



Family violence and young people from migrant and refuge backgrounds

CMY's submission to the Royal Commission into Family Violence

May 2015





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The Centre for Multicultural Youth (CMY) welcomes the opportunity to provide feedback to the Royal Commission into Family Violence.

CMY is a Victorian not-for-profit organisation supporting young people from migrant and refugee backgrounds to build better lives in Australia. Our purpose is to ensure that young people from migrant and refugee backgrounds have every opportunity to succeed in Australia. CMY believes diversity is a cornerstone of Australia's success; respect for everyone's human rights is essential for a fair and equal society; and that everyone should be able to feel like they belong and can participate fully. This is reflected in CMY's 25 years of working with young people from refugee and migrant backgrounds, in order that they might become connected, empowered and influential Australians.

CMY would particularly like to respond to **point 6 in the terms of reference, regarding the needs and experiences of young people from culturally and linguistically diverse backgrounds**. CMY welcomes this focus. Young people from migrant and refugee backgrounds deserve to have their unique experiences of family violence listened to, recognised and responded to. This submission is informed by 25 years of experience in working with young people from migrant and refugee backgrounds. More specifically, our experience in delivering the Reconnect Program, a specialist program that works with newly arrived young people from refugee backgrounds who are at risk of homelessness. The stories and voices of young people in the program together with a consultation on family violence that CMY held with six young women from Afghan (Hazara), Somali and Indian backgrounds, aged between 17-22 years of age helped to shape this submission.

1. Background and context of family violence for young people from migrant and refugee backgrounds

Young people can be witnesses, victims and/or perpetrators of violence. Living in an environment where family violence is present has a significant negative impact upon young people, who may have internalised reactions such as anxiety, depression and substance abuse, or externalised responses such as aggression.¹ It can also impact on their cognitive abilities, affecting both their education and social relationships.²

It is important to note that young people from migrant and refugee backgrounds' experiences of family violence can differ somewhat to those from 'mainstream' society, given they are often navigating a complex set of factors associated with the intersection of both adolescence and the broader challenging process of settling in a new country.

Although we know family violence is a concern for young people from migrant and refugee backgrounds, a lack of consistent data makes it difficult to identify the current scope of the issue in Victoria for this particular group. For this reason CMY strongly advocates for consistent data collection across Victoria which includes self-identified cultural background, language spoken at home, country of birth and age with regard

¹ Domestic Violence & Incest Resource Centre Victoria, 2005.

² Ibid.



to family violence. This should include be cross referenced with data collection from other bodies that intersect with family violence, such as Police and Child Protection, to provide a more accurate picture as to the extent of family violence facing young people from migrant and refugee backgrounds.

Recommendation 1:

For consistent, disaggregated data to be collected across the range of services that interact with the issue of family violence, and for this to be made publically available. This should include age, self-identified cultural background, country of birth, and language spoken at home.

Families from migrant and refugee backgrounds can experience strain and conflict due to a number of factors, including navigating changing values and expectations in new country; dealing with trauma from the refugee experience; changes in family roles and dynamics, such as young people adopting adult roles, advocating on behalf of the family due to their stronger English language skills or young men taking on the responsibility of absent fathers; changes in gender roles and belief systems; changes in family make-up and dynamics as families are reunified after many years of separation, or young people are sponsored out to Australia by distant relatives; overcrowded housing and a lack of space; large family size and financial difficulties, including repaying pre-arrival air fare debts; and family members being absent (due to being killed or going missing in home country).³

Young people from migrant and refugee backgrounds are often quick to 'acculturate', acquiring English language skills, new values and ways of interacting in Australia. This process can be understood in terms of young people adapting to a new society that emphasises personal autonomy rather than an individual's responsibility towards a community.⁴ In contrast, parents tend adapt at a slower rate, creating tension between the generations.⁵ A man of Sudanese background articulated this generational gulf with the example of what young people call 'integration', community elders would label 'rebellion'.⁶

The changing power dynamics that can occur in families as a result of the settlement process (particularly in terms of young people adopting adult roles, such as acting as interpreters for parents) can place a significant strain on parent-young person relationships.⁷ This 'shift in power balance' can damage the pride of the adults and potentially restructure the family unit in a way that contradicts their traditional values. In the words of a young male of Aghan background,

"...When family has low education and the young ones (children) learn quickly the power/control shifts to the children and so the only way to control the children is to use other means such as domestic violence."⁸

Additionally, what constitutes family violence in Australia may be different to how violence is understood in countries of origin. In addition to this, cultural values of honour and shame add layers of complexity to both violence and help-seeking behaviour.

³ Centre for Multicultural Youth (CMY), 2011a.

⁴ Centre for Multicultural Youth (CMY) & Multicultural Youth Advocacy Network (MYAN) (2011b).

⁵ Ibid.

⁶ Puoch, 2006.

⁷ CMY & MYAN, 2011b.

⁸ Afghan male quoted in Versha, A. & Venkatraman, R., 2010, p.43.



2. Young people from migrant and refugee backgrounds' experiences of family violence

Family violence experienced by young people from migrant and refugee backgrounds can look quite different to more commonly understood forms of family violence in Australia. Young women consulted with by CMY highlighted that for their age group, perpetrators of family violence are **more likely to be a brother or father**, as many young people are not yet in established intimate partner relationships. This should be noted, given many family violence support agencies generally target women who are in intimate partner relationships.

CMY has encountered many instances of **sibling or adolescent violence in the home (AVITH)**, in many cases where an older male sibling takes on a disciplinary role towards younger siblings, particularly in the context of culturally-driven concerns around his sister's behaviour. This is especially the case if there is no father present. In such instances, a sibling may exhibit controlling behaviour towards his brothers and sisters, and at times pressure the mother to also control certain behaviours of her children.

In circumstances where this occurs, the mother may feel disempowered to intervene in the violence – perhaps due to her own mental health concerns (such as PTSD or depression), isolation due to language barriers, lack of confidence in parenting in a new culture or being fearful to engage with services. Alternately, the mother or caregiver may at times condone the violence exhibited by a sibling towards his sister, for the purpose of discipline.

Case study 1:

Child Protection services were contacted on a number of occasions about a particular young person from a migrant/refugee background experiencing family violence. The young person was a 15 year old and the Child Protection service spoke with the parents and assessed the best course forward was for the parents to learn more appropriate parenting techniques to apply discipline. However this was not mandated nor was either party keen for mediation. The young person continued to live with her family, and reported that as her parents had been advised by Child Protection they could not strike her, they had asked her male siblings to hit her instead.

The young perpetrator of violence is also adversely affected by their own violence, and a 'family focussed youth work' model advocates that supporting the young person to change their behaviour is a central goal, alongside support for the victim and parental engagement. However current practice does not always respond adequately to the unique nature of adolescent violence in the home (AVITH).

Models of legal and program practice that have been developed in the context of family violence have been readily applied to adolescent violence in the home (AVITH) without consideration as to whether they are appropriate and effective interventions for children and young people. For instance, definitions of family violence, family violence intervention orders, safety planning may not always easily translate to encompass the distinct features of AVITH.

CMY has concerns that intervention orders may not be an effective or appropriate response, given they can result in young people being brought into the criminal justice system rather than being diverted away from it. They can also further alienate or exclude a young person from their family rather than addressing the causes of conflict. This can have a significant impact upon a young person's development by increasing risk factors and decreasing important protective factors that put them on a path to success.

Recommendation 2:



That the family violence system consider appropriate responses to adolescent violence, such as providing youth diversion programs where appropriate, and providing support that is relevant to both age and cultural background.

Forced marriage⁹ is also a unique and important family violence issue for young women in communities where this is practiced. CMY's consultation with young women revealed that they knew of a number of young women who have experienced forced marriage (as is also the experience of CMY case workers). Young people consulted expressed that such young women are extremely fearful to refuse for fear of losing their family's love and support. Mental health issues associated with forced marriage include depression, anxiety and self-harm, resulting in admission to mental health units. Suicide is a strong risk for young women experiencing this pressure, as is family violence from fathers, brothers and mothers to ensure that she complies with the forced marriage.

3. Barriers to accessing support

In CMY's consultations, young people emphasised the issue of **family and community shame** when it comes to discussing family violence. Many young people come from close-knit communities, where such information travels quickly, potentially bringing their family into disrepute. The impacts for this on family members can include the loss of friendships, fewer employment opportunities within the community, and fewer marriage options within the community for siblings. As a result, young people can be under immense pressure by their families to remain silent.

Additionally, those that do speak out about family violence can be perceived as being 'Westernised', and are often shamed or treated negatively by the community. Thus it can be very difficult to seek help, for it jeopardises not only family relationships, but also a young person's support network.

The options available to a young person in order to escape family violence - such as contacting police, moving out of home or into a refuge - all potentially bring enormous shame upon their family, and are not considered 'acceptable'. Alternative options such as foster care may not always be culturally appropriate; there may be a lack of cultural competence on behalf of the service and family, or an inappropriate match. This can be culturally isolating for young people, and can impact on their decision to return home to a potentially dangerous situation.

Case study 2:

A young female victim of family violence sought assistance from the police, and subsequently moved out of home. Her reputation in the community was damaged to the point that her friends were not allowed to continue their friendships with her, as she was thought of as a 'bad girl' for bringing the police to the house and living away from her family. She felt ostracized from her community. She also continued to receive threats and harassment from her family members. Eventually she returned home, where the violence continued. In a bid to escape the violence without bringing shame on the family by leaving home, she experienced several cycles of suicide attempts and hospitalisations, leaving and returning home again several times due to intense pressure from family to 'save face' in the community.

Families from migrant and refugee backgrounds can be **extremely reluctant and unfamiliar with the idea of seeking support from professionals**, reflective of the 'collectivist cultural norms' that many cultures subscribe

⁹ It is important to draw the distinction between forced marriages and arranged marriages, the latter being where there is a consensual agreement between the couple to marry.



to,¹⁰ and a belief that family matters should not be discussed with 'government' or government sponsored services. This can also be exacerbated by fears of confidentiality, particularly in instances where services are staffed by members of one's own cultural community, or interpreters from their own community are used. Additionally, **misinformation and fears about the role and powers of Child Protection** can result in families preferring to keep professional help at a distance. Parents from migrant and refugee communities are often unaware that they can receive support for parenting issues or violent adolescent behaviour, which doesn't necessarily involve the involvement of Child Protection.

Misunderstandings of Australian law with regards to family violence can also result in a reluctance to seek help, particularly for those on Orphan visas (115) and Last remaining relative visas (117) who receive no settlement services which include classes on Australian law. Young people on these visas can be financially dependent upon the perpetrator of abuse, and may incorrectly fear having their visa revoked if they leave the household, making them a particularly vulnerable group. Newly arrived young women who have recently married and have no immediate family in Australia are also a group at particular risk of financial, emotional and physical abuse.

4. Strategies to respond to family violence for young people and migrant and refugee communities

4.1 Community and education based initiatives

As outlined, there are a number of barriers that may prevent people from migrant and refugee backgrounds who are experiencing family violence from seeking help. Prevention and early intervention strategies are therefore essential in terms of working with these families and communities to build safer and stronger families.

Engagement with communities from migrant and refugee backgrounds

Effective community education and engagement strategies are critical in supporting safer and stronger families from migrant and refugee backgrounds. However communities from migrant and refugee backgrounds are extremely diverse, covering a variety of cultures, religions, levels of English language spoken, educational backgrounds, refugee experiences and length of time lived in Australia. For this reason, the specificities of each community need to be considered when designing engagement strategies.

Community and religious leaders have a key role to play in addressing family violence in families from migrant and refugee backgrounds.¹¹ They can act as a conduit, identify issues and work with both their community and the community sector to implement appropriate and meaningful strategies to reduce family violence and its associated risks. However community leaders may at times act as gatekeepers or be reluctant to engage with youth or family support services. Thus it is important that time and resources are allocated to trust building, dialogue and education around these issues, including exploring ways that the community sector and community leaders can collaborate around preventing family violence. Youth,

¹⁰ Armstrong, S. 2010.

¹¹ This can include both those in official leadership roles, and those who are informal leaders who hold influence with other community members.



settlement and family support services should work alongside migrant and refugee community groups and associations to engage and support them in managing family conflict and parenting issues.

Youth, settlement and family support services should also collaborate to ensure there are creative, engaging opportunities to hear young people from migrant and refugee backgrounds' views with regard to family violence. CMY's experience is that the use of the arts can be a powerful tool of engagement and way of exploring sensitive or difficult to talk about topics, and can bypass language barriers that may exist.

In terms of community initiatives, the young women CMY consulted with advocated for the need for a network of male advocates for gender equality from migrant and refugee backgrounds, as men are usually more persuasive to other men. This kind of initiative, with adequate training and support, could enable male advocates take on a community engagement and education role within their communities. There is also an equally important role for female advocates from diverse cultural backgrounds to play in terms of changing the culture of silence and shame regarding family violence, as is occurring in the mainstream community. Such initiatives however require strong support and adequate resourcing.

Recommendation 3:

For family support, youth and settlement services to work together on community engagement strategies with communities from migrant and refugee backgrounds around the issue of family violence, including:

- Working with community and religious leaders
- Working with cultural community groups and associations
- Supporting creative, engaging opportunities for young people to express their views
- Supporting and resourcing community advocates (both male and female) from migrant and refugee backgrounds to work on prevention and engagement strategies

Role of education providers

Education providers have a critical role to play for young people in terms of promoting family violence prevention and early intervention. The school curriculum should integrate the topics of healthy relationships, family violence and where to seek help. For young people from newly arrived backgrounds, English Language Schools, AMES and TAFE youth ESL classes are critical sites for this information to be delivered. On-arrival adult English classes and settlement services are also key in reaching parents and family members with this information. Laws concerning family violence and child protection should also be integrated into this training.

School staff and educational providers should also be trained and supported to identify and respond to victims of family violence – for example, being aware in the case of forced marriage of signs such as young women 'suddenly' deciding to leave school and/or appearing distressed – and have established referral and support pathways.

Recommendation 4:

For educational providers to play a key role in prevention and intervention of family violence, including schools, English Language Schools, AMES, TAFE ESL classes. Family violence services should work with educational providers to develop strong, ongoing partnerships and to deliver:



- Workshops on healthy relationships, family violence, child protection, Australian family law and where to seek help
- Training for educational staff to identify and support victims of family violence and refer appropriately

Parenting support and intergenerational issues

There is a strong need for the resourcing and expansion of culturally-tailored, parenting workshops (delivered in relevant languages) and support, that help parents from migrant and refugee backgrounds find appropriate strategies to manage their children's behaviour. This is particularly important in light of the significant changes that occur in families as a result of settlement in a new cultural context, and the at times contradictory cultural values families face in Australia compared with traditional values and practices in countries of origin.

For instance, according to Renzaho (2011), African migrant families come from cultural backgrounds that advocate an authoritarian style of parenting, based around ideas of the collective family, respect for elders, corporal punishment and independence, compared with Australian values of the individual, freedom, self-determination and independence.¹² As Renzaho explains (and could equally apply to all migrant and refugee communities),

“We cannot expect African migrant parents to simply dismiss their cultural norms as soon as they arrive in Australia. We need to provide them with information and tools to make it easier for them to understand and adapt to the Australian way of life in a way that is also sensitive to their own cultures.”¹³

Thus any program seeking to work with migrant and refugee communities around parenting issues must accommodate the “cultural and social dimensions that shape their lives”.¹⁴ An example of a programme that attempts to fill this parenting support need is The Building Stronger Families Project, delivered by QPASTT (Queensland Program of Assistance to Survivors of Torture and Trauma):

“The Program provides a safe place where individuals, parents and carers can discuss issues of concern to them, share ideas and develop strategies around parenting with a strong and proud ethnic identity. ... Workshops offer practical information and aim to enhance people's conceptual understanding of their new environment including Australian systems that impact on family life. ... Other aspects include consultation with local community groups and members before each workshop series to ensure that what this Program offers meets the needs of local community groups”¹⁵.

Recommendation 5:

Develop, evaluate and expand the delivery of culturally relevant parenting workshops and support for communities from refugee and migrant background (particularly for those who are newly arrived).

¹² Renzaho, et al., 2011.

¹³ Ibid.

¹⁴ Ibid.

¹⁵ Multicultural Development Association, 2010.



In addition to parenting support, CMY strongly advocates for the importance of supporting dialogue between young people, parents and families regarding **intergenerational issues**. Dialogue related to growing up (and parenting) in a social and cultural context that is very different to one's country of origin is important in bridging the generational divide. It is important that this work be supported by skilled facilitators and mediators to work alongside communities through this challenging process.

This is a strategic focus of CMY's; the young people we work with continually highlight that intergenerational relationships are a key concern, and the quality of them impacts directly on their overall wellbeing and ability to make successful transitions. There is a critical need for creative and innovative approaches that work with both adults and young people to strengthen intergenerational relationships. Although CMY is aware of small pilot programs to date, this is an area that requires substantial work and evaluation in order to develop effective models.

Recommendation 6:

Resource and evaluate innovative approaches that support young people and elders from migrant and refugee backgrounds to strengthen intergenerational relationships.

Support for perpetrators from migrant and refugee backgrounds

Perpetrators of family violence who are from migrant and refugee backgrounds need culturally relevant and appropriate support and referral programs. Perpetrators who are newly arrived may also not understand the full legal implications of their behaviour in Australia, and may need to be assisted to understand this process. Where the perpetrator is a young person, it is important to ensure that the intervention and support is both culturally and age appropriate. For example, men's behaviour change programs need to be relevant to adolescents, and take culture into consideration as to what constitutes an effective intervention.

Recommendation 7:

Resource culturally relevant, age appropriate support programs for perpetrators of family violence for people from migrant and refugee backgrounds.

4.2 Service system issues

In CMY's experience, there is a significant **gap in terms of family support and child protection services being culturally relevant and appropriate**. Family support and child protection workers¹⁶ are often ill-equipped or not confident in working with families from migrant and refugee backgrounds. A lack of understanding around language barriers, correct use of interpreters, the centrality of building trust and rapport before meaningful work can be achieved, and a lack of knowledge around cultural issues which may require a different approach or intervention are some of the key areas that need to be addressed. Additionally, workers may at times fail to take the unique experiences of young people into account.¹⁷

¹⁶ Kaur, 2012.

¹⁷ Stasiak, et al., 2004.



Cross-culturally skilled staff, including the important and unique role of bi-cultural workers, are essential in bridging the divide between the family violence sector and migrant and refugee communities. Multicultural organisations also have a strong role to play in providing support and secondary consultation to mainstream services. Developing cultural frameworks could also assist in family violence and child protection workers engaging with migrant and refugee families sensitively and effectively on a consistent basis. Additionally, the unique experiences and needs of young people need to be better understood and responded to by family support workers.

Youth and settlement services have also much to learn from the family violence sector, in terms of being skilled to adequately prevent, identify those at risk, support and appropriately refer family violence victims. CMY believes that there is much to be gained from bringing these sectors together on a more coordinated basis to share expertise and find opportunities for collaboration.

Recommendation 8:

Ensure all family violence, family support and Child Protection workers undergo quality training with regard to working effectively both cross-culturally and with young people, and are guided in their practice by culturally-informed frameworks.

Recommendation 9:

Resource multicultural organisations to play an ongoing support, advocacy and secondary consultation role to mainstream family services.

Recommendation 10:

For there to be coordinated forums for bringing together the family violence, child protection, multicultural and youth sectors to share expertise and for future collaboration.

There is a strong need for **increased capacity and flexibility in the family support system**, both in terms of reducing long waiting lists and ensuring referrals are made to relevant and appropriate services. CMY's experience is that many family support services are extremely strained in terms of their capacity to respond due to high case loads. Given the complexity of issues that families from refugee and migrant backgrounds can present with, and in the context of the strained service system, CMY is concerned that the unique needs of this cohort may be easily overlooked. Funding models must factor in that working effectively with migrant and refugee families often requires considerable time, allowing for engagement, trust building, consideration of cultural issues and using interpreters.

As a result of the strong demand on family support services, many are moving to a centralised system, for instance accepting referrals only through Child First. Although it may be necessary to streamline processes at times, CMY's experience is that a centralised system can at times fail to take into account the specific needs of migrant and refugee families, undermining effective outcomes. Services need to have the capacity to respond both in terms of their waiting lists *and* skills and expertise.

The triage system of Child First, where families are introduced to an assessment/intake worker, who then refers to a support service, can be difficult to understand for newly arrived families. It can undermine the time and trust it takes to introduce a new service or worker to a family. In CMY's experience, being able to directly refer to an appropriate service - where a face to face introduction to a new family worker is facilitated by an already trusted worker - is key in terms of building the foundations for effective practice. A one-size fits all approach does not account for the specific needs of particular migrant and refugee families;



it is important to have the ability to tailor an appropriate service response that takes into account the unique circumstances on a case by case basis.

Case study:

A CMY youth worker was working with a family, where the perpetrator of the violence was 12 years old. The direct victim of violence was another child in the family who was hospitalised from a head injury. The youth worker tried to refer a family directly to a family support service that was known to be skilled and effective working cross-culturally, with bi-cultural workers from the same cultural background as the family concerned. Although keen to support the family, the service stated they were unable to receive a direct referral, advising that it would first have to go through Child First.

The youth worker contacted Child First and advocated that the family be referred to this specific service, given their cultural expertise. However Child First stated that they allocate cases based on service capacity rather than matching the skills and expertise of a service with a particular family's needs.

After referring to Child First, it took two months for the family to be allocated a service, during which time another violent incident occurred. The CMY worker contact Child First, informing them of the episode and inquiring into the state of the referral. Child First replied "It's out of our hands as the referral's already been passed on to the family support service. You need to talk to them". The CMY worker then contacted the family support service, who reported that they were unable to work with issues of family violence. They reported their focus was on parenting techniques, and agreed to work only with the parents.

Child First did not deem the situation relevant for Child Protection, perhaps due to the fact that the perpetrator was a young person. Yet the service Child First referred the family to reported they were unable to address the issues of violence concerning the adolescents in the household.

The above case study highlights a significant gap in service options for cases of adolescent violence. The family violence service system does not appear to be well equipped to deal with the complexities and unique aspects of AVITH.

Recommendation 11:

Increase resourcing of family support services to reduce intake waiting times and increase responsiveness.

Recommendation 12:

Build in flexibility to the service system referral process, to enable direct and supported referrals as required, such as for families from migrant and refugee backgrounds.

Recommendation 13:

Ensure clear referral pathways and appropriate interventions for families who are experiencing adolescent violence in the home.

The **use of interpreters** is another critical area when working with families and young people from migrant and refugee backgrounds around issues of family violence. Being able to communicate clearly with a skilled and independent interpreter is essential when discussing an important and sensitive issue such as family violence. Despite this, trained interpreters are not always used or used effectively.



Due to the sensitive nature of family violence, issues can arise if on site interpreters are known to families, which may prevent people from discussing violent acts for fear of shame or lack of confidentiality. Using a telephone interpreter may help or using an interpreter from a family's second or third spoken language if they prefer. Additionally, considering the gender of the interpreter is important in terms of affecting the trust and comfort of family members and the nature of the topics discussed. If a family or young person is comfortable with a certain interpreter, it can be helpful to have the same person remain involved throughout the support process rather than having multiple people involved.

Recommendation 14:

Ensure that using qualified interpreters effectively is part of industry standards for all services that interact with the issue of family violence.

Recommendation 15:

Include interpreter use in family violence data collection framework, in order to ascertain levels of usage by all services and bodies that interact with the issue of family violence.

Summary of recommendations:

1. For consistent, disaggregated data to be collected across the range of services that interact with the issue of family violence, and for this to be made publically available. This should include age, self-identified cultural background, country of birth, and language spoken at home.
2. That the family violence system consider appropriate responses to adolescent violence, such as providing youth diversion programs where appropriate, and providing support that is relevant to both age and cultural background.
3. For family support, youth and settlement services to work together on community engagement strategies with communities from migrant and refugee backgrounds around the issue of family violence, including:
 - Working with community and religious leaders
 - Working with cultural community groups and associations
 - Supporting creative, engaging opportunities for young people to express their views
 - Supporting and resourcing community advocates (both male and female) from migrant and refugee backgrounds to work on prevention and engagement strategies
4. For educational providers to play a key role in prevention and intervention of family violence, including schools, English Language Schools, AMES, TAFE ESL classes. Family violence services should work with educational providers to develop strong, ongoing partnerships and to deliver:



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- Workshops on healthy relationships, family violence, child protection, Australian family law and where to seek help
 - Training for educational staff to identify and support victims of family violence and refer appropriately
5. Develop, evaluate and expand the delivery of culturally relevant parenting workshops and support for communities from refugee and migrant background (particularly for those who are newly arrived).
 6. Resource and evaluate innovative approaches that support young people and elders from migrant and refugee backgrounds to strengthen intergenerational relationships.
 7. Resource culturally relevant, age appropriate support and programs for perpetrators of family violence for people from migrant and refugee backgrounds.
 8. Ensure all family violence, family support and Child Protection workers undergo quality training with regard to working effectively both cross-culturally and with young people.
 9. Resource multicultural organisations to play an ongoing support, advocacy and secondary consultation role to mainstream family services.
 10. For there to be coordinated forums for bringing together the family violence, child protection, multicultural and youth sectors to share expertise and collaborate in future.
 11. Increase resourcing of family support services to reduce intake waiting times and increase responsiveness.
 12. Build in flexibility to the service system referral process, to enable direct and supported referrals as required, such as for families from migrant and refugee backgrounds.
 13. Ensure clear referral pathways and appropriate interventions for families who are experiencing adolescent violence in the home.
 14. Ensure that using qualified interpreters effectively is part of industry standards for all services that interact with the issue of family violence.
 15. Include interpreter use in family violence data collection framework, in order to ascertain levels of usage by all services and bodies that interact with the issue of family violence.

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