

Human Rights Framework for Improving Service Delivery to CALD Women

Good Practice Principles for Organisational Engagement

Principle

Examples of engagement

Consultation

This is the process of actively seeking the voices of women in communities and incorporating their input into project development. Women's voices are central to client-centred human rights work and efforts to enhance the cultural competence of your organisation.

Inclusive consultations that:

- a) place CALD women at the centre;
- b) include vulnerable/isolated/minority groups of women; and
- c) capture diverse views and perceptions within a community.

This is particularly important because gender is political in all communities. A focus on community members that hold power – like majority groups, community leaders, elders and men – may serve to disempower women, especially those who are more vulnerable to violence.

Seeking careful feedback from CALD women on decisions or outcomes related to the development of gendered violence policy and projects.

Gathering ideas and suggestions from CALD women for a new project or for improvement to service delivery.

Ensuring that structures are in place for monitoring the direction of a project or initiative related to gendered violence in a CALD community.

Ensuring evaluation and assessment is in place to understand the impact of projects on CALD women experiencing violence or at risk of experiencing violence. Taking on board women's feedback is essential as they are experts on their safety.

Participation

The process of involving CALD women at all levels of the project, including decision-making, development, monitoring and evaluation. As the key beneficiaries and stakeholders, women's participation is crucial to the ownership and long-term impact of the project, and to women's collective development and empowerment.

CALD women's involvement in designing, planning and implementing projects related to gendered violence.

CALD women's participation in making decisions – as part of informal groups or formal committees and advisory groups.

Development and implementation of innovative strategies that increase CALD women's participation and empowerment.

CALD women's involvement in monitoring and evaluating gendered violence projects.

Collaboration

Consulting and working in partnership with relevant services to ensure the development of a sound, holistic approach to gendered violence in diverse communities.

Decision-making processes about services that respond to gendered violence are shared with CALD women.

Collaborations involve relevant organisations that demonstrate:

- a) the experience and capacity to work with CALD women on issues of gender and gendered violence; and
- b) use of a human rights approach to their work with CALD women, upholding principles of equity, equality and social justice.

Exchanging information and learning.

Accountability

The service is answerable to CALD women for its actions and decisions, and there are mechanisms for redress when it does not deliver. This is critical for the community's acceptance of and trust in the service, and for the service to ensure that they take action responsibly.

Effective systems for the monitoring of a human rights approach when working with CALD women, focussed on facilitative substantive safety, integrity, equality and access.

Instituting a workplace discussion that acknowledges the importance of a Human Rights Framework and addresses work practices through this lens.

Policies and procedures for securing and maintaining CALD women's right to safety, dignity, justice and equality.

Non-discrimination and equality

All women are treated with dignity, are able to access the service equally and without discrimination, irrespective of their ethnic, cultural or religious background. This is a basic principle of human rights and social justice.

CALD women's rights are respected by:

- a) providing quality information and options and offering equal access to support, opportunities and choices to all women, irrespective of their ethnic, cultural or religious background;
- b) acknowledging the particular needs of marginalised and disadvantaged groups, who are particularly vulnerable to violence and who have significantly limited options; and
- c) responding with culturally competent practices that reflect a Human Rights Framework.

Empowerment

This is the process of increasing CALD women's capacity to take control over their own lives, make their own choices and transform these into outcomes that increase their safety. Empowerment is both a process and an outcome and is a key aim of a human rights approach.

Exchange of relevant skills, knowledge and resources with CALD women so

their participation in final decisions related to gendered violence projects, policies and procedures are acknowledged and realised.

Advocacy and support for securing rights to safety, dignity, access, equality and justice, and for challenging the rigid stereotypes that underpin gendered violence.

Building community capacity, especially CALD women's leadership to address gendered violence and its determinants.

Human Rights Framework: an implementation tool

Area of staff competence

Example and opportunities for implementing

Human rights are paramount when working with CALD women experiencing gendered violence

What would this look like?

Staff follows risk assessment procedures; Staff ensures information on gendered violence is available;
Staff ensures that safety issues are fully understood, and safety plans are made;
Training is undertaken with local gendered violence services, including legal;
Translated information on emergency situations and safety is available on site;
Safety is prioritised and safety messages are delivered using culturally responsive knowledge; 'Cultural appropriateness' does not prevent workers from communicating key information about a woman's human rights.

Where might it occur?

- Staff meetings
- Case supervision
- Staff development (e.g. scenario followed by discussion)

Does your staff have sufficient cross-cultural knowledge?

What would this look like?

Staff is aware of issues of cultural diversity, including the diversity within cultures;
Staff has readily available information on the countries from which CALD women may come to Australia, including settlement and pre-migration knowledge;
Information is readily available to staff on the overall migration/refugee experience and migrants'/refugees' struggles in their countries of origin including things like women's status, civil war and apartheid.

Where might it occur?

- Staff training and required reading
- Consultations with and frequent interactions with CALD communities, especially women's groups
- Information on newly arrived/emerging communities
- Information on community needs is available

Do you offer your staff opportunities for reflective practice?

What would this look like?

Reflective practice on personal skills, knowledge and attitudes towards CALD victims/survivors is instituted as a practice.

Where might it occur?

- Staff development and awareness workshops
- Self-assessment tools

Does your staff make all clients feel respected and comfortable?

What would this look like?

Welcoming, non-judgmental attitude, warm interaction with all women

Where might it occur?

- Staff development (e.g., role plays with feedback).
- Seeking feedback from clients about their first impression and relationship with worker.

Is there a regular and an effective system in place for incorporating feedback from CALD victims/survivors.

What would this look like?

Feedback about CALD women's first encounter, case management, relationship, content and mode of information provided, support offered, follow-up, worker attitude; implementation of a CALD Client User Group.

Where might it occur?

- Interviews with client group
- Focus groups with CALD community
- Written forms (to be used with care, and only if appropriate) for feedback
- Review of case files
- Complaints procedure
- Dissemination of findings among staff
- Staff observation/supervision

Does your service have guidelines regarding the use of interpreters and are workers trained in working with them?

What would this look like?

Client choices regarding interpreters respected, Female interpreters used; children are not used as interpreters.

Where might it occur?

- Intake forms specify that interpreters can be provided
- Establish a network of interpreters
- Policies, procedures and Code of Ethics are developed for use of interpreters
- Children are not used
- Clients are encouraged to discuss their choices in relation to interpreters

Is your Code of Ethics, including guidelines on working with CALD women, a live document?

What would this look like?

Staff is fully aware of client rights, confidentiality is maintained, beliefs and choices are not belittled or judged, individual needs are assessed, options are offered to all women including CALD women.

Where might this occur?

- Staff meetings
- Staff development and professional training
- Case supervision

Does your service have networks with well-reputed services that work with CALD women?

What would this look like?

Sharing information/resources, collaborations on projects related to gendered violence and CALD victims/survivors;
Referrals are made to quality services that offer safe housing, counselling/mental health support, legal aid, financial counselling and others.

Where might this occur?

- Professional training
- Staff meetings – guest speakers
- Consultations
- Joint projects

Does your service understand and speak out against all forms of oppression and incidents involving discrimination against CALD women?

What would this look like?

Commenting on/advocacy in incidents, legal cases, judgements related to discrimination against CALD women.
Community education programs.

Where might this occur?

- Establishing a variety of linkages
- System for assessing services for CALD victims/survivors – feedback process, etc.
- Guest speakers

Do you have a system for evaluating staff skills in working effectively and appropriately with CALD victims/survivors?

What would this look like?

Staff knowledge of diverse cultures, skills in interaction, attitude and behaviour towards CALD victims/survivors, ability to self-assess and practice reflectively.

Where might this occur?

- Formal evaluation
- Observation
- Case supervision
- Reflective practice