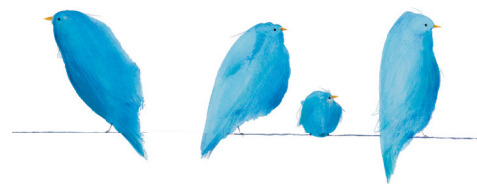
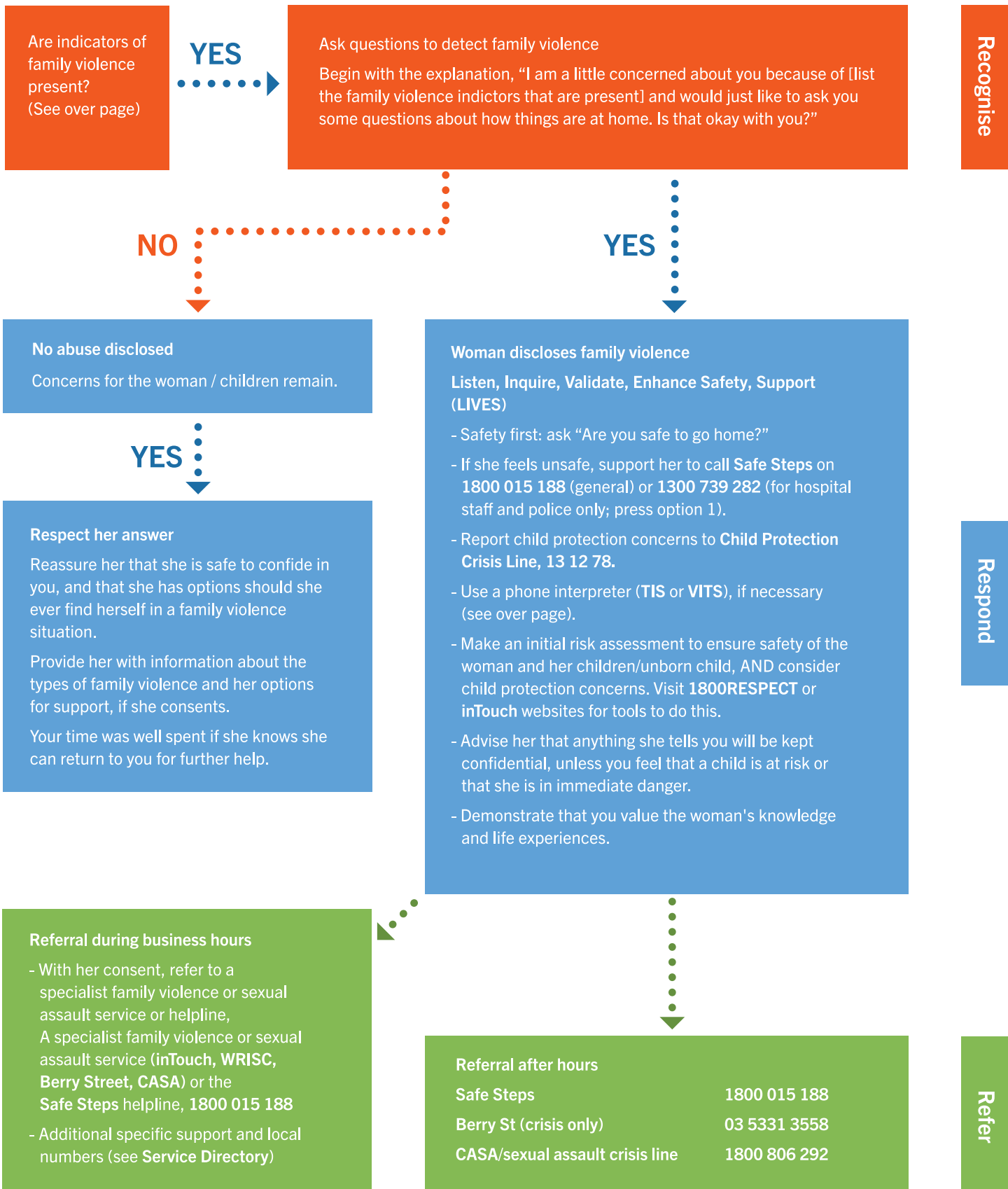


SAFER PATHWAYS TO SUPPORT FOR REFUGEE AND IMMIGRANT WOMEN EXPERIENCING FAMILY VIOLENCE



A WOMAN PRESENTS TO A MAINSTREAM SERVICE



SAFER PATHWAYS TO SUPPORT FOR REFUGEE AND IMMIGRANT WOMEN EXPERIENCING FAMILY VIOLENCE



SPECIAL CONSIDERATIONS WHEN WORKING WITH REFUGEE AND IMMIGRANT WOMEN

Specific personal barriers to accessing support

- Failure to recognise family or sexual violence
- Physical and emotional isolation; lack of support network
- Cultural barriers, such as spiritual beliefs, rituals, traditions
- Fears about breaches of confidentiality
- A sense of powerlessness
- Residency status concerns
- Access to housing, income support.

Indicators of family violence

A woman who is a victim survivor of family violence might:

- *Appear anxious or depressed, have lost her confidence, avoid eye contact or have low self-esteem*
- *Seem uncomfortable or anxious in the presence of their partner*
- *Be accompanied by their partner, who does most of the talking*
- *Be on a financial allowance*
- *Have sleeping and/or eating disorders*
- *Have physical signs of violence*
- *Have delayed seeking medical attention or frequently cancels appointments*
- *Have been asked to, or have already taken on, the debt of her partner.*

For a full list of potential physical and psychological indicators, please refer to **The Lookout** online.

Using interpreters

Concerns in relation to confidentiality need to be addressed as a priority:

- Ask if she prefers a particular interpreter or, similarly, prefers to avoid particular interpreters
- Only use professional interpreters; never use family members or community leaders
- Request for a professional phone interpreter from another state (and of the preferred gender) to ensure confidentiality of the client
- Brief the interpreter first about the presence of family violence. Ask the interpreter to explain their confidentiality obligations to the woman.

You can make a referral to:

- A specialist family violence or sexual assault service (inTouch, WRISC, Berry Street, CASA) or the Safe Steps helpline: 1800 015 188 (general) OR 1300 739 282 (hospital staff and police only; press option 1)
- A social worker
- Refugee Health Nurse
- A legal service

- Sexual assault service
- Victims Assistance and Counselling Program
- Counselling services
- Other psychosocial services (housing and homelessness, legal services, financial support and advice, multicultural support services etc.).

See the accompanying **Central Highlands Service Directory for more details about these services.

