

# THE 99 STEPS JOURNEY

Logan response to DFV in CALD Communities

99 Steps Manager  
Kathryn Rendell



LEADERS IN SETTLEMENT, EMPLOYMENT, TRAINING  
YOUTH, HOUSING AND SOCIAL ENTERPRISE

# OUTLINE



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**Logan Profile**



**Access Profile**



Stance on **CALD Women DFV Issues**



**Collaboration and Advocacy**



Work with CALD Women **Leading up to 99 Steps**



**Overview** of 99 Steps & Initial Findings



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# LOGAN PROFILE



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## ABOUT THE LOGAN PEOPLE:

Original inhabitants from the Yugambeh and Jaggera language groups and more than fifteen different tribal groups.



## LOCATION:

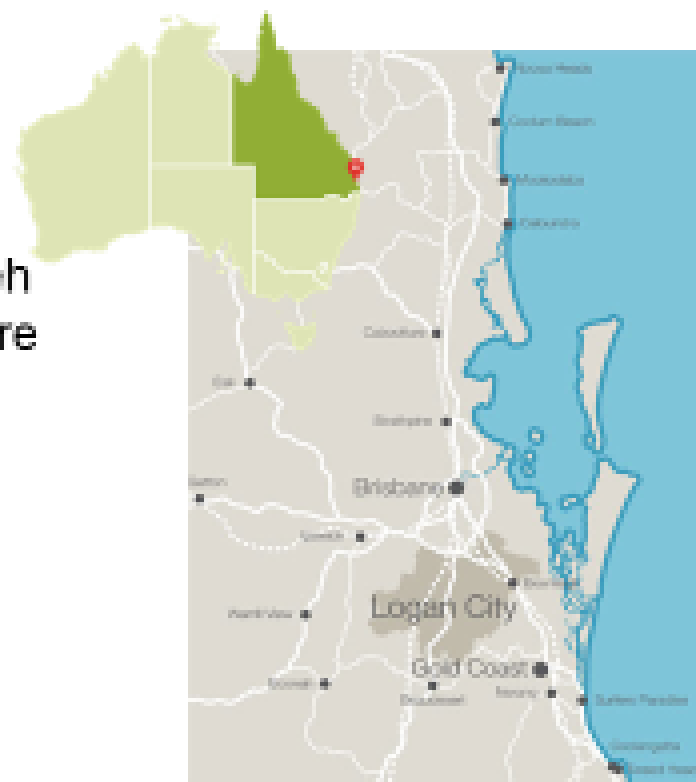


Photo Credit: Logan City Council



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# LOGAN PROFILE



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## ABOUT THE LOGAN PEOPLE:

- Population of Logan is 313,785
- **16%** Speak a language other than English at home
- **215** ethnicities represented
- **26%** of people were born overseas (Queensland: 20.5%; Australia: 25.7%)
- Of the people born overseas, **37%** speak English and another language



## LOCATION:

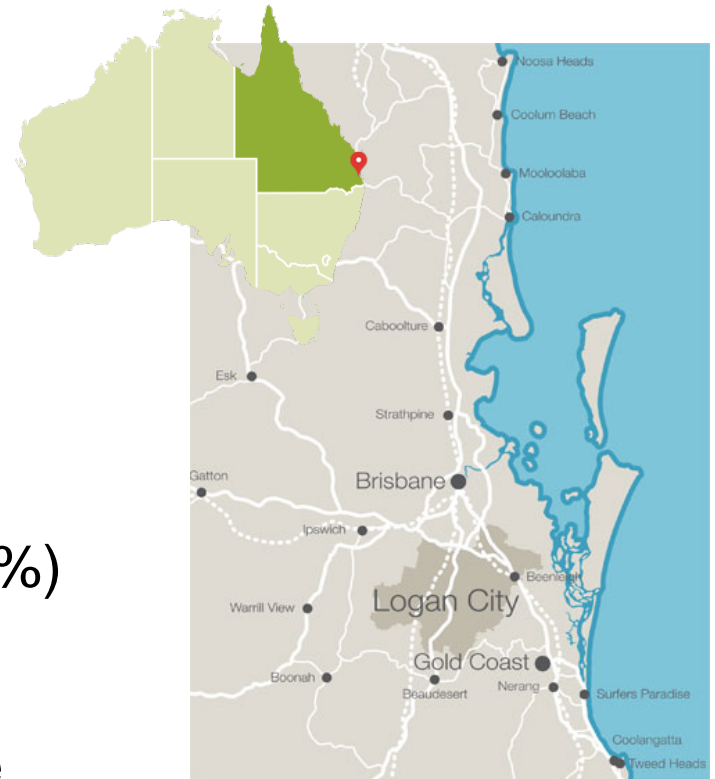


Photo Credit: Logan City Council



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## Top Languages Spoken in Logan

- Samoan
- Mandarin
- Persian/Dari
- Arabic
- Filipino/Tagalog
- Hindi
- Spanish
- Punjabi
- Khmer
- Cantonese



# ACCESS PROFILE



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ACCESS SNAPSHOT 2015-2016



**348 Employees**

(Including 82 Community  
Language Assistants & 19  
Business Trainees)



**From 49 Countries**



**Speaking 71  
Languages**



**63.5% Female  
Workforce**



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## FOCUS ON WOMEN

- Fundamental role in family settlement
- Keep families cohesive
- Build on inherent strengths (Strength-Based Practice)



# WHERE DID WE START?

***“A one-size-fits-all approach to designing and delivering integrated service responses across Queensland will not work. Challenges faced by victims and service providers in rural and remote communities are significantly different from those faced by victims in metropolitan communities, which in turn differ from those in Indigenous communities and culturally and linguistically diverse communities. **Integrated, holistic and timely responses to domestic and family violence are needed, tailored to the specific needs of each of these communities.**”***

‘Not Now, Not Ever’ – Putting an End to Domestic and Family Violence in Queensland (p.12)



# COLLABORATION &



# COLLABORATION AND ADVOCACY



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## CONSULTATIONS FINDINGS

-  Lack of cultural support and resources for service providers to effectively engage CALD communities
-  Limited understanding by CALD individuals on what constitutes DFV & their rights and responsibilities
-  Language barriers and a lack of accessible information
-  Lack of support networks and community pressure
-  Difficulties navigating DFV, justice and health systems
-  Limited coordination between CALD communities, multicultural & DFV service providers



## LIVING TOGETHER, LIVING SAFELY PROJECT

18 MONTHS 2016-2017

### ABOUT THE PROJECT

- Funded by DSS
- Referral process functional
- DFV training & introduction to support services
- Shift in attitudes reflected

### PROJECT HIGHLIGHTS

- 11 CLAs trained from Congo, South Sudan, Myanmar, India, Afghanistan, Syria and Iran
- 45 CALD community members attended workshops
- 8 disclosures/referrals





## SHARING STRENGTH

A Toolkit to Engage Culturally and  
Linguistically Diverse  
Communities Experiencing Domestic and  
Family Violence

## COMMUNITY ENGAGEMENT LEARNINGS

- **Engaging and communicating with CALD Community Leaders requires relationship building**
- **Community Leaders have many commitments**
- **Multiple communication methods used**
- **Meet on their terms where possible**
- **TRUST & RELATIONSHIP BUILDING**



## INTERGRATED SERVICE RESPONSE TRIALS



Collaborative, coordinated responses between community, government agencies and non-government DFV and other support services



### 3 Trial Sites:

- Logan/Beenleigh (urban trial)
- Mount Isa (regional trial)
- Cherbourg (discrete Indigenous community trial)



# 99 STEPS OVERVIEW AND FINDINGS



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## 99 STEPS

- Culturally Tailored Counselling
- Legal Support
- Case Management
- Warm Referrals
- Cultural Capacity Training
- Support for Frontline Workers
- Research & Evaluation



## LOGISTICS

- April 2017 – December 2021
- 3 part-time staff
  - Service Delivery Manager
  - DFV Counsellor
  - Lawyer (DFV specialist)



# 99 STEPS OVERVIEW AND FINDINGS



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## PARTNERS

- Integrated approach
- Reference group
- InTouch, the Multicultural Centre against Family Violence



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# Working with inTouch



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## Temporary migration and family violence: an analysis of victimisation, vulnerability and support



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# 99 STEPS OVERVIEW AND FINDINGS



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## INITIAL FINDINGS

Referrals started June 1<sup>st</sup>

-  38.5% of clients aged 18-25 (23% are 34-41 / 23% are 42-49 / 15.5% are 26-33)
-  38% of clients Afghani
-  38% of clients received death threats from their perpetrators
-  Services delivered included counselling and case management
-  Just over half of referrals are internal
-  Gateway provides a unique soft entry point to the service



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## FILLING THE GAPS AS WE GO:



Interpreter sensitivity training



Recovery program → collaborate with crisis support



Monitor location



Reflecting on desired outcomes



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