding ceasing in December 2017. The organisation aims to continue to build on the achievements of the project and the established collaborative partnerships to identify ongoing funding sources and continue to fund projects in relation to the safety of women and children in the community. The DGI program was continuously being improved throughout this project, and all key processes within the organisation were captured. This allows for a scalable program where a rollout of the program on a larger scale can be achieved. A scalable program has the potential of being more effective and becoming sustainable. Risk factors are being taken into consideration in all activities within DGI. A risk management policy is in place and continuously being reviewed by DGI management to ensure that it takes all known risks to the organisation into consideration. It is important for the organisation's sustainability that it has a strong foundation that closely monitors its strengths, weaknesses, opportunities and threats.

This project has established a collaborative partnership of organisations that want to continue to undertake and evaluate safety of women and their children in this community.

Keeping the partnership strong will provide more opportunities to build safe communities and family violence prevention.

DGI and Playgroup Victoria are working in a partnership to engage fathers of children from pre-birth to five years of age. Playgroups bring young children, parents, families and communities together to learn and develop through informal play activities and social interaction.

DGI will receive Movember pilot funding as part of the Movember Social Innovators Challenge.

PEOPLE TO THANK

None of this work would have been possible without Group Leaders; DSS; ANROWS; Accenture; Baby Jogger; Dando; Rotary; YMCA; Café Stazione; Parenting Research Centre; Toyota; Herbert Smith Freehills; Movember; Playgroup Victoria; The Fathering Project.

Furthering Life Opportunities for Women (FLOW)

South East Community Links



STORYTELLERS

Andrea Shepherd
and Divya Mohan

South East Community Links (SECL) is a not-for-profit organisation based in the south-eastern region of metropolitan Melbourne. We are located in the most diverse Local Government Area in Victoria and second most diverse in Australia.

As a universal service provider, SECL delivers a wide range of assistance including emergency relief, casework, housing support, youth and family support services, financial counselling, resettlement services for refugees and asylum seekers, financial capability assistance and volunteer programs. We work with individuals, communities, policymakers and business.

According to the local police, Family Violence Incident Reports 2008-09 and 2012-13 (Corporate Statistics, 2013), between 2012 and 2013, 1547 residents per 100,000 residents reported family violence, 44% higher than the metropolitan average and second highest rate in Melbourne. There is no evidence to suggest that cases of domestic and family violence (DFV) are higher among culturally and linguistically diverse (CALD) communities, but many additional factors and barriers, such as language barriers and immigration status, increase the vulnerability of CALD women and their families. While working in prevention of violence against women and more specifically in CALD communities, it is necessary to consider the intersectionality between these factors (Chen, 2017).

Our project, Furthering Life Opportunities for Women (FLOW), was developed to build the capacity of community leaders and groups to recognise DFV and increase knowledge about support services. Another focus was on youth leadership and the role of young people in promoting gender equity and a culture of non-violence.

The project worked closely with three specific communities, the Afghan, Burmese and Tamil communities. These communities were selected because they have large populations in the local area and because the organisation and project workers had existing relationships with members and leaders from these communities.

WHAT DID THE PROJECT DO?

The project included engagement, capacity building, and education and information sharing phases. These stages did not simply start and end but were interconnected and continued to evolve and occur concurrently.

Engagement

The process of engagement *began well before the start* of this project. Building trust and making connections takes significant time, especially when discussing such a sensitive topic. Due to limited funding and time it was important to engage communities and leaders where relationships were already established. Networks and relationships with community members and service providers were expanded through consultations and processes of service mapping which continued throughout the life of the project, guided by a steering committee with key stakeholders representing community organisations, youth leaders and community members. The group met bi-monthly to discuss engagement tools, the content of community workshops, and what services, schools and communities were reporting to the project workers about their experiences.

Interviews with “people of influence” – community and youth leaders from the three communities – confirmed a good level of interest in leading the project and workshops and sufficient knowledge of DFV. Bilingual facilitators for the community workshops were identified and focused working groups were established for the youth leaders and the bilingual facilitators. Meetings were held regularly with both groups separately to discuss progress of the project activities.

Local high schools were consulted via email and phone. This allowed the project workers to better understand how the Respectful Relationships curriculum was being implemented at schools. Three schools participated in planning to ensure the sessions delivered would complement the Department of Education’s work and school curriculum.

Regular meetings were also held between SECL and InTouch (the leading state-wide accredited response and CALD training service in Victoria) to ensure collaborative work and to avoid duplication.

Capacity building

The project workers, bilingual facilitators and community members received training about DFV and used this information to facilitate training or share information about the available services. Two training sessions about DFV were provided to bicultural facilitators, project workers and volunteers from other support projects at our service. The Multicultural Liaison and Family Violence units of the Victorian Metropolitan Police also provided information sessions that allowed the bilingual facilitators to better understand the role the police play and how they can support victims and families. The trainings provided allowed the bilingual facilitators and the youth leaders to build on their current knowledge, have some of their current views challenged and also build their confidence when talking about family violence.

The project workers then delivered a 4-day training program to local youth leaders. Building upon the DFV content information from InTouch, this training included a skills-based element about co-facilitation to increase the youth leaders’ confidence to lead workshops in schools.

Education/information sharing

Three community workshops were delivered during the last stage of the project. They were delivered in a familiar community-based location with lunch, certificates of participation and a small grocery voucher for the family. Project workers aimed for 20 participants to attend these 2.5 hour sessions, with equal representation of men and women. Topics included Healthy and Unhealthy Relationships, Gender Equality/Inequality and Family Violence. On the advice of the bilingual facilitators, each topic considered the impact on families and children, the support that is available and how all three topics interconnect. The facilitators believed that if we were to start with the topic of DFV the participants would not come back for the following sessions. These workshops were delivered by the bilingual facilitators and in their own language with a male and female facilitator for each group. The workshops were interactive with plenty of time for participants to share their views and experiences.

The youth leaders delivered information sessions at three schools. The content covered gender equality/inequality, family violence, forced marriage, consent, healthy, respectful relationships and available support services. The sessions were roughly 60 minutes long with group activities and discussions. Each school identified a year level to target; two of the three schools delivered to the Year 10 level. The sessions were delivered to each class separately and eventually each year level was covered.

An information session was also delivered by Victoria Legal Aid to youth leaders about forced marriage, sexual consent and age, with a particular focus on forced marriage. This session was informative and raised questions from many of the young people regarding marriage between family members such as cousins. It provided the leaders with an opportunity to really build their knowledge and better understand the laws in Australia.

A wallet-sized resource card was developed for both the school sessions and community sessions with a list of relevant support services.

WHAT HAPPENED?

Greater collaborative practice is evident. Project workers are now working closely with other service providers in the prevention space such as Women's Health in the South East (WHISE) and participating in steering committees and reference groups that work in primary prevention and early intervention.

SECL is now a member of the Victorian Forced Marriage Network; is being approached by schools outside our local area to deliver information sessions regarding gender equality and inequality; and has been approached by other ethno-specific communities to work collaboratively to address issues of sexual assault and harassment.

We have contributed to the ongoing development of the BSCW community of practice and are actively seeking funding to continue working in the primary prevention of violence against women and their children.

LEARNINGS FROM THE PROJECT

Engagement

Engagement requires significant time and patience. Young people were willing to engage and were enthusiastic about wanting to make changes within their communities, but engaging religious leaders is very challenging. Partnerships and a collaborative approach were essential for our work with local schools to facilitate respectful relationships sessions and with WHISE to build the capacity of communities to prevent family violence. Other learnings include:

- recognising and responding to young peoples' disclosure about the impact of DFV;
- engaging the passion of young people in ethno-specific communities to promote gender equality and healthy relationships;
- supporting community members who believe in the project and see the need despite sometimes negative repercussions they may face for their involvement; and
- employing bicultural workers held advantages and challenges – some community groups, due to expectations around the role of women in society, found engaging with female bicultural workers a new experience. The project coordinators had not fully anticipated the time and turnover challenges due to the range of demands and impact of alternative employment of bicultural facilitators who have different schedules, with some working full time and others gaining employment during the project delivery.

Capacity building

Community members and leaders were interested to build knowledge about legal support for families and the role of the police in DFV cases because there is confusion around intervention orders and the rights of victims and perpetrators. Forced and underage marriage is a significant issue and community leaders want to build their knowledge of supports and have clear information about Australian law and the legal system.

A significant amount of time needs to be spent with bilingual facilitators to make their role, the purpose of the community workshops and the project as a whole clear. Sharing information about DFV support services was highly valued by community members. Bringing together the three ethno-specific communities was a key success. They all

differed in their level of knowledge and experience but they used the opportunity to share and learn from one another. Emerging leaders benefited from these meetings especially.

Education/information sharing

Partnerships with local service providers contributed to better coordination. Working with schools that have different policies and procedures requires time and persistence. It was important to have continuous conversations with the key people to ensure risks were minimised. Content needs to be adapted according to school curriculum and year and knowledge levels of students.

Gaining feedback was sometimes a challenge due to lack of time to complete evaluations or even get verbal feedback as it is not in some of the participants' experience to provide criticism.

WHAT CAN OTHERS LEARN FROM THIS WORK?

The original grant was written by different staff so determining community readiness was challenging and project workers took some time to understand and develop the activity work plan according to the original application.

Working with CALD communities, the communities themselves must remain at the core and centre of the project through every stage of the project. In this way the community and their experiences have a ripple effect on the project.

Consider and take time to understand CALD communities' understandings of gender roles and relationships, language and religion in the context of overarching cultural values, beliefs and history. These elements help build understanding of some of the rigid beliefs held by some members of communities and it is then possible to consider how to work together to challenge beliefs and behaviour.

Determining the level of community readiness to engage in DFV prevention work is an ongoing task. It is vital to consider the journey of migrants, refugees, asylum seekers and young people and how those differ from one another. The barriers and challenges faced can be very different for each group. It is also necessary to consider communities' experiences with services and their relationships with service providers and how that may influence their engagement level.

The majority of communities we worked with were oral communities and a negative experience with service providers was very quickly spread across a community. Be mindful of how word of mouth is used in some communities when attempting to engage with them. Aiming for community-led local solutions involves treating each community member as an individual with varying needs and understanding that by working collaboratively we can ensure more sustainable outcomes.

SUGGESTIONS

Longer-term government and non-government funding would support and generate sustainable, larger-scale outcomes.

The BSCW community of practice and workshops enabled us to experience the continuous sharing of challenges and successes with other projects from across the state and the nation. This contributed to a sense that we were not alone in tackling this national issue, that we could learn from one another.

PROJECT SUSTAINABILITY

SECL as an organisation is building the capacity of staff through further training to better respond to DFV as well as work in this prevention space. A project newsletter and community forums to share DFV information and discuss project outcomes are planned.

PEOPLE TO THANK

We thank the Steering Committee which comprised representatives from Victoria Police, Department of Human Services, Intouch, WHISE, community group members from Burmese, Afghan and Tamil communities, Tamil Refugee Council, Victorian Myanmar Muslim Community, Australia Burma Society, City of Casey Youth Services, Springvale Monash Legal Service, SECL's Youth Leadership Committee, Noor Foundation, Iempower, Uniting Church, SECL financial services and Foundation House.

We also acknowledge and thank the young leaders, including SECL's Youth Leadership Committee, schools (Lyndale, Doveton and Westall Secondary Colleges), bilingual facilitators from the Afghan, Burmese and Tamil communities, Intouch (delivered training to bilingual facilitators on DFV and Healthy Relationships) and Victoria Legal Aid.

PROJECT 30

Keeping Families Safe

Gateway Health



STORYTELLER
Tricia Hazeleger

Research shows immigrant and refugee women have a heightened vulnerability to violence, as well as a range of barriers to access relevant and appropriate family violence services (Multicultural Centre for Women's Health, 2015; Poljski, 2011; Raj & Silverman, 2002). Immigrant and refugee women, especially those who are in Australia without family and community supports, experience an increased risk of violence due to lack of support networks and knowledge about their rights. In addition, settlement in a new country often brings socio-economic pressure on women as they struggle to establish appropriate employment, education for themselves and children, and housing and community networks (Allimant & Ostapiej Piatkowski, 2011; Poljski, 2011).

The project focused on the regional communities of Albury-Wodonga on the border of Victoria and New South Wales. The specific target groups for our project were humanitarian entrants (382 in Albury and 163 in Wodonga) who arrived in the last seven years. The major ethnic groups are from Bhutanese and Congolese backgrounds.

Victorian Police in 2013/14 identified family incident charges in Wodonga at a rate of 789.9 per 100,000, against the Victorian average of 507.7 (Victoria Police, n.d.). Detailed data of the extent of family violence in the refugee and asylum seeker community in Albury-Wodonga is not available. This is not surprising when immigrant and refugee women are less likely than other women to report family violence to police or to access mainstream services (Allimant & Ostapiej Piatkowski 2011; Ethnic Community Councils of Victoria, 2013).

The Keeping Families Safe project aimed to:

- effectively support women, children and families from the Bhutanese and Congolese communities of Albury-Wodonga who are experiencing violence; and
- reduce violence against women.

Objectives included:

- building capacity and resilience within the Bhutanese and Congolese communities of Albury-Wodonga to prevent family violence against women and children;
- building capacity in family violence-related services to effectively support women and their families experiencing family violence from the Bhutanese and Congolese communities through sustainable, integrated service delivery and joined-up agency programs and responses; and
- effective project governance.

WHAT DID THE PROJECT DO?

The Keeping Families Safe (KFS) project activity at the heart of this story is the White Ribbon workshop with young men from multicultural communities and what has been successful in engaging young men as participants.

Planning for this activity started with a project commitment to build capacity to preventing violence against women (PVAW) among young people in emerging communities; information from a NSW Department of Justice manager (who was also a White Ribbon Ambassador) about a White Ribbon Youth Ambassador program being developed in north-east Victoria; and the confirmation of a student placement with KFS for a local Congolese young man studying a Community Services Diploma with Wodonga TAFE. Being alert for just such synergies creates unexpected opportunities.

Thus far this activity has involved three teleconference planning meetings with White Ribbon Australia and Gateway Health, including the student, headspace and the Albury-Wodonga Ethnic Communities Council (AWECC); the development of a promotional flyer; initial plans to hold the workshop on 2 September 2017 followed by postponement until 14 October 2017; and organisation of a youth-friendly venue, transport, facilitators and food.

The engagement of young men from multicultural communities initially focused on the development of a user-friendly invitation flyer and its distribution.

Timing: during the development of the flyer it was discovered that a number of the young men we wished to involve in the workshop were soccer players and the soccer season was not due to finish until the end of September. Although there was a preference to run this workshop as soon as possible after previous youth ambassador workshops, the importance of reaching these particular young men was affirmed and the date changed until after the soccer season and after the African Young People's meeting. This meeting was also being organised by KFS with the local community and agency partners. The action research spiral of plan–act–observe–reflect is evident here alongside a commitment to engagement project timeline imperatives.

Appropriate imagery and language: initial discussions identified a need to adjust the flyer previously used by White Ribbon to include an image with multicultural overtones, and to change standard White Ribbon information to focus on inviting young men to a conversation to support respectful relationships. These changes were based on feedback from the TAFE student (who is of a similar background to the young men we aimed to engage) and KFS experiences of raising issues of family violence and PVAW in a way that focuses on a positive outcome that has meaning to people in emerging refugee communities and the KFS project. The action research spiral in this instance occurred in the context of consulting a member of the target audience to increase likelihood of relevance and connection.

Distribution methods: handing out invitation flyers and putting onto noticeboards and Facebook; email through settlement agencies and Multicultural Interagency Network; and emails to Gateway Health, related agencies and AWECC youth council. Using social media and existing networks and relationships to reach the target audience are evidence-based engagement methods.

Implementation of these initial plans was underway but initial feedback received by the student was that young men from his cohort were not seeing the workshop as relevant to them, especially given other priorities and interests. There had been no email RSVP received from young men after a week of sending out invitations. We also discovered through the African Young People's meeting that the best Facebook method was for the student to create a private event and invite specific people.

As a result of paying attention to this act–observe information, it was decided that the student would create a new private event and attach the workshop flyer. The workshop information was posted 3 October 2017 and five RSVPs were received. AWECC also reported that two people from the youth council were interested in attending. We continued to encourage more participants through word-of-mouth, Facebook and networks.

WHAT HAPPENED?

Thus far we have the beginnings of information pathways between the project partner agencies and a small number of young men from multicultural communities. We hope to have the beginnings of working relationships between agency staff at headspace and Gateway Health to identify and address ongoing issues faced by young people from emerging refugee

and multicultural communities as they settle into Australian life (school, employment, friendships, church, sport) and help maintain respectful relationships within their families.

LEARNINGS FROM THE PROJECT

Upon reflection we believe the key engagement factors are the use of culturally sensitive language and imagery, developed with input from the target audience, plus invitations being sent in a very targeted and personal manner relevant to the young people involved by people they respect. RSVPs reflected a generally positive experience for the 13 young people who participated in the African Young People's meeting, resulting in increased trust that talking with agency staff and each other in these meetings was useful and relatively enjoyable.

SUGGESTIONS

- Involve members of emerging refugee communities in co-designing workshop invitations and material.
- Encourage reflective practice and flexibility in project activities and timelines to enable project partners to adjust their plans and increase likelihood of engaging multicultural young people in PVAW activities.

PROJECT SUSTAINABILITY: WHERE TO FROM HERE?

The importance of collaborative planning involving ongoing programs (e.g. headspace, AWECC, White Ribbon) and community members to increasing the sustainability of the KFS project focus/impact is evident in this story.

As a result of working together to plan–act–observe–reflect–plan–act, everyone involved has learned better ways of beginning the often challenging conversations about gender equality and PVAW between community agencies and multicultural young people.

Relationships have begun to be established between local agencies and African young people, which provides a foundation for addressing a variety of issues (e.g. family conflict, access to health services, educational support, cultural exchange in schools) central to young people's wellbeing and addressing the drivers of violence against women.

We will use the same collaborative, action research approach to adapting Respectful Relationships and White Ribbon educational material and listen to what young people have to say about the family violence and PVAW issues we are aiming to raise.

PEOPLE TO THANK

White Ribbon Australia staff (Hikari, Delia, Alex and Liam), White Ribbon Ambassador (Stuart), Gateway Health (Patrick [TAFE student] and Tricia); headspace (Karina, Bree, Jeremy); AWECC (Lucie, Brett).

Safe in Our Town

Glen Innes Family Support Services



STORYTELLERS

Dr Louise Morley
and Mr Laurie
Newsome

Safe in Our Town (SiOT) is a project in Glen Innes funded by the Department of Social Services (Building Safe Communities). Glen Innes is in the Northern Tablelands of New South Wales. Glen Innes Severn Council includes the outlying towns of Deepwater, Emmaville, Red Range and Glencoe and the smaller communities of Dundee, Wellingrove, Glen Elgin and Wyaliba, and the population is approximately 8793. Because there is no standard definition in Australia for what constitutes a remote community, it is arguable that Glen Innes and the outlying areas could be considered remote because of the unique issues involved with the delivery of health and community services to people in the area (Campo & Tayton, 2015).

According to the NSW Bureau of Crime Statistics, Glen Innes has the third highest rate of reported incidence of domestic and family violence (DFV) per capita in New South Wales. It is not clear why this number is so high – it could be that there are a high number of repeat offenders in the area or that there are more reports than in other towns.

The project story begins with the funding submission. The reference group who developed this submission consisted of stakeholders in frontline and management roles within key frontline services and organisations in the local community. They included the Manager of Community Services, Glen Innes Severn Council; senior caseworkers, Glen Innes Family and Youth Support Services; a Sexual Assault Counsellor, Hunter New England Area Health Service; and a Teacher in Community Services, TAFE New England. Funding began in May 2016 for project completion in December 2017. In looking towards the long-term sustainability of the project, a SiOT Steering Committee was established to continue the work and grow new ideas and record the learning involved in any initiative.

The overall aim of the project was to develop a coordinated community response to the issue of DFV in the town of Glen Innes and surrounding areas. Included within this aim was improving the crises response to the issue among service providers, as well as working with the local community to develop safety and prevention strategies.

Once the project began, the organisations expanded to include schools (high school and primary schools), elected councillors, Community Service Manager and additional staff from youth and family services, Corrective Services (Manager of Community Corrections), NSW Police (Domestic Violence Liaison Officer and local police), community members with various experiences and skills (e.g. business and arts), Pathfinders (Specialist Homeless Services), several representatives of the Department of Family and Community Services, and local business.

WHAT DID THE PROJECT DO?

A community development worker was employed in May 2016 to coordinate the project. The worker began the process of bringing service providers and community members together to talk about this issue. The protocol used was to make an introduction by phone and arrange a time to visit the person and talk about DFV. From this, a SiOT network was developed on an email contact list and monthly SiOT meetings were established. The first SiOT meeting was held in June 2016 and meetings were then held monthly, with a break over the Christmas period. The attendance at the meetings was regular, with an average of 15 people attending each month.

WHAT HAPPENED?

From this main SiOT meeting, smaller action groups were established to achieve identified tasks:

- the development of a community service directory/website;
- a walking group and a promotions group (stickers, posters, fundraising);
- the largest self-defence class;
- the development and delivery of a volunteer training package;
- White Ribbon awareness-raising events;
- the development of a SiOT Facebook page; and
- the writing and recording of a song by workers in the SiOT team.

The SiOT group was responsible for developing all these initiatives through dialogue at the meetings and most were achieved. For example, there is now visible information on community noticeboards and in organisations with key numbers for people to call if they need help. Several newspaper articles raised awareness about the issue of DFV and the local council identified DFV as a key area for their draft development plan.

LEARNINGS FROM THE PROJECT

Success factors for the project included the continuity of involvement of those who wrote the funding submission, relationship building, facilitating the meetings in a comfortable, neutral space at a time that suited the majority of stakeholders, being responsive to inquiries, and being inclusive and respectful of what everybody brings to the table.

Key stakeholders attending the meetings all had awareness of the issue of disadvantage in rural areas, as well as disability and cultural diversity. This meant that most of the ideas to emerge from the SiOT meetings were aimed towards meeting the needs in the local community.

Ongoing dialogue between SiOT group members meant that the different ideas to emerge could be implemented with a degree of coherency (e.g. the “Help in Glen Innes” theme is now on all SiOT paperwork and distributed information such as stickers, posters, website and other resources).

Another factor that contributed to success in the project was the action research component of the project. This meant that the dialogue as a whole had a spirit that was experimental, and, in so being, allowed for a more creative discussion about the issues and the development of ideas to emerge. ANROWS’s involvement meant that this experimental spirit was legitimised. By reporting back from the ANROWS workshops to the SiOT meetings, for example, the project workers were able to talk about the project in the context of a broader national initiative. The visit by the ANROWS project manager also offered further legitimisation of the SiOT group/network.

WHAT DID NOT WORK WELL?

In the context of engaging with the whole of community to discuss DFV there were many challenges.

Emotions: DFV is an emotional issue and there was disagreement on how it should be defined and disagreement about who it affects the most, as well as what should be done.

Human service professionals: these professionals are busy people and this issue is exacerbated in a rural area where there is a general paucity of services. For the project workers, this meant that it often took a number of phone calls and/or emails in order to speak with someone about the project. The issue of competitive funding models for service providers may have also been a challenge. Competition among service providers, for example, may mean that professionals may not be as willing to explore the issues together, share ideas

and work collaboratively. Workers in human services want to be responsive and involved but are often held back by organisational constraints.

Perception of priority: another challenge was that DFV is often perceived to be less of a priority to other issues in small rural communities, such as unemployment, the centralisation of health services and the closing down of local business, as well as TAFE courses.

Inclusivity: being inclusive when working with the whole of community is a challenge. To allow all network members to have a say, the monthly network meetings were open, so that new members could join the group and contribute to the dialogue. For the SiOT workers, this meant managing a continual change in the group dynamics. At each meeting, for example, newcomers needed to be introduced and brought up to speed and this often meant backtracking on the issues that had been discussed in the previous weeks. For busy people who are focused on identifying an achievable task and developing a timeline to completion, this free-flowing process may have been frustrating.

Engaging young people in the project posed a challenge, even though key people in the schools were regularly attending the meetings. The monthly meetings were held at a time where young people would be at school and, even if they did attend these meetings, they may not have felt comfortable in having their say.

Local learning: the key local learning from this project is that developing a more coordinated community response is easier said than done. It is a good idea in principle and, generally speaking, the people of Glen Innes accepted the principle and brought ideas to the table. The difficulty arose in the actual implementation of ideas. The service directory website, for example, was an excellent initiative, but owing to high workload commitments of the smaller working group, funding was not able to be sourced and consensus was not reached on the design. The project workers tried to source sponsorship from local businesses, but, to date, none has been forthcoming.

Developing a more coordinated community response takes time, energy and dedication on the part of everybody involved. Time and energy is needed for ideas that suit the local community context to emerge and develop. Prior to any implementation, ideas need to be discussed at length so that all the possible issues can be shared and explored. For example, the language used to promote dialogue or services needs to resonate with the local community. The term “domestic violence”, it was suggested, does not capture the whole spectrum of behaviours that the legal and policy definitions cover and people who experience DFV often don’t equate their experience with the term “domestic violence”. This is an important issue that needs addressing.

Ideas need to fit with the local community. One SiOT worker learnt this when she ran with an idea before it was fully fleshed out and the result was an unsuccessful attempt at a crowd-funding campaign that took a lot of time and effort. Some people liked this idea and made pledges via the website, but the majority wanted to make cash donations. With the benefit of hindsight, a local fundraising activity involving face-to-face interaction could have been a more effective way of raising funds.

Time and energy is needed to implement ideas so that there are actual outcomes for the project. This was demonstrated when one SiOT worker spent time methodically visiting every business and service in town delivering posters and stickers. Part of this exercise was to make that personal connection with people in order to promote the project and raise awareness about the issue of DFV.

Time is also needed for key organisations to be convinced and support a project like this. The local council, for example, could not formally endorse the project until it had been

presented to the whole council and recorded in the minutes. Similarly, businesses will not just “jump in” and agree to sponsor a cause unless they can be assured that their money will be contributing to something worthwhile.

Time is needed to push through the resistance that exists in relation to raising dialogue about DFV. As already suggested, this is an emotional issue and in any community there can be a tendency to deny or minimise the seriousness of the issue. People need to be given the grace to react negatively to the whole idea of raising awareness about this issue before they respond positively.

To date, the SiOT project has created a starting point, with the development of the SiOT Steering Committee and the “Help in Glen Innes” theme and several activities being organised. How this future trajectory plays out without a dedicated community development worker driving these initiatives remains to be seen.

WHAT CAN OTHERS LEARN FROM THIS WORK?

In relation to what may assist other community development workers employed to work with communities on the issue of DFV, the “five Ps” may be of assistance.

- Be patient – people need time to change and so positive change always requires time. Be patient and don’t expect too much from people too soon.
- Be persistent – even though workers need to be patient, they also need to persist. DFV is a very difficult issue to deal with and thus easy to avoid. Workers need to be consistent with their requests and follow through on the promises they make.
- Be present – in order to engage people in the process of tackling DFV, they need to feel heard and valued. Whether service providers or community members, always listen to them attentively and show that you care.
- Be personal – although community development is a professional activity, it is important to connect with people at a personal level. Ask them how they are going, how their day was, and be consistent with this.
- Be passionate – tackling the issue of DFV is difficult because people don’t want to talk about it. Breaking through this barrier requires workers to be passionate. Don’t be afraid to develop and communicate your passion because this is infectious and spreads.

SUGGESTIONS

In order to make inroads in developing a more coordinated community response to the issue of DFV, long-term investment is needed. All community service workers need to have DFV incorporated into their job descriptions so that time can be allocated to this issue.

Educators in the human services should ensure that community development in DFV is a core part of any curriculum so that workers are equipped to take on the challenges of developing a more coordinated community response.

PEOPLE TO THANK

None of this work would have been possible without the members of the local SiOT network. This network consists of 60 members and so not all can be thanked here. Key people, however, who have had consistent input to the project are Dannielle Lightfoot, Carol Sparks, Jeanine Johnson, Shelly Way and Mark Nott. The Glen Innes community acknowledges that this BSCW project was funded by DSS.

PROJECT 32

Live Safe Feel Safe

Arab Council Australia



STORYTELLER
Robyn McEwan
Alswir, Project
Consultant

The main project aim was to raise awareness about the nature of domestic and family violence (DFV) and where to find support through the provision of culturally appropriate and accessible information for culturally and linguistically diverse (CALD) women, men and young people. A secondary aim was to use the project learnings to inform local services and community groups about approaches to work effectively with CALD groups.

Project planning was undertaken between July and November 2016 and the stakeholder engagement and implementation phase began in December 2016, allowing one year to implement the project deliverables. The project was funded by the Department of Social Services (DSS) and guided by a Reference Group which included members from Arab Council Australia (ACA), Bankstown Police, Metro Assist, South West Sydney Women's Domestic Violence Court Advocacy Service and Multicultural Network.

WHAT DID THE PROJECT DO?

Over 2000 women received hardcopy resources outlining what DFV is and where to find help.

Three survivors shared their story on six radio stations in Arabic, Vietnamese and Mandarin and through print media. Their stories represented women in varied positions and experiences and connected with a wide range of women, providing powerful messages of the nature of DFV, where to find help and hope regarding their future. The interviews were accessed by a wide audience (e.g. the Vietnamese interview on SBS reached 6603 people, received 40 comments, 17 shares and 272 clicks).

Over 1000 women and men were provided face-to-face information in interactive workshops which increased their knowledge and awareness about DFV and where to get help. From these there were several disclosures and requests for assistance, as well as questions about services in their local areas and support lines.

Three hundred and twenty young people were provided with respectful relationship workshops, increasing their knowledge and skills about how to have a respectful relationship and what to do as "active bystanders".

Positive working relationships were strengthened with non-government organisations such as Asian Women at Work Inc. (AWatW) and Bonnie Support Services, which allowed each party to draw on each other's experiences and strengths to provide a better product through collaboration. A closer working relationship was also forged with Navitas which will hopefully be sustained to continue to support newly arrived Arab Australians.

LEARNINGS FROM THE PROJECT

The radio interviews were powerful, yet there were challenges and risks to manage.

- Spokespeople – consultation with community groups and organisations working with women relating to DFV suggested that working with Survivors is more effective when reaching out to women about DFV rather than using Community Champions. Additionally, Survivors are who the media would prefer to hear from. It is also difficult to find Community Champions that represent such diverse groups of people when talking about language-speaking groups.

- Building trust – it is difficult to find Survivors to participate due to sensitivities. Many potential interviewees agreed and then pulled out. This was challenging as it involved extensive effort to build rapport and trust and prepare interviewees. It is imperative to attend to the internal and external safety of any Survivors who participate in project research and promotion, particularly when engaging in public work.
- Managing risk – even with thorough preparation, there is always a risk that the interview will be off message. Contributing factors included losing creative control due to the radio interviewer asking the questions (only sometimes using the questions provided), as well as editing and producing the final segment. Success was largely dependent on the delivery of the service provider representative, as well as the Survivor. The most challenging aspect was that we did not get to listen to and review the interview prior to it going on air.
- Importance of preparation – there was limited guidance from radio stations about what they required and the approach. Preparation is essential; e.g. developing questions for survivors, frequently asked questions about DFV endorsed by the DFV sector, latest facts on DFV and scripted responses for the Survivor based on a summary of their story.
- Flexibility – despite extensive preparation, unknowns occurred at the last minute, such as changes to how the interview was conducted (e.g. over the phone and not face-to-face, and being advised that we could not change a Survivor's voice due to the tonal nature of the Vietnamese language which at times reduces the effectiveness of the voice changer. Thankfully the survivor was comfortable with this providing that we removed other potentially identifying information. An example of a Vietnamese interview is available on SBS (Quốc, 2017).

Importance of bilingual and CALD facilitators

The women's and men's workshops were convened separately and were facilitated by bilingual presenters (the same gender as the participants), most of whom had lived experience as a migrant in Australia and in the culture of the majority of participants. They also had experience in relationships. Their lived experience achieved credibility with participants, allowing them to participate and engage with these challenging concepts and provide the broader context regarding settlement issues. Importantly, the facilitators also held professional qualifications and experience as counsellors and social workers. Further, mature male facilitators were used where possible for the men's sessions and were found to be effective in connecting with the men. In Liverpool, ACA collaborated with Bonnie Support Services to deliver the women's sessions which created an effective multidisciplinary team and allowed the team to draw on each other's expertise.

Attitudes to DFV and workshop outcomes

An anonymous survey at the beginning of some workshops provided a sample baseline of participants' knowledge and attitudes and some demographic information. Surveys were received from 108 women and 85 men (approximately a quarter of participants). The surveys were in English and Arabic (most participants spoke Arabic).

Interestingly, the majority of survey scores were similar for men and women, with men at times showing they are more aware of DFV and are just as supportive of concepts of equality. For example, significantly more men (75%) agreed that DFV consists of more than physical abuse compared to 66% of women. Answers relating to sexual abuse within a marriage were more homogeneous, with 28% of women and 25% of men agreeing that it is acceptable. Similarly, answers relating to social abuse (controlling who their partner spends time with) showed that almost a third of women (32%) and 29% of men believed that this was acceptable. This demonstrates a need for more information to be provided about these types of abuse. Finally, it was clear that more targeted information about

available support is required, due to more than 40% of women and more than 50% of men being unsure or not knowing where to go to seek help regarding DFV.

The first activity in the workshops created a soft entry, gently leading participants into further discussions about DFV. It elicited responses from the groups about things they “see, hear and feel” in healthy and unhealthy relationships and obtained very similar responses from both men and women. Themes from both genders about good relationships and about unhealthy relationships were explored. The women’s groups predominantly identified physical and verbal abuse and generally needed to be assisted to identify other types of abuse. Many comments supported men’s right to lead and make most decisions in relationships. A couple of participants in the majority of workshops, usually mature-aged women, openly made excuses for men using abuse and made victim blaming statements.

Interestingly, a consistent point raised by the women was that infidelity should be a type of abuse, with many quoting a saying in Arabic that means “it is better to be hit physically than be wounded by cheating”. Further, a number of women raised that abuse can also be perpetrated by extended family. In two groups, the women raised “burning” as a type of physical abuse. After the workshops, there were several disclosures and requests for assistance relating to DFV.

The men had their own issues in focus during their workshops, including concerns that Australian laws give more rights to women and that ACA was there to teach their partners how to become more powerful which subsequently will ruin their lives. They also expressed that, culturally, it is the men who control their families and it would be shameful for women to make the decisions. Many considered that men are more objective, saying that women make decisions based on emotion. Further, many said they do not share concerns about issues during settlement with their partners and saw it as their responsibility to deal with issues in their role as the “head of the family”. Many said it is difficult to be demonstrative to their wives and children and to communicate in a productive way. Quite a few participants were illiterate.

Overall, the workshops were an effective introduction to a preliminary understanding of DFV and where to find support, but it was clear that participants were still trying to secure basic needs in Australia, such as food, employment, health, property, etc. This showed that participants could benefit from and be more receptive to more comprehensive information about DFV and gender equality further along their settlement journey.

Finally, ACA observed that generally the participants were reaching out for more holistic support in addition to learning English. Many attached to ACA’s staff and sought information regarding the bigger picture of settlement in Australia and key related issues to DFV which our staff were able to put into context. This demonstrated a need for DFV information to be delivered in conjunction with an education program with complementary focuses to better equip these people to establish their lives in Australia (e.g. parenting, budgeting or financial literacy, communication in relationships, and problem gambling).

WHAT WORKED WELL?

- Cross-sector partnerships to address additional competing needs of the target group.
- Delivering outputs where possible within existing programs and support groups was integral to ensure access to the target group.
- Using facilitators or at least interpreters from a similar background with an understanding of the target group’s culture, settlement journey and the intersectional nature of DFV was imperative to connect to the target group. It is imperative that these facilitators are trauma-informed.

- Ensuring workshop content is developed through and provides evidence-based, trauma-informed psychoeducation and information regarding the cycle of violence, types of abuse, impacts of abuse and options for assistance.
- Having accessible DV specialised time for private consultations for women immediately after the workshops and between workshop sessions.
- Having clear referral options (preferably in the local area) to provide to participants, including clear information about resources available to women, advising women to use their phones to take photos of referral options and distributing multilingual resources. Further, having facilitators from local DV services was even more impactful to build trust.
- Providing clear examples of different types of abuse to elucidate the difference between “normal” conflict and forms of DV.
- Using Survivors for the radio interviews was very powerful.
- Distributing hard copy resources in places that women can access such as general practitioner clinics, hairdressers and grocery stores etc. to capitalise on the limited “windows of opportunity” for those women suffering from social abuse.

WHAT DID NOT WORK WELL?

An overarching challenge for the project was delivering activities across three LGAs within a shorter timeframe than originally anticipated. This involved three times the amount of stakeholder engagement as some organisations only operate within one area and the LGAs consist of varied populations (e.g. in Liverpool workshop participants were mostly refugees). It was challenging to undertake the required level of stakeholder engagement to build and maintain collaborative relationships. Ideally, this project should have ran over the original 2-year timeframe by rolling out in one LGA in the first year and scaling up in the second.

The respectful relationship workshops involved challenges including:

- facilitating groups with limited English within the timeframe and providing interpreters for multiple languages; also, resources were not available for all languages;
- trying to measure change in attitudes from one-hour workshops due to project timeframe and limited ability to change attitudes from an introductory workshop;
- not having enough time or resources to meet the immediate demand of DV-related assistance presented by participants in between sessions; having a DV and homelessness specialist community worker or welfare staff onsite at Navitas and accessible to students at regular times would be of benefit; and
- managing backlash from men who felt threatened by the information provided to women about their rights and entitlements under Australian law. In two workshops, when referral options for men who want to take responsibility for their abusive behaviours were offered, the majority of the class laughed and said it was highly unlikely in their culture that men would take action to change their abuse.

SUGGESTIONS

It is important that culturally appropriate support is provided to assist refugees to meet their employment, housing and language needs etc. to enable them to focus on safety and relationships. Assistance should extend to all immigrants who are eligible for English classes and not only refugees. To do this, it is recommended that:

- more organisations should work with community leaders and organisations that represent CALD communities or “community connectors” to ensure that their services are delivered in a culturally appropriate way;
- community connector organisations are funded to conduct regular outreach in places

where CALD women and men access essential services (such as Navitas) to provide holistic support and make referrals;

- current DFV information is reviewed based on a needs analysis and that DFV and gender equality education, appropriate to each settlement stage, is developed, funded and integrated into the settlement process (i.e. prior to arrival and after initial settlement and then after basic needs are met) and includes funding more widespread delivery of programs; and
- any information developed is co-designed with the community and delivered by the community, possibly in a cross-sectoral partnership to ensure that they are based on evidence about the contexts in which immigrant and refugee women experience family violence. While this approach seems to be resource intensive, this initial investment prevents clients from entering the system and ensures long-term sustainability.

It would also be beneficial for CALD organisations to convene forums to consult with CALD men and women in a culturally safe environment about their experiences in settlement.

It is recommended that government supports and facilitates access and equity by requiring all government-funded services and organisations or communities to show measurable commitments. This could include partnering with community connector organisations. This is currently a requirement for federally funded projects but would be worth reviewing. There is also value in community connector organisations linking with national support services and movements such as 1800 Respect; local councils, peak bodies and corporations working the DV space.

Rather than develop a new early intervention program for young people, ACA's research and consultation suggested utilising the Love Bites program developed by the National Association for Prevention of Child Abuse and Neglect. Overall, the program was effective and well received by the schools and we recommend other local councils play a coordinating role in DFV prevention. The Love Bites program would be even more effective for high schools with CALD populations if at least one (or more) facilitator, in addition to understanding DFV, understood challenges and issues for CALD communities and was from a CALD background. If time permitted, the program could also benefit from contextualisation to these higher CALD cohorts so that key messages are more impactful.

PROJECT SUSTAINABILITY: WHERE TO FROM HERE?

All project materials including the radio interviews and survivor stories in various languages can be accessed on ACA's website (www.arabcouncil.org.au). ACA would like to see other organisations utilise the workshop materials developed. It is envisaged that ACA will continue its working relationship with Navitas to better support immigrants and refugees requiring holistic support regarding settlement as well as to refer to DFV support. ACA will also look to support other services in its community connector capacity to inform approaches to support the Arab Australian community.

PEOPLE TO THANK

Survivors who courageously shared their story in the media; AWatW; South West Sydney Women's Domestic Violence Court Advocacy Service; Reference Group; CBCC.

Women's Domestic Violence Prevention Macarthur

The Benevolent Society



STORYTELLERS

Aimee Chaffer (DV Prevention Worker) and Kylie Levings (Team Leader - Education and Groups)

The overall aim of the Women's Domestic Violence Prevention Macarthur (WDVPM) project was to educate and raise awareness in the Macarthur Region of New South Wales with a focus on non-domestic violence (DV) sector organisations (including local business sector, non-government organisations and schools) through workshops, training and mentoring programs. This was to be achieved by increased awareness of DV within the education sector and in the community, and improved effectiveness of community networks.

WHAT DID THE PROJECT DO?

We provided training sessions to the following groups and organisations:

- Department of Family and Community Services (FaCS) NSW Housing (Campbelltown, Bankstown and Fairfield offices);
- Ability links and Ability Options;
- Argyle Housing;
- Marsdens Law Group;
- Campbelltown Council Education & Care early childhood educators and Family Day Carers, as well as private childcare providers;
- NSW State Parliament House and local office of Greg Warren MP;
- Australian National Maritime Museum (ANMM);
- Sydney University gambling treatment psychologists;
- gendered perspective workshops for medical students at Western Sydney University (Medicine In Context Program);
- Primary Healthcare Network practice nurses continuing professional development evening;
- Macarthur Business Dinner;
- Links to Learning; and
- Family Relationships Macarthur.

WHAT HAPPENED?

The project provided consultancy to local organisations and was actively involved in the two local DV committees, with the WDVPM project also organising a trivia night to raise funds for future DV awareness initiatives in the local region.

We developed and produced magnets, information booklets, USB sticks with literature and readings, and quick facts sheets for participants to take home after training sessions to further enhance their understandings of DV. This was followed up with a training survey to gain insights into culture shifts in workplaces after attending training on this topic.

LEARNINGS FROM THE PROJECT

The project engaged in extensive pre- and post-testing measures and evaluation methods to assess its effectiveness. The findings showed:

- initially, 40% of people said that they didn't know of DV services in the Macarthur region, 36% said that they did know of services and 22% were unsure (2% didn't answer);
- following training, 81% of people said that they knew services in the Macarthur area, 7% said that they didn't, and 3% said that they were unsure (9% didn't respond) – **thus there was a 41% increase among the people attending the training who said they now knew of domestic violence services in the Macarthur region;** and

- prior to the training sessions, 53% of people said that they knew someone who had experienced DV (the next highest response was “no answer” at 23%). A number of surveys demonstrated that following the training, the answer to this question had gone from being “no” to a “yes”. In a number of the trainings, it was observed that people stated that they didn’t know anyone who had experienced DV, but once there was a discussion about the types of violence, people were able to identify different people that they know who had experienced DV. This included one participant who personally identified DV in her relationship.

WHAT WORKED WELL?

The project achieved its greatest success within workplaces that did not have DV as part of their core business. Feedback showed considerable shifts in thinking by the end of the training and quantitative data suggests that many participants could see the benefit of understanding the impacts of DV on women and within the workplaces and how best to support their colleagues when DV was present.

The experience of training staff at ANMM provided us with valuable feedback on the importance of providing training in workplaces that have no role in specifically working with survivors of DV. The feedback from this group was overwhelmingly positive. These responses included a number of emails being sent to other staff at the museum encouraging them to attend, and one email which stated:

I wish to express my sincere thanks for arranging the domestic violence and gender equality training for ANMM staff. I found this training session extremely rewarding and the trainer, Amy, highly competent. Having now had the experience of engaging in discussion with my colleagues about these issues I feel more able and comfortable having future discussions on what can be a taboo subject, particularly in the workplace.

Another example of the positive response was the numbers of participants who asked at the end of the training why it was not compulsory. One comment was from a staff member who said that the training was “the best training they’d been [to], and the fastest three hours of their life”.

Information booklets, USB sticks and magnets, which were handed out at each training sessions and which provided information on domestic violence, myths and barriers, key services to contact and how to support survivors of DV, were also noted as useful resources that participants could use post-training.

WHAT DID NOT WORK WELL?

The WDVPM project took more time than anticipated to get traction and it wasn’t until 12 months into the project and considerable relationship building by the DV prevention and training worker, as well as positive word of mouth, that the project started to take flight.

Our learning shaped what we could and could not do in the time available. Investing time to get into local high schools and to change the workplace culture within the school system would take more time than the project had in 18 months. Such work would require strong support from principals before it gets started, otherwise engagement in the project is lost.

WHAT CAN OTHERS LEARN FROM THIS WORK?

Some of the clearest learning is that a project such as this requires time to build relationships to enable partnerships to be formed which enable a collaborative engagement with community stakeholders. This is especially due to the sensitive nature of the subject matter. Also it is important to have ongoing conversations about the value of talking about DV in spaces which don’t typically play a role in the fight to end DV, as demonstrated by the work with

the ANMM. This requires even further ongoing communication and collaboration with stakeholders. Work in schools, in particular, requires a slower collaborative approach and requires significant time to achieve sustainable success and to address the issue of DV within sectors of the community which do not deal with DV on a daily basis.

Initial interest in the project came from sectors who deal with DV on a regular basis and who saw the project as an opportunity to build on their skills and experience. This was important and necessary work; however, it took time away from working on developing relationships with other local businesses and workplaces and discussing what it might look like to address DV in their specific context.

SUGGESTIONS

The project could have benefited from having a longer timeframe, as relationships with workplaces took time to build and the relevance to having this type of training was more readily understood by managers.

Working with DV committees and local service providers helped build links and relationships with workplaces that might not usually engage with our service and provided vital links to deliver training to audiences we would otherwise be unable to access.

More integration with other projects undertaking similar early prevention and intervention work would have been helpful at the beginning of the project, and continued support from a peak body such as ANROWS to help support early intervention and prevention work in future would be of huge benefit.

PROJECT SUSTAINABILITY: WHERE TO FROM HERE?

The project will continue with the support of Centre for Women's, Children's and Family Health staff who are invested in keeping the project going without additional funding opportunities sought from The Benevolent Society. DV training in the local area continues to be requested by a number of large organisations, such as Campbelltown Council, who have enthusiastically sought training for their councillors and managers across all teams. The project has also helped us to build on key relationships with other support services in the local community who are able to seek consultancy from our organisations in regards to how best to support women in the workplace when experiencing or fleeing DV.

We hope to continue to build the knowledge base of our training packages and provide workshops and training to the community where possible. The project has continued to gain support from the community and training for workplaces will be provided in future to the following workspaces:

- Campbelltown Council (councillors and all management staff) – to be implemented in late 2017 and early 2018;
- continue presenting at Gendered Perspective of Health workshops;
- build stronger partnerships with local high schools in the area with the potential to provide training around DV; and
- continued involvement with local DV committees and to provide support for other DV awareness-raising initiatives in the community that can be supported by the project's initial work and training.

PEOPLE TO THANK

The Benevolent Society would like to acknowledge the time and effort of key people and partnerships and thank them and all those organisations who helped coordinate, and participated, in the training sessions and community awareness-raising events. Without the support of the following the project would not have been successful: Tanya Whitehouse (Manager Macarthur Women's Domestic Violence Court Advocacy Service);

Milana Gravorac (Senior Project Officer, Domestic and Family Violence, FACS); local Campbelltown and Camden/Wollondilly DV committees and their members; and Centre for Women's, Children's and Family Health staff who helped support the work of the project along the way.

This project would also not have been possible without the continued courage, dedication and strength from local survivors of DV, whose resilience and determination continue to inspire the work of the WDVPM project and its goal of working towards preventing violence against women in any of its forms.

PROJECT 34

Challenge to Bourke to Reduce Family Violence

Bourke Aboriginal Health Service



STORYTELLERS

Paula Wilson, Reg Kelly, June Smith and Karen Harding

Challenge to Bourke to Reduce Family Violence was a project in the town of Bourke, New South Wales (with a population of 3000), and the remote village of Enngonia (population around 170). The project aim was to reduce family and domestic violence within the communities of Bourke and Enngonia.

The project story began with the DSS funding submission. Michelle Goodwyn applied for the funding but has since left Bourke Aboriginal Health Service (BAHS). The Aboriginal Family Health Worker/Domestic Violence (Paula Wilson) was appointed to manage the projects, with help from June Smith (Community Member) and Reg Kelly (Senior Corporate Services Officer) and staff at BAHS.

WHAT DID THE PROJECT DO?

A strong women's group was established with activities such as arts and craft; building resilience through music – Drumbeat; full body relaxation therapy; bingo for household items, which was a hit; discussions about the impact of domestic violence (DV); beauty therapy makeup and nails so the women can feel good about themselves again; and cultural excursions to Sacred sites Brewarrina and Byrock, which gave some of the women a chance to connect with their country again.

Project staff and local service providers attended specific training and information about good practice with Aboriginal communities. Two-day Education Centre Against Violence training was delivered and we participated in local White Ribbon Day activities. Staff visited the Alice Springs Tangentyere community to see how things worked differently to our community, and to gain knowledge and ideas. We had the opportunity to go out on night patrol in Alice Springs, attend the men's group and the women's group. We came together and met with the women's advisory safety group and had a DV training day. We also had a session on Child Sexual Assault by a speaker from the Joint Investigation Response Team which aims to provide seamless service responses to children and young people at risk of significant harm in New South Wales.

BAHS have purchased items and created an emergency pack for women escaping violence. The kit contains toiletries and a food voucher. These packs are provided to clients with an event number from the local police.

BAHS has also commenced the program to become an accredited White Ribbon organisation. Once this program is complete, BAHS will engage with other organisations to encourage them to do likewise.

Aunty June Smith is a Kunja woman from Enngonia, but now resides in Bourke. She shared her poem about DV at several action research workshops and the final forum.

Domestic violence poem by June 1993

Domestic Violence is a Crime
 It hurts people all the time
 It hurts mothers really bad
 Breaks their hearts and makes them sad.
 Little children feel it too
 And they don't know what to do.

Mothers cry and say 'Oh, no
 Where are we going to go?'"

They meet a friend or see the police
 And talk to them about their grief

They then are taken away from home
 To somewhere safe and warm
 So they can have a good night's sleep
 Without the violence and harm.

So husbands out there everywhere
 Please stop this violence and show you care
 Don't be a fool towards your wife
 It can scar her for the rest of her life.

So wake up now, before it's too late
 Or you'll be left without a mate.

WHAT HAPPENED?

As well as providing support to local women, we worked with local police and Domestic Violence Liaison Officers (DVLO). There was an apparent reduction in reported domestic and family violence (DFV). Local police informed us that statistics in 2015/16 show there were 241 DFV assaults, and this reduced in 2016/17 to 206 DFV assaults reported to police. It is of note that 2016/17 had the lowest reported rate of DFV in the last ten years.

The repeat victim rate dropped significantly. In 2015/16 it was 32.5%, in 2016/17 it was 23.6%, and at the time of writing it was sitting at 20.1%.

LEARNINGS FROM THE PROJECT

Low key but regular gatherings and coming together yarning about things that arose for the women's group at BAHS assisted to build confidence and healthy relationships. It was a struggle to get other services involved with the project because there are many demands on time but persistence is important.

WHAT WORKED WELL?

Through the running of the women's group and community gatherings we achieved getting women to come into the BAHS where some would not come to use the service in the past.

The women's group has also been approved so that clients with the Community Development Programme, a remote employment and community development service of the Australian Government, can attend the group to do their working hours for that day. This was an incentive for their attendance.

WHAT DID NOT WORK WELL?

We put in a submission to Bourke Shire Council to have DFV signs put at each entrance coming into the town of Bourke but we could not get approval. This meant we had to come up with other ideas and keep being persistent.

LEARNINGS FROM THE PROJECT

Take a look at Aunty June – her DFV poem is still found by women going to refuges and it is also printed in the *Little black book* (Wiringa Baiya, 2007). Aunty June is still an advocate to stop violence in families and communities and she read her poem out at the Alice Springs Workshop in June 2017.

Running multiple activities worked well in our community, along with supporting the women's group. The cultural tours to sacred places, providing DFV packs to those in need and having focused meetings to reflect on project activities, along with the Education Centre Against Violence training, meant we were reaching women in the community and building up local service providers' knowledge.

For other community development workers who are employed in the communities as DFV workers, the following may assist:

- be patient – people need time to change and work with them, not against them;
- be positive and listen to their stories;
- be present and engage in the process of ending DFV with community and service providers;
- be confident and advocate for the client in any court settings; and
- be passionate and respect the victim's choices and don't be afraid to communicate and reassure them that everything they say and do will have a high volume of confidentiality unless permission given from victim to share.

SUGGESTIONS

In order to keep DFV statistics low we need to continue with the coordinated community response. This requires ongoing funding so that future development and planning can be implemented and not be rushed with projects.

PEOPLE TO THANK

BAHS would like to thank the community of Bourke for participating and doing the hard work of addressing DFV, the funding body, DSS, because none of the work and activities would have gone ahead without funding to do the work, and ANROWS for leading the service through to what had to be done with the action research and talking with us during the stages when we got stuck. Also, Reg Kelly who handled the financial report and June Smith with her contribution (e.g. poem and conference presentations).

Women's Community Shelters

Women's Community Shelters



STORYTELLER
Annabelle Daniel,
CEO of Women's
Community
Shelters

Women's Community Shelters (WCS) has used the grant towards establishing new shelters in the Penrith and Bayside Local Government Areas (LGAs) in New South Wales (NSW). We established shelters working with communities that have identified a need to support women (with or without children) with crisis accommodation and case management support. WCS is a small charity that works with communities in a capacity-building way. We have established three shelters in the past three years with other communities in a "hub and spokes" model, and engage non-traditional participants, including men, service clubs, local schools, preschools and other local organisations in the process of establishing and supporting each shelter.

In addition to providing very-needed additional crisis beds, our way of working with local communities towards shelter establishment and support is important prevention and early education work in respect of domestic and family violence (DFV).

In setting up new shelters we:

- work to identify strong local champions;
- draw together the help of local councils and allied groups to hold community forums;
- collected, from this outreach, a community of interest to become the Steering Committee for the project, and eventually the local Board of each shelter;
- support the committee to meet regularly, assist them to raise the required start-up funding of \$25,000 (which is matched by WCS), and define roles, responsibilities and tasks;
- support, with local evidence and research, the Steering Committee to reach out and present about the project to other local community groups;
- assist the Steering Committee find and refurbish an appropriate property to act as the shelter's home, including navigating local council processes; and
- support all aspects of shelter operations with the recruitment of manager and staff, provision of intellectual property, and ongoing network support to ensure sustainability.

Our successes to date have been:

- the establishment of fully operational Boards and legal structures with keen and committed members;
- the location of a property in the Penrith LGA to become the shelter's home;
- excellent media coverage of the projects, further supporting awareness raising, the need for crisis accommodation and fundraising; and
- the creation of engaged and supportive digital communities around each shelter project.

Some challenges have been:

- navigating ideological considerations of, and objections to, our shelter model by some groups; and
- sourcing appropriate rental properties from an expensive market.

Women's Community Shelters undertook an extensive feasibility study of the NSW homelessness sector in 2011 (unpublished), prior to commencing operations. At that time, there was clear evidence that more than one in two women who approached crisis

accommodation services were turned away every day. Several WCS founders had worked to establish the Manly Women's Shelter on Sydney's Northern Beaches after local evidence from the Manly Community Centre indicated that more than 300 women per year were seeking crisis accommodation from the service and there was nowhere to refer them. Repeated funding submissions over 20 years to state and federal governments had been rejected.

The founders of the Manly shelter formulated a shelter model that could work as a local initiative. They drew together a Steering Committee of local experts from established women's services, Rotary clubs and other local groups. Funding was originally drawn from a private family foundation that allowed community fundraising and in-kind support to grow over time. WCS was created to explore this model in other communities.

WCS had a proven model and four shelters under our umbrella (including the original Manly shelter) by 2016. The BSCW grant enabled us to explore expanding further into areas of identified need, assisted by data and support from the NSW State Government.

The project aimed to:

- work towards the establishment of two new crisis accommodation shelters supporting up to six women (and their children) in areas of Greater Sydney;
- have a double impact of providing early intervention and prevention of DFV through education, combined with the provision of a specialised tertiary crisis response;
- engage men in problem solving and speaking out around DFV at the local level;
- encourage local communities to own the issue of women's homelessness and DFV;
- draw non-traditional participants to our shelter projects in order to engage a whole-of-community response to a whole-of-society problem;
- share our learnings broadly, as this model can apply to solving social issues beyond WCS's immediate scope;
- build a digital community supporting and surrounding each shelter we establish.

Planning for new areas commenced in April 2016 and involved local communities, including businesses, service providers, schools, service clubs and each local Steering Committee; federal, state and local politicians on all sides of politics; private philanthropists; NSW State Government; and local and NSW-wide media outlets.

As CEO of Women's Community Shelters, I lead the establishment of each new local initiative, gradually transferring power and ownership to the local community over a 2-3 year period. People involved are too numerous to list by name, as a shelter establishment project draws in hundreds of people in different "touchpoints".

WHAT DID THE PROJECT DO?

WCS researched areas of currently identified need across NSW and proactively approached local champions in each potential shelter location. We then worked with council and other local services and groups to host a community forum and a Steering Committee was drawn together from volunteers.

Each local community is different and requires tailored engagement and responses. This means that the WCS Critical Path to shelter establishment is a continual work in progress and very much a lived, rather than documented, process. In working with a community to establish a shelter, it is the quality of the relationships built, supplemented by a broad and diverse skillset among participants, that is paramount to success.

The Bayside and Penrith projects ran concurrently. In Bayside, we prioritised completion of the legal structure, achievement of charity status, and all legal compliance requirements before commencing the property search because the Board favoured tackling this part first.

In the Penrith area, addressing local need for crisis accommodation was a high priority, and securing the right property was a key focus to enable the Board to move swiftly. In that location, we secured a property before completing all legal elements as these processes can be run concurrently. The lessons learnt have been around remaining adaptable, flexible and playing to community strengths rather than being overly rigid.

Each shelter is an ongoing conversation and consultation with community. Community ownership is part of the DNA of each shelter. Shelter establishment in each location is ongoing and we plan to do a WCS-wide evaluation in early 2018.

WHAT HAPPENED?

WCS was proactively approached by two strong local champions in the Penrith and Bayside areas to work with them to establish new shelters. These areas of interest coincided with NSW State Government data and local on-the-ground reports of need, and so the WCS Board resolved to approve shelter projects in these locations. Each project has progressed to the point where a shelter will be open in late 2017/early 2018.

Extensive publicity of project progress led to broader conversations and awareness in each local community, brought additional philanthropic and business support to each project, and led to requests for speakers to educate groups and schools about the new shelters. Collaboration with other services depended very much on individuals involved. Many welcomed the projects with open arms; others were concerned about turf and encroachment into traditional areas of ownership or responsibility. What we have found, in other areas where we have successfully established shelters, is that our services are accepted as a welcome part of the service landscape once they are operational, as the need is so great.

LEARNINGS FROM THE PROJECT

Work flexibly with the Critical Path to shelter establishment and play to the strengths of each shelter Steering Committee and its individual members. This builds early confidence as the group is coming together. Additionally, leveraging the power of digital platforms for community building around local initiatives cannot be underestimated. Each shelter project has thousands of engaged followers watching each stage of progress. These provide a brilliant opportunity to educate a broader community around DFV through the sharing of relevant articles linked to local context.

Educating communities as part of shelter establishment is key early intervention and prevention work. We learnt that taking the large and often scary issue of DFV, breaking it down to the local level, and inviting a community to do what they can individually to address the problem embeds learning contextually.

WHAT WORKED WELL?

- Following the established WCS Critical Path to shelter establishment but adapting flexibly to local needs and skills.
- Building digital communities alongside the Steering Committee.
- Engaging local media behind the project to drive support and awareness.
- Bringing together diverse individuals, including non-traditional participants in the sector, as a core part of the process.
- Insisting on community ownership of the project, which requires a fine balance between WCS driving and community leadership.
- Demonstrating leadership and focus on the end-game – the opening of a shelter, rather than micro-detail.
- An openness and willingness to educate non-traditional partners and to work outside traditional office hours.
- Engaging high-profile project supporters with good networks.

- Prioritising “keenness” and drive to be involved over concrete skill, knowing skill can be trained.

WHAT DID NOT WORK WELL?

Acceptance by existing services and navigating “turf” is an ongoing feature of any shelter establishment process. Our previous experience has proven this can always be worked through – change is often uncomfortable.

WHAT CAN OTHERS LEARN FROM THIS WORK?

Our learnings from working in a capacity-building way with local communities on a social-franchise model of women’s shelters can be applied across sectors. The following basic principles can be applied to a host of other community projects:

- finding a local champion;
- raising awareness through a community event in partnership with council;
- drawing together a community of interest keen to take action; and
- providing a Critical Path, resources, funding and intellectual property.

Additionally, the importance of digital community building alongside a “real-life” project cannot be underestimated in an increasingly linked and technologised world.

Sustainability, both in terms of funding and people power, must be considered and built into projects from inception. This includes consideration of multiple funding streams and succession planning for key people involved.

SUGGESTIONS

A key suggestion the success of this project demonstrates to policymakers and others is that responses to DFV should not be artificially segregated to a point on a spectrum. Our shelter establishment proves it is possible to engage, educate and prevent violence against women as part of a project to provide what is traditionally considered to be a tertiary or crisis response. In particular, men contributing to the establishment and set-up of a women’s shelter appears, on our evidence, to be a powerful driver to self-education and advocacy against DFV, where a disembodied education program often struggles to maintain traction.

We would also argue that DFV and women’s homelessness can be solved in working at the grassroots level, community by community, in a capacity-building way. Where organisations are set up to work this way, in a social franchise or similar scalable model, and are adaptable to the needs of the local community, contextual learning occurs and ongoing ownership is embedded.

WCS believes our scalable model is highly transferrable to other social issues, including for example, disability and vulnerable youth. We also believe that sustainability of funding for services comprises a mix of state and federal governments, community fundraising, philanthropy and business coming together to address whole-of-society problems.

PROJECT SUSTAINABILITY: WHERE TO FROM HERE?

WCS is confident that our collaborative funding model, community ownership of shelters and ongoing network support will prove viable and sustainable for the longer term. Each Board fundraises to support their shelter’s financial sustainability, underpinned by contributions through WCS’s contract with the NSW State Government and philanthropic supporters. On the people front, WCS works with each Board to develop strategic plans, which include Board succession planning and skills matrices to ensure a talent pipeline is available at the local level. We also work proactively with shelter staff to ensure appropriate skilled career progression.

We encourage all levels of government to consider and support innovative start-up social-franchise models which are scalable and “transplantable”.

WCS will continue to support the new shelters we are working to establish under a mixture of funding. Community education and outreach components are a core part of maintaining the services we establish, with support for shelter staff and Board professional development and networking. There is no end timeframe for our services.

WCS aims to work with another two to three communities in 2018 to establish further shelters. We already have had significant interest and approaches from at least three communities. We will further refine and adapt our Critical Path to shelter establishment in the knowledge that each community is different and has different needs. As we grow our shelter network, we will link communities, Boards and staff together in a broader network to gain learning and experience from each other, thus catalysing relationships and experience beyond what WCS provides.

We are optimistic and hopeful about the power of local communities to solve the problems of women's homelessness and DFV at the local level through combining early intervention, prevention and education with the provision of a tangible, best-practice crisis response.

PEOPLE TO THANK

WCS would like to thank each and every member of our shelter Boards, our professional and dedicated shelter staff, local community volunteers, donors, fundraisers, in-kind supporters, champions, ambassadors and advocates. Each WCS shelter established is truly a collaborative effort, and it is the hard work of caring and kind people in each shelter community which is making a tangible, life-saving difference to women and children every day.

PROJECT 36

Mentors in Violence Prevention

Uniting Church in Australia Property Trust (NSW)



The Central Coast of New South Wales has one of the highest reported rates of domestic violence (DV) police call-outs in the state, with Tuggerah Lakes Local Area Command (Wyong) often competing for the number one position. The Department of Social Services funded a primary prevention program which was delivered in high schools and community. This program challenged gendered stereotypes and gave the recipients tools on how to be an active bystander to enable the interruption and prevention of violence. The program also involved training high school students as leaders in violence prevention and skills to support their peers. This was the only primary prevention program in the region.

The main aim of this primary prevention project was to provide high school students with the skills to challenge gendered stereotypes while giving them tools to interrupt and prevent violence. The students were trained as leaders within their schools and provided information sessions for their peers. A secondary aim of the project trained and supported 25 school professionals, youth workers and DV workers in the violence prevention program to enable ongoing primary prevention training to schools, service providers, community and sporting groups, and churches.

WHAT DID THE PROJECT DO?

Training was delivered to a variety of recipients, with the largest of those being high schools and also church groups, TAFE students and community groups. Training was provided to 25 participants from school professionals, teachers, chaplains, youth workers and DV workers to deliver the program. Early intervention (Safe from the Start) training was provided to 80 workers that work directly with young children aged 0 to 8 years old to strengthen their DV response and positively engage support of children.

Public speaking discussed primary prevention and gender-based violence at community forums, inter-agency and regional summits. Pre- and post-surveys were collected from all school students that received the training and focus groups with the students six months after receiving the training. Network development and new partnerships were achieved through the creation of a primary prevention steering committee. A leaders meeting was held to specifically address DV on the Central Coast and how we could all work effectively together.

Awareness campaigns were conducted through coordination of a White Ribbon committee which included two DV walks, information dissemination at shopping centres and train stations, fundraisers through BBQs and movie nights to bring the community together for a common goal. A domestic and family violence (DFV) resource was designed and distributed to services providers, local churches and local community groups.

The 36 violence prevention program workshops reached 1035 individuals, including 502 school students and 147 TAFE students; 266 church leaders, including bishops, priests, ministers, deacons and head clergy; and 120 attendees at an Innovation Summit.

Recipients trained to deliver the violence prevention program and DV and children engagement program were:

- 25 school professionals, youth workers and DV workers, who were trained to facilitate the program, ensuring ongoing sustainability; and
- 80 early childhood workers, case workers and child protection workers trained in the early intervention program Safe from the Start, ensuring ongoing sustainability.

STORYTELLER

Danielle Habib,
Project Coordinator
MATE Violence
Prevention Program

A Primary Prevention Steering committee was created. A community of practice grew out of this group due to identifying a need.

We also coordinated White Ribbon events (two walks including one on a weekday targeting 1000 schoolchildren and one on a weekend targeting families (450 people), and information tables in shopping centres and train stations during the 16 Days of Activism White Ribbon Breakfast).

WHAT HAPPENED?

Collective impact was a main theme which the project established through workshops being delivered to high schools, child care centres, TAFE and churches. A diverse range of recipients of the primary prevention program training demonstrated strong networks formed enabling new partnerships in the future to deliver the program; these included school teachers, youth workers, DV workers, priests and chaplains, psychologists and Aboriginal and Torres Strait Islander youth and community workers.

LEARNINGS FROM THE PROJECT

This project has shown that the vast majority of services and community are unaware of what primary prevention is and how it is paramount for long-lasting change. There are little to no primary prevention programs on the Central Coast.

Strong evidence from school data surveys points to students changing attitudes towards gender-based violence and gaining a clear insight into active bystander behaviour.

This project has shown that workers in the field of DFV want to develop their skill levels. Higher skill levels would support reducing the cycle of violence and support primary prevention strategies.

WHAT WORKED WELL?

The high school students challenged the gendered stereotypes and thoroughly engaged in the activities: “I’ve always wanted to speak up when guys said things like that to me, but I didn’t know what to say, now I do” (student); “I didn’t really think about it when I said ‘toughen up princess’ to my son, I’m going to apologise to him and tell him that I won’t be saying that anymore and tell him why” (youth worker).

The creation of a Primary Prevention Steering Committee brought about a team of experienced violence prevention workers to work on primary prevention strategies, which also created a community of practice. This committee is a subcommittee of the Central Coast Domestic Violence Committee (CCDVC) made up of non-government organisations. The Steering Committee and the community of practice are accountable to the CCDVC and provide a monthly update at the CCDVC meeting. The community of practice is addressing the skill level of DV workers improving standardised training across the sector and bringing together the diverse range of services that work with DV clients to support each other and work more effectively to reduce violence across the Central Coast.

WHAT DID NOT WORK WELL?

Working with a program that has the intellectual property and changes the parameters of the program three times within 12 months: this caused great difficulty and put the project on hold for almost three months and then moved to an unsustainable model. These changes included that future training of individuals would only enable them to deliver training to their own services and they would no longer be able to train students in schools, youth in youth centres, community and services – this severely restricted ongoing sustainability.

A main challenge was getting a primary prevention program into schools and schools not having a clear understanding of what primary prevention is. Having to educate schools and services about primary prevention was a problem, particularly as it has now been

introduced into the Personal Development Health Physical Education and schools should have a clear understanding of what they are expected to deliver in their syllabus.

WHAT CAN OTHERS LEARN FROM THIS WORK?

- A specific and solid memorandum of understanding to be in place when using programs that have the intellectual property, before program commences.
- Assess level of knowledge of DFV of services, communities and/or groups before sharing information, to enable tailoring information to a specific group, this should be ongoing throughout project.
- If your project is primary prevention, explain what primary prevention is and how your project addresses primary prevention in relation to their service and issues they may encounter.

SUGGESTIONS

To achieve long-lasting and sustainable change, a timeframe of between five and ten years for programs is required. New and innovative ideas are important, but well thought out and evidenced programs need time to have the desired impact that they are designed to achieve.

PROJECT SUSTAINABILITY: WHERE TO FROM HERE?

The 25 school professionals, DV and youth workers have been connected with schools to enable provision of workshops to students. A strong community of practice committee has committed to meeting and holding a DV symposium in January 2018 and supporting standardised DV training across all services on an ongoing basis. This community of practice is a subcommittee of the CCDVC and is expected to report back monthly on their progress.

Further funding to be sourced to create a solid framework for primary prevention programs. A 3-year strategy at a minimum would support this framework. Unless primary prevention is built into a work plan, it is unreasonable to expect a service to support the initiatives. Primary prevention is a new space in New South Wales and very little is known, let alone practised, in primary prevention.

PEOPLE TO THANK

ANROWS and Our Watch have both been invaluable in upskilling the project coordinator and supplying the latest research in gender violence prevention and action research. Without these organisations the project would not have had the outstanding success that it achieved.

PROJECT 37

All of Us – Preventing Violence Against Women

City of Parramatta Council



STORYTELLER

Maggie Kyle,
Community
Capacity Building
Officer City of
Parramatta Council
and All of Us
Project Officer

All of Us was funded in September 2016 and its activities were due to be completed by December 2017.

Parramatta is the second-largest central business district in New South Wales (NSW) (PriceWaterhouseCoopers, 2016). Parramatta's local government area has a population of 235,000, which is growing rapidly. It is a diverse community, where, according to the 2011 Census, 41% speak a language other than English at home.

The Parramatta Local Government Area has a rate of reported domestic violence assaults of 308.6 per 100,000 and the number of recorded criminal incidents for domestic violence assaults over the 12 months to December 2017 was 1699, the third highest in the Greater Western Sydney Area (Bureau of Crime Statistics and Research, 2017). The current violence against women (VAW) sector delivers a range of interventions for women and their children and its workforce is trained and skilled to do this work. However, the sector is stretched: resource levels are not keeping pace with the increasing numbers of women reporting violence and seeking help for themselves and their children.

Whole-of-community strategies to prevent VAW in Parramatta have been ad hoc, poorly resourced and seen as the responsibility of the VAW service sector despite this sector not having the resources or capacity to do this work. VAW prevention strategies have therefore typically been limited to one-off annual events such as 16 Days of Activism White Ribbon events.

The City of Parramatta (Council) was also aware that in other communities across NSW similar gaps existed between an increasing demand for VAW interventions, a critical need for effective VAW primary prevention strategies, and a lack of resources and capacity to implement these strategies. All of Us aimed to address the gap between the need to prevent VAW and the lack of resources, capacity and relevant knowledge and skills in services and organisations actively involved in this work. The majority of our project focused on increasing primary prevention efforts in our own communities. We also did some work to support other NSW councils to support primary prevention in their communities.

All of Us was based on the national VAW primary prevention *Change the story* framework (Our Watch et al. 2015). This recognises that preventing VAW requires governments, organisations and individuals – all of us – to take actions that address the primary driver of VAW: gender inequality. Tailored actions need to be appropriate to settings where different population groups live, work, learn and socialise. The framework defines the following essential actions: challenge the condoning of VAW; promote women's independence and decision making in public life and relationships; foster positive personal identities and challenge gender stereotypes and roles; strengthen positive, equal and respectful relationships between and among women and men, girls and boys; and promote and normalise gender equality in public and private lives.

This project aimed to create sustainable practices to reduce VAW. Realising this aim involved:

- increasing knowledge of VAW among these organisations and services, including knowledge of prevention strategies and referral pathways with existing specialist services;
- resourcing and supporting ten “everyday and unlikely” services and organisations,

to implement strategies that aligned with their core business and with the national primary prevention of VAW *Change the story* framework; and

- building the capacity of other NSW councils to implement VAW primary prevention strategies.

WHAT DID THE PROJECT DO?

- Council developed a new small community grants program, Preventing Violence Against Women (PVAW), to fund, resource and support ten community-based everyday and unlikely services and organisations to implement projects that promoted gender equality.
- Information sessions on *Change the story* and the PVAW grant program were delivered to 20 services and organisations and to specialist forums.
- A training session on *Change the story* was delivered to the PVAW grant assessment panel's internal assessors and external expert.
- Executive officer of Domestic Violence NSW recruited to assist panel.
- Two training sessions on VAW and *Change the story* provided to all PVAW recipients and their staff/volunteers.
- Additional expert training session and a mentoring/coaching session provided to individual PVAW grant recipients (Aboriginal and Torres Strait Islander service staff and support service for fathers).
- Continuous contact with PVAW grant recipients (1 hour x 40 contacts = 40 hours).
- Group email communication with all PVAW grant recipients reporting on their activities and promoting connections (e.g. cross-referral opportunities).
- Two 1-day forums on PVAW held for NSW local government officers (VAW community-based prevention strategies – 38 participants and *Change the story* delivered by Our Watch – 12 participants).

WHAT HAPPENED?

- Ten everyday and unlikely services and organisations implemented a broad range of activities that promoted gender equity to over 250 women, men, girls and boys. Activities included football clinics and gala day for girls and young women; African women's forum and African pastor's workshop on VAW; a high tea and panel discussion on healthy relationships at the annual Parramatta Pride picnic; Aboriginal women's yarning circle and art project; support group for fathers; and woodwork and furniture repair workshops for women.
- Council created a specific community grant to fund and resource a range of services and organisations to prevent VAW.
- Fifteen community-based workers (from the ten everyday and unlikely services) gained knowledge on VAW and specialist referral pathways.
- Fifty NSW local government officers from 15 councils gained knowledge on VAW primary prevention.

LEARNINGS FROM THE PROJECT

An important example of the success of the VAW primary prevention learnings of the everyday and unlikely workers was the realisation they made that **preventing VAW involves promoting gender equity and this can be done through their normal core business**. Strategies that supported people to learn, realise and articulate this included the PVAW grant promotion and application process; training sessions on VAW and primary prevention; information on and contact with others delivering different activities; and consistent contact and support with the BSCW Project Officer.

An important example of resourcing and supporting council staff to implement VAW primary prevention strategies in their own communities was the attendance of 50 local government officers at the two forums.

WHAT WORKED WELL?

- The engagement of ten diverse everyday and unlikely services and groups, almost all of whom had not previously identified they had a role in PVAW.
- Providing training, resources – including funding – and intensive support for the everyday and unlikely services and organisations on VAW and the VAW primary prevention framework.
- Strategies to engage the VAW specialist sector including regularly reporting on the project through networks; engaging a local VAW specialist service to deliver training; and engaging a high-profile VAW state specialist on VAW and primary prevention.
- Partnership with Local Government NSW to deliver the Our Watch *Change the story* forum for NSW local government officers.

WHAT DID NOT WORK WELL?

The lack of awareness and understanding in the VAW specialist sector of primary prevention resulted in some backlash to the project, including fear and anger that resources were going to non-VAW specialist services. More can be done to leverage this work through showcasing and promotion.

SUGGESTIONS

A myriad of services, groups and organisations in a community can implement VAW primary prevention actions through their core business. Resources and support including training of the national VAW primary prevention framework is critical.

The work of local government officers in NSW to prevent VAW in their communities will be strengthened by the robust *Change the story* framework.

PROJECT SUSTAINABILITY

Council will continue to provide a grants program to prevent VAW in its communities, and the peak body Local Government NSW will continue to include VAW as a policy issue and to provide an e-network on VAW for local government officers.

The majority of the ten everyday and unlikely services that delivered VAW prevention activities have indicated they will continue to deliver these or similar activities. Feedback from the everyday and unlikely workers indicated that the majority have been changed by learning more about VAW and primary prevention of VAW. For example:

My conversations with colleagues have changed. I'm more confident to talk with them about VAW – the training gave me the language to do this – I knew the statistics but now I'm more aware about what it really means.

I've been jogged into taking more notice of the way we (people generally) put women down – all the time – just bit by bit. I've been talking about that with other people here.

I have a clearer understanding of why we have to keep challenging gender stereotypes and different ways of doing that.

It's made me think – we need to start working with men more not only the women.

PEOPLE TO THANK

All of Us paid and voluntary workers. The ten everyday and unlikely services and organisations that delivered or supported the activities; NSW local government officers who attended the forums; organisations that delivered training sessions, including Our Watch and Cumberland Women's Health Centre, and those who provided expert advice and support, including Council's Community Capacity Building Team members and Moo Baulch, Executive Officer, Domestic Violence NSW.

PROJECT 38

"Pull Ya Head In" Campaign

Sutherland Shire Family Services



STORYTELLER
Diane Manns

The "Pull Ya Head In" campaign evolved through many months of research as a response to the ever-increasing statistics of violence against women. The by-product is the impact these statistics have on families, and particularly children. Given this is the core work of Sutherland Shire Family Services (SSFS), there is a compulsion to respond to this endemic issue in our community. A recent statistic that was most alarming to the SSFS CEO was the high incidence of men who feel they cannot respond to their friends or colleagues who present as perpetrators of domestic violence (DV) in their own relationships. This was largely the impetus for this campaign.

Robust discussions and collaborations took place with key stakeholders to partner with SSFS to support the roll-out of this campaign. Grants were submitted to various levels of government and philanthropic organisations to ensure the campaign was well executed and had interest and inspiration to motivate the audience to take a stand against violence to women.

The campaign had three stages:

- Stage 1 (Pull Ya Head In) demonstrated the impact of men stepping up to their mates when there was evidence of abusive behaviour;
- Stage 2 (What I See) revealed the impact of DV on the child and was narrated from the confused perspective of the child;
- Stage 3 (Escape) was the largest project undertaken within this campaign. Stage 3 is a 6-part web series.

SSFS is a not-for-profit community-based organisation located in the Sutherland Shire, delivering services to the southern suburbs of Sydney. While the core work is targeted at providing opportunities that promote safety and wellbeing for children, young people and families, the work overwhelming deals with the impact of domestic and family violence within a significant segment of the community.

DV has reached epidemic proportions with more than one woman per week dying at the hands of their intimate partner in Australia (Batty, 2015). Statistics indicate that one in three women will be affected by DV at some point in their lives and one in four children will be impacted by family violence. The social and economic costs of violence against women is massive and the "cost to the Australian economy is estimated at \$13.6 billion" (Phillips & Vandenbroek, 2014). A further alarming statistic indicates that up to 91% of men will not challenge another man if they are aware that there is abuse towards their partner within the relationship (Pease, 2015).

SSFS has worked in the DV space for many years providing services and group programs to promote healing and recovery after the impact of domestic and family violence. SSFS has had a strong and robust working relationship with NSW Police and together have partnered in several projects responding to DV.

Vital work is being delivered within the responsive space (casework, counselling, therapeutic healing and recovery work), but the incidence of DV has increased on a national level, and within New South Wales the proportion of domestic assault alone has increased 1.5% over the past five years, with 28,291 cases reported in 2013 (The Conversation, 2014). Urgent action is required in the preventative space which can lead to exploring growth in new directions.

Although it has always been the intention to raise awareness of the covert nature of DV, Drucker (2013[1985]) maintains most innovations result from a purposeful and conscious search for opportunities. The plan was to focus on all areas of DV emerging statistics that have recently been published, where up to two women per week are killed by their intimate partners in Australia (Batty, 2015).

WHAT DID THE PROJECT DO?

The following describes the stages of the campaign and the **stage-gate process** to move from one stage to another to ensure that the message is restated from three different perspectives. Stages 1 and 2 are used for industry, corporate and sporting organisations in the delivery of industry talks.

Given the strong sponsorships forged with corporate partners, sporting bodies and government at a local, state and federal level, it is important to identify the shared value and key activities. By creating this shared value, the campaign can be re-packaged to be delivered at a local level and also at a national level to ensure the message of the damaging effects of violence against women and children is communicated broadly.

<p>STAGE 1</p>	<p>30 second video–commercial quality–set initially in the home and then moving to a second scene in a pub: three men over a beer. (Funding sought through Sutherland Shire Council)</p>	<p>Men to step up and tell their friend/colleague/brother to pull their head in when they hear a disparaging remark about the other’s partner.</p>
<p>Stage 1 is presented to Industry as part of “Toolbox Talks”. These have been produced and delivered to Shire Businesses, sporting organisations and public viewings. The purpose of this short video clip is to provide opportunity for robust discussion. The commercial quality film has been featured on social media sites including YouTube.</p>		
<p>STAGE 2</p>	<p>5-minute short film that depicts an average suburban (Shire) family. This film is largely depicted from the perspective of the child living within a controlling environment. (Funding sought through Charter Hall and PAYCE)</p>	<p>The film highlights the prevalence of domestic violence particularly behind closed doors and the impact on women and children. Launch hosted by Cronulla Sharks and Capital Bluestone</p>
<p>Stage 2 will be used as a follow up to Stage 1 and will look at larger screenings for audiences related to families and children, i.e. Child Protection Week etc, as well as YouTube.</p>		
<p>STAGE 3</p>	<p>Six-part web series/film that depicts, three families from three different socioeconomic backgrounds and cultures. Funding granted via federal (DSS) Tender process</p>	<p>All three families are linked by the impact domestic violence has on their families</p>
<p>Stage 3 will be the culmination of the campaign. The viewers will, over several months enter into a journey across three stages to gain greater insight into the subtle nature of patriarchal violence against women. Stage 3 will be used for training purposes to drive home the impact on all families.</p>		

Stage 1, produced in 2015, includes a voiceover which articulates a call to action from all men to take the lead in preventing violence against women. A further narration follows about the disturbing statistics of DV and its impact on women and children, concluding with the statistic that reflects 91% of males will not speak up if they recognise that abuse is occurring within a relationship in their network of family, friends, colleagues etc.

Stage 2 follows the theme of Pull Ya Head In but is narrated from the perspective of the child. This film depicts a typical family living in the suburbs. The male contributes to his community – Under 8s Soccer Coach – popular, affable. In a range of scenarios they appear to be a happy close-knit family. The mood changes when they arrive home. Stage 2 was produced in February 2016, with the launch in March 2016 at an event hosted by Cronulla Sharks Football Club and Capital Bluestone Property Developers. Thereafter the video clip has been used in a range of settings, including being shown at half time at a Cronulla Sharks home game. The film will continue to be used for toolbox talks within a range of industries.

Stage 3 will be shown after saturation of stages 1 and 2 through industry talks, social media, YouTube and at events. It will be used as a learning tool for online content. The next hurdle is to seek funds to develop a Learning Management System to upload the films for training purposes.

As a strategic driver of raising the awareness of DV both at a local level and beyond, the innovative campaign has real potential to raise the awareness of the effects of violence against women. Through the stages 1-2-3 presentation approach over several months – allowing the audience to engage in the message through different scenarios and by varied exposure distribution, including bus advertising, letterbox drops and long fence banners on worksites – the campaign created a topic of interest, debate and discussion in the Sutherland Shire. A local area commander identified an increase in police reports since the campaign roll-out. Community feedback through Facebook, public viewings, varied advertising strategies and the high number of YouTube hits has demonstrated that this method has had a greater impact of awareness than the original plan of a one-off film. As Kanter (2013) argues, not every innovation needs to be a blockbuster; small incremental, innovative approaches can lead to significant impacts.

Stage 3 “Escape” journey

The Stage 3, 6-part film series, named *Escape*, is set against the backdrop of the Sutherland Shire. The films are a narrative drama that dives into the lives of three families and uncovers their struggle with DV. Composed with a diverse range of ethnicities, including Aboriginal, culturally and linguistically diverse (CALD) community and Anglo-Saxon backgrounds, the audience is brought to awareness as they journey into the least expected but truly realistic lives of the offenders and victims, particularly the impact to women and children of DV.

As with the previous films, a key aim was to ensure authenticity of the stories portrayed. For Stage 3 SSFS conducted interviews with key stakeholders including Aboriginal services, the local multicultural service and clients from the CALD community, and extensive interviews and case studies with the many caseworkers and therapeutic intervention staff at SSFS. Finally, a key aim was to ensure that the production company selected understood the dynamics and complexities of DV. Given that SSFS used Global Pictures for the previous films, which were filmed with sensitivity, the decision to use this film company was a clear choice.

The script writing was an intensive process, and we focused on authenticity first and foremost. I was very fortunate to have met Graham Thorburn, seasoned producer and

director (*Blue Heelers, Police Rescue, A Country Practice, The Flying Doctors* etc.), who provided his expertise in assessing and reviewing the script.

Following the interviews and consultation process with key community stakeholders and SSFS staff and finalising the script, Global Pictures employed 30+ crew for the 6-day shoot. Global Pictures provided SSFS with preproduction reports throughout the entire journey. The preproduction phase was scheduled for 10 -15 July 2017. Three potentially suitable homes were surveyed, and all three locations were locked in.

A casting call was listed on Showcast – an Australian casting website well known throughout the film and television industry – and we received 268 applicants for the 12 roles listed. At the second and subsequent call for actors we were able to source several Aboriginal female and male actors. We chose two males who were both cast and one Aboriginal woman, as well as a baby.

WHAT WORKED WELL?

Extensive consultation with all stakeholders was imperative to ensure an accurate account of the experiences of women from all cultures and backgrounds were well documented.

Consultations with stakeholders, in particular our Aboriginal contacts, were imperative to ensure cultural sensitivity was considered. We are extremely thankful to our senior Aboriginal Caseworker, Danielle, who led this process.

The filming process was extremely professional with specialised crew ensuring that the children on the set had regular breaks and had opportunity for feedback after some intense scenes.

WHAT DID NOT WORK WELL?

While incredibly exciting to be so intimately involved in the production of this campaign, through scriptwriting, consultation process and casting, this was a mammoth task. If we were to do this again, we would have factored resources within the grant process for a part-time project officer to oversee this project. This was a huge role to undertake for the CEO along with managing the organisation's other projects.

WHAT CAN OTHERS LEARN FROM THIS WORK?

Take the time to ensure the script is reflective of authenticity. Don't be afraid to challenge, when you are not completely comfortable with a scene or parts of a script. Don't be intimidated by experts in this field. Shared learning is invaluable. Many of the crew discussed having a "shift" in their thinking after being involved in this project!

PEOPLE TO THANK

Sutherland Shire Family Services (SSFS) would like to thank the staff of SSFS for their dedication and hard work as they work with women impacted by Domestic Violence. We would also like to thank the Department of Social Services for funding this initiative and ANROWS who provided wonderful support with action research and coordinating all the projects. We would like to thank Kurranulla Aboriginal Corporation and Gynea Community Aid for their input into cultural sensitivity into the stories portrayed of our Aboriginal and CALD families. Lastly our corporate partners and funders, including PAYCE, Charter Hall, Capital Bluestone, Cronulla Sharks and Sutherland Shire Council.

PROJECT 39

Safer Relationships

CORE Community Services



STORYTELLER

Lauren Gecuk,
Domestic Violence
Community
Engagement
Worker

CORE Community Services chose a primary prevention model to address domestic violence in the Fairfield Local Government Area, with a focus on Middle Eastern and African communities, given the population of Fairfield and the experience CORE has working with these communities. CORE chose specifically to target men, as men have an important role to play in the prevention of violence against women, as domestic violence “is perpetrated largely by men...and behaviours linked to masculinity or manhood are highly influential in some men’s use of violence against women” (Flood, 2010, p. 2). There is also a significant lack of programs for men in the area.

During this project, CORE was coordinating another project aimed at preventing violence against women that also targeted African and Middle Eastern men, funded by the Innovation Fund through Settlement Services International. The two projects were merged and a Steering Committee and community working groups were set up to provide guidance on the design and implementation of both programs.

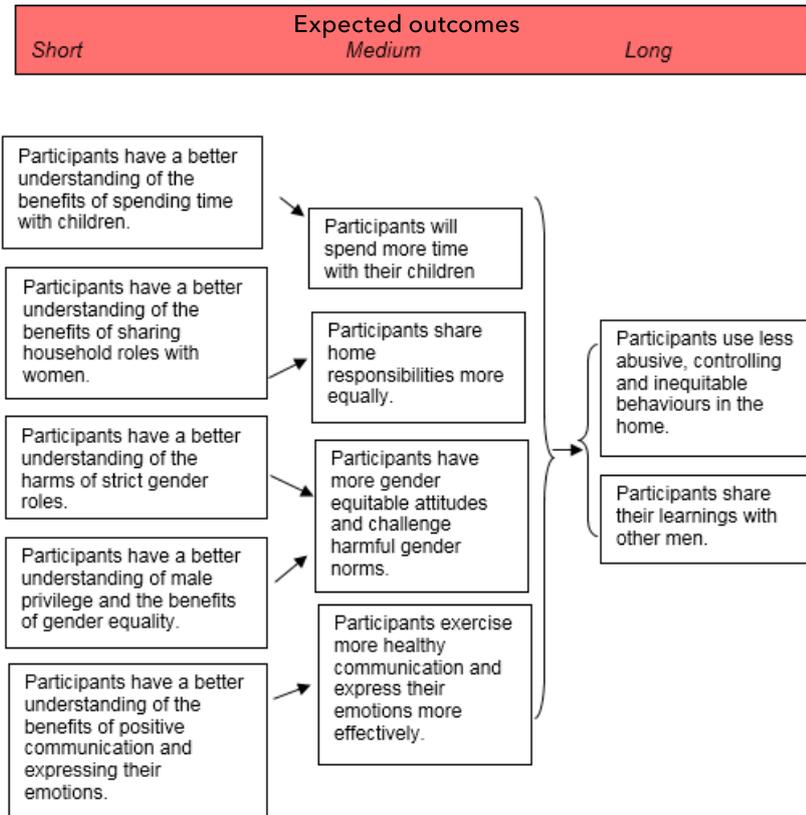
The aims of the project were to:

- educate and raise awareness on issues related to gender stereotyping and norms among men from African and Middle Eastern backgrounds through a media campaign;
- create enabling space for men from African and Middle Eastern backgrounds to develop knowledge, confidence and skills to address gender inequality and violence against women in their communities through education and empowerment training and “Daddy Day Care” outings;
- strengthen collaborative ties between and among a diverse range of stakeholders for collective community actions that prevent violence against women through partnership and experience/learning sharing; and
- develop a body of knowledge and improve project delivery through action research involving key stakeholders.

Two primary prevention programs were designed, Me, Her and Them (MHT) and African Fathers and Families (AFF). Programs were gender transformative in nature, aiming to address the gendered drivers of domestic violence identified in *Change the story* (Our Watch et al. 2015), with a focus on having a healthier and happier family. This was in line with guidance from community workers and leaders with experience working with the targeted communities that a focus on violence against women would not attract participants and would make the community feel they were being targeted for being perceived as violent. The programs also focused on challenging the perceived loss of power faced by men when moving to Australia and the notion that women have too much freedom, issues that were raised in the literature reviews and consultations.

The programs took into account the intersectional domestic violence principle which purports that gender inequality is not the only factor in the use of violence in newly arrived communities, but that domestic violence and refugee experiences of settlement are interrelated (Dimopolous, Prattis, & Settlement Council of Australia, 2013, p. 5), requiring a trauma-informed and culturally sensitive approach. To provide a trauma-informed and cultural perspective, partnerships were developed with NSW STARTTS, the Community of South Sudanese and Other Marginalised Areas (CSSOMA) and the Assyrian Australian Association – Assyrian Resource Centre to co-design and implement the project. Due to

the nationalities of the bilingual workers and the communities to which they had access in recruiting participants, MHT was tailored specifically for Iraqi participants and AFF was tailored to South Sudanese participants.



WHAT DID THE PROJECT DO?

To date the following has been implemented, with both Settlement Services International and BSCW funding.



WHAT HAPPENED?

The figure below shows what happened in the project. The results are based on questions answered by survey respondents. Not all participants completed pre- and post-program surveys so there are some discrepancies in numbers.



Surveys and discussions demonstrated that MHT participants held more gender equitable attitudes following the program. While there was resistance to many ideas throughout the program, the open discussions among participants allowed for self-reflection and peer learning, which led to significant changes in attitudes related to gender and family. Attendance levels and the high level of passionate interaction demonstrates the program was well liked by the participants. Some men even expressed interest in attending subsequent programs. Participants of the first MHT program said they would like more sessions that explore other topics, such as parenting, which were added to subsequent groups. Participants and their wives gave multiple examples of how their lives have changed (e.g. in relation to division of labour and parenting responsibilities).

The African Fathers and Families program allowed CORE and CSSOMA to better understand community attitudes in relation to family life. The program provided a platform for South Sudanese men to discuss family life, challenges they have come across in their relationships with their partners and children, and parenting styles in Australia and South Sudan. Due to low-level and inconsistent attendance, the program was redesigned and sessions evolved into informal discussions rather than a structured program. Following the program, the participants said they were more interested in attending programs related to English and employment. While the program was not successful in attitudinal change in relation to gender equality, it was the first of its own kind to involve men in discussion regarding safer and healthy relationship in this community and it may inform future projects with the South Sudanese community. We were not able to compare pre- and post-program surveys due to low and inconsistent attendance at AFF.

The Safer Relationships Project allowed CORE to strengthen working relationships with local organisations. It allowed stakeholders to develop an in-depth understanding of the link between domestic violence and gender inequality, better understand the attitudes that men and women from African and Middle Eastern backgrounds hold in relation to gender norms, and improve referral pathways between agencies.

WHAT WORKED WELL?

- Working groups with stakeholders from the targeted backgrounds allowed in-depth discussion on culturally appropriate structure and content for the programs.
- Recruiting facilitators who have experience with participants through other programs for refugees and/or have access to the community as a community leader allowed for trust and relationship building in the group.
- Having a gender balance of facilitators allowed for positive role modelling.
- Weekly training for facilitators prior to the program built their knowledge of gender and allowed for the co-facilitators to develop a working relationship.
- The flexibility of the program, allowing changes to be made based on the participants.
- Regular catch ups with bilingual workers meant facilitators felt supported and could change content as needed.
- Support from ANROWS in project evaluation helped the evolution and improvement of the program.

MHT

- Exploring gender roles through interactive, experiential activities is a gentle and effective way to address gender inequality when done in a culturally appropriate manner. This allowed participants to perceive family issues from another point of view.
- Excursions that allow participants the opportunity to be primary carers for a day and require interactive family-based activities help men and their children bond.
- Sessions on practical parenting strategies support better relationships between fathers, their partners and children.
- Running MHT on Saturdays allowed for consistent attendance.

AFF

- Informal discussions rather than a structured program.

WHAT DID NOT WORK WELL?

MHT

- An excursion to the zoo did not allow the bonding time between the participants and children.
- There was some inconsistency in the survey results and discussions during the program, indicating that the survey may need to be revised.

AFF

- The timing and venue may have contributed to low and inconsistent attendance.
- Not having two South Sudanese facilitators may have contributed to a language barrier, hindering deep self-reflection and attitudinal change.
- The participating cohort said they were more interested in attending programs related to English and employment.

WHAT CAN OTHERS LEARN FROM THIS WORK?

- It is important to spend a sufficient amount of time conducting community consultations and engaging communities to participate in the programs.
- It is important to include the voices of both men and women in the design and implementation of violence prevention programs.

- It is beneficial to include women in violence prevention programs (e.g. through parenting sessions), though still allow a men's only space.
- It is important to target participants that are somewhat settled and already have sufficient support. When targeting refugee and migrant communities, target those who have not just arrived or are dealing with a crisis situation.
- It is important to have multiple community leaders involved in the processes of design, implementation and community engagement.

SUGGESTIONS

- Funding should be available for longer-term programs to allow pilot programs to be revised and continued.
- A longitudinal study to measure the impact of such a program on the use of violence would be beneficial.

PROJECT SUSTAINABILITY: WHERE TO FROM HERE?

- CORE will roll out the MHT program under its Settlement Services Program.
- The MHT facilitators are trained and able to continue running the program, meaning there will not be time wasted on recruiting and training.
- The facilitator's manual has been reviewed based on the evaluation and will be able to be reused in future.

We will continue to work on the media campaign aspect of the project. This will involve short films that follow the evolution of MHT participants and having happy family life in Australia for South Sudanese community, as well as a print media campaign.

We will also explore adapting the program for other communities and look for opportunities to secure funding to revisit a program for South Sudanese or other African groups.

PEOPLE TO THANK

Bilingual workers: Yasmin Mahgoub, Emmanuel Kondok, Qais Al-Shakarchi and Yassmen Yahya. Steering Committee members, partners and working group members: Morlai Kamara, Rola Rifai and Awar Deng (CORE Community Services), Claudia Guajardo (Fairfield City Council), Claudette Naboaya, (Great Lakes Agency for Peace and Development), Carmen Lazar (Assyrian Resource Centre), Nathaly Parish (Fairfield Local Area Command), Benjamin Jones (Cabramatta Local Area Command), Emil Shiba (Uniting Burnside), Sam Borka (NSW Department of Justice), Alison McIntosh (Bonnie Support Services), Atem (Fairfield Council), Subadra Velayudan and Philippe El Debs (NSW STARTTS). All the key informants and, of course, all the participants!

PROJECT 40

Act Local

Save The Children

The project aimed to improve engagement between government and non-government organisations and the broader community to create sustainable practices to help reduce violence against women and to effectively respond to and support women and their children who are experiencing violence. The key focus was to develop a practical, local action plan to reduce family violence in each community over 12 months from July 2016 - June 2017. Act Local delivered activities in six communities across Australia.

WHAT DID THE PROJECT DO?

Stakeholder forums and workshops; individual interviews; yarning circles; training and development opportunities; data surveys; community activities for men, women and children and whole of community; media articles and interviews.

Act Local delivered activities in six communities across Australia. We worked with over 400 community members, government and non-government service providers across these communities: Doomadgee (137), Palmerston (23), Normanton (34), Kununurra (19), North Burnett (110) and East Gippsland (109).

WHAT HAPPENED?

- Stronger relationships across service sectors creating linkage between specialist domestic violence services and generalist services.
- Reinvigorated connections and focus of inter-agencies and networks.
- Workforce development and training opportunities.
- Advocacy and evidence for enhanced community resources.

LEARNINGS FROM THE PROJECT



WHAT WORKED WELL?

The project created capacity to drive both community involvement and service coordination, leading to a greater focus of support for domestic and family violence responses within the community.

STORYTELLERS

Act Local facilitators across the six regions: Dorothy in Kununurra, Rachael in East Gippsland, Claire in Palmerston, and Kylie in North Burnett, Doomadgee and Normanton

Act Local highlighted skills gaps and service gaps and provided a tool for information sharing and advocacy to government. We saw enhanced resources for training and workforce development and increased service provision, such as further funding and worker allocation to regions.

Act Local highlighted service gaps and innovation opportunities such as crisis accommodation for women and children, early intervention and prevention, focused support for men who use violence, and culturally safe and specific services and programs.

One participant in Queensland stated, “we no longer have a choice, these are our own families and our own communities, we need to step up.”

WHAT DID NOT WORK WELL?

- Frequent changes to staffing with key stakeholders, particularly in remote regions.
- Changes to funding and key services during project timeframes.
- Competing demands for key stakeholders – difficult to engage and continue momentum.
- Recruitment and retention of qualified workers, particularly in remote communities.

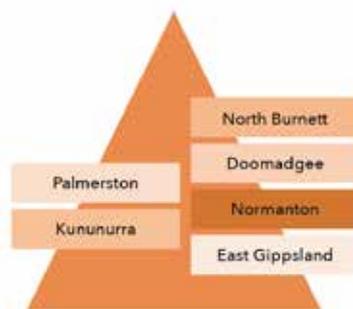
WHAT CAN OTHERS LEARN FROM THIS WORK?

- Community consultation both formally and informally was crucial: building trust and relationship with service providers and community members took time and patience.
- It can be difficult for local community members to build trust and relationships. Leveraging off existing relationships is vital to ensure positive outcomes.
- Outsiders/fly-in fly-out workers are often viewed as detrimental to communities as workers often stay only for short periods of time before moving on.

SUGGESTIONS

The development of community-led solutions to domestic and family violence takes time, focused effort, and energy and commitment to flexible long-term solutions. This is not a quick fix solution, but one that can have real impact on the safety and quality of life of women, children, men and communities.

PROJECT SUSTAINABILITY: WHERE TO FROM HERE?



Four of the six regions secured increased resources (either funding or worker allocation) to continue the work of the local action plans.

Alignment of this project has been made with local, state and national frameworks. The final report information will be provided to key stakeholders involved with the project through both presentations and network feedback.

PEOPLE TO THANK

Community members and service providers across all the six regions who so generously gave their time, knowledge and personal insights. In particular, we acknowledge the victims of domestic violence who shared their stories of resilience, courage and hope. Overwhelmingly they shared stories of hope for change for themselves, their children, families and community.

Conclusion and next steps

Action research encourages reflective practice, the sharing and implementation of actions using evidence, and supports community-based workers to move from a deficit-based description of a problem to a strengths-based approach with actions focused towards change.

The ANROWS Action Research Support Initiative facilitated access by Building Safe Communities for Women (BSCW) projects to information from the national evidence base about reducing violence against women and their children at ANROWS and other peak organisations such as Our Watch, White Ribbon Australia, and No to Violence. The stories in this compendium demonstrate that the journey to prevent violence against women and children is well underway in many communities and that there is a continuation and expansion of this prevention focus across Australia.

There is no “one size fits all” solution in community-based work to prevent violence against women and their children, as demonstrated in the diversity and richness in the project stories. However, collective and general success factors, lessons, and suggestions from individual stories that indicate promising practice are shared here for the benefit of community workers and agencies who are planning and evaluating similar work.

Key success factors can be summarised as:

- designing activities/aiming for outcomes that match the assessment of community readiness, motivation and interest to implement change;
- creating safe spaces for conversations and difficult discussions;
- creating community ownership by building on existing relationships and using established trust and rapport with diverse groups within the communities;
- embedding education (about drivers of violence) with awareness raising (about violence against women) within social and community events and by using recreation and arts networks;
- drawing on the existing knowledge and interests of the target group/community to enhance engagement;
- employing bicultural workers/local community brokers/influencers to specifically bridge language/cultural/conceptual barriers;
- developing rapport between organisations and communities that can lead to mutual understanding and improved communication, and to act as role models for gender equity; and
- using reflective and flexible approaches to make changes to activities and projects in real time.

Key challenges include translating an understanding of the impact of structural barriers – such as unequal opportunities and wage disparities – into common everyday language and actions that relate to reducing gender-based violence. Strength-based, whole-of-community, flexible and long-term solutions need to weather competing priorities, time pressures and heterogeneity within communities.

Primary prevention programs that engage broad local communities are time rich and relationship based, and necessitate consideration of unintended consequences and impacts on safety. In some jurisdictions, primary prevention of family violence is a new concept and the process of accepting a gendered approach and the associated changes in social norms and attitudes requires deep self-reflection by many organisations. This is an ongoing process and a long-term undertaking. The need for patience is tempered by the

urgency for action and the need to maintain momentum, and the project stories indicate the importance of including both men and women into violence prevention programs and employing whole-of-community approaches.

As reported in ANROWS's *Evidence to action and local action as evidence* (Orr et al., 2018) - the companion report to this compendium - the BSCW-funded organisations and workers demonstrated a strong willingness to increase their knowledge about domestic and family violence, to understand the national primary prevention framework to prevent violence against women and their children, and to use action research as a tool to refine and evaluate the implementation of project activities in their local communities. The successes and challenges documented in the project stories illustrate the value of the collaboration between the BSCW projects and national organisations such as ANROWS and Our Watch, and demonstrate the benefits of running an independent research capacity-building support initiative alongside a grants program. Furthermore, all the projects conveyed the importance of building on the current local momentum to reduce violence rather than to continually start this work again and again. ANROWS partnered with Our Watch to facilitate the establishment of a BSCW community of practice and the group will continue to support each other via virtual meetings and activities beyond funding.

This compendium is a significant contribution by the BSCW projects to the national evidence base in the emerging field of prevention practice to reduce violence against women and their children. Documenting what was found to work and not work in prevention-focused community work provides a snapshot of current action across Australia and of what is happening on the ground where communities are putting evidence into local action. Identifying the knowledge and skills required in this area of practice requires further support and encouragement and this compendium is itself a form of evidence to inform further action to support practice.

Many people have envisaged and contributed to this initiative and it has been a privilege to lead a passionate team of project workers and engage with our partners and all of the BSCW projects. It is hoped that in reading the project stories you will consider using action research and have found inspiration and energy to engage with the primary prevention of violence against women, alongside continuing to be responsive to the needs of survivors of such violence. ANROWS looks forward to continuing the work with our partners, government, and non-government-supported community organisations as we all continue to grow the knowledge, skills and evidence and maintain the commitment to reduce violence across all communities in Australia.



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Foreword and acknowledgements

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Conclusion

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