

Fempower

*A magazine published
by the WAVE office*

X PAKISTAN

Preventing Violence
Against Women

X AUSTRIA

Europe's Women's
Shelter Movement

X CANADA

A Shelter for Women,
Children & their Pets

X SOUTH AFRICA

The Saartjie Baartman
Centre for Women
& Children

X AUSTRALIA

Fighting Aboriginal
Family Violence

Focus

The 1st World Conference on Women's Shelters

The problem has epidemic proportions: According to the United Nations, one out of every three women is affected by male violence be it sexual, structural, economic, emotional or physical. Depending on the culture there are a variety of different approaches. But the battle against violence against women hasn't been won yet in any country.

The First World Conference of Women's Shelters was hosted by the Alberta Council of Women's Shelters in Canada on September 8th to 11th 2008. 800 women from five continents participated in the Conference. This gathering provided a platform for both the exchange and the widening of perspectives on shelter work and many other related topics. Women Against Violence Europe also sent delegates to hold lectures and bring their newly gained expertise back to the network.

The present issue of Fempower aims to reflect the cultural diversity of the women who met in Alberta and on the conference's various topics. Participants of the conference from four continents sent us their articles about their particular approach to domestic violence, describing their achievements and challenges.

All authors and their organizations in this issue work for enabling women to live a life free of violence in their community, culture or country.



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We hope that the Conference was a first step towards a closely knitted network of experts and shelters all around the world.

For further information please visit
<http://www.womensshelter.ca/>



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The Development of Women's Shelter Movements in Europe



Rosa Logar

is one of the founders of the first Austrian women's shelters in 1978. She is a national and international women's human rights activist and co-founder of the European network WAVE, a lecturer at the School for Social Work in Vienna, and is the director of the 1998 founded Domestic Violence Intervention Program in Vienna.

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This article is an excerpt from a speech delivered by Rosa Logar at the First World Conference on Women's Shelters which was held September 8–11, 2008 in Edmonton/Canada.

The second women's movement in Europe, emerging in the late 1960s and early 1970s, was of course influenced and shaped by history and politics. Until the collapse of the Soviet Union, the women's movement could only develop and spread in the western part of Europe. The first women's shelter was founded in 1972 in London, almost by accident, as the story goes: A woman who came to the Chiswick women's centre did not want to go back home one day for fear of her husband's violence. In 1974, women formed the autonomous and feminist women's organization Women's Aid, and within a few years, over a hundred women's shelters were founded in England, Scotland and Wales (Elman 2003).

Violence against women had become one of the main issues of the women's movement in different countries. The approaches and strategies of movements varied but it can be said that the autonomous movement (i.e., which was above all independent of parties and other organizations) applying a feminist approach was the driving force in getting violence against women onto the agenda. The first strategy of the movement to respond to the problem of violence against women in intimate relationships was the establishment of safe

places and support for women survivors of violence and their children. The state was at that time seen as a part of the problem and not as a part of the solution, and even if laws to protect women from violence were established quite early in some countries (for instance the UK), law enforcement was poor and women's shelters did not yet see it as their task to reform the justice system.

The international character of the women's movement against violence is evidenced by the spreading of the idea of women's shelters in a short time. In 1976, the first women's shelter was opened in Berlin, followed in 1978 by one in Austria and in 1979 by one in Sweden. In the south of Europe, for instance in Italy, the first women's shelter was founded quite some time later, in 1989, the main reason for this being that the women's movement in Italy was at first focused on the political struggle against patriarchy and did not see it as its task to run women's shelters—it was thought that that should be done by the state.

In the former East Bloc countries, the problem of violence against women did not exist officially and no services such as women's shelters were provided. It was in the former Yugoslavia, where the political regime left some space and freedom to its citizens, that women founded the first women's initiatives against violence. In Croatia, the women's helpline was established at the end of the 1980s, and the first autonomous women's shelter in ex-Yugoslavia opened in

1992 in Zagreb. Networking with German and Austrian women's organizations was possible and started at the end of the 1980s. The autonomous women's centre in Belgrade is also one of the oldest in Eastern Europe, operating since 1993¹.

After the disintegration of the Soviet Bloc, women started to organize themselves also in other countries, and violence against women became one of the issues of the newly emerging feminist groups. They did not have to start from scratch, since their "sisters from the West" had already had some 20 years of experience, but the situation was very different in "countries of transition" (from Communism) and so the sisters' advice was not always helpful and sometimes was even experienced as patronizing. Therefore, new women's initiatives in the East rather turned to women's projects in their own region which had already succeeded. For example: The model for the women's helpline in Budapest, Hungary, was not a western women's organization, but the SOS helpline in Belgrade.

Women in the former East Bloc countries faced many difficulties – they gained political freedom but lost social infrastructure and opportunities, such as women's full employment, free child care and health care, which had been common standards in Communist countries. The "emancipation" of women was seen as a Communist invention and the newly gained freedom allowed women to "be real women" again, staying at home to take care of the family. This new ideology was not backed up by the economy and many men could not "afford" to keep a housewife, which did not make the ideology any less attractive.

Therefore, feminist ideas were not popular and feminist initiatives had difficulties in establishing themselves. Another difficulty they faced was the lack of a tradition of civil society and social movements, and the new states, although seemingly democratic, were often not supportive of independent NGOs. This attitude and economic problems led to the situation that women's shelters and other initiatives against violence did not get any state funding. Similar to the West, where undemocratic governments had and have a tendency to marginalize feminist women's NGOs, regimes in

¹ Autonomous Women's Center Belgrade : <http://www.womenngo.org.yu/english/>

the new states in Eastern Europe often ignored or even boycotted the work of women's NGOs to eliminate violence against women. They may be mentioned internationally in reports, when it is a matter of demonstrating compliance with international obligations like CEDAW, but back home they are often quickly "forgotten" or replaced by government-friendly NGOs (GONGOs) that support the politics of the party in power.

Thus women's shelters in Eastern European countries are mostly still dependent on foreign donors, receiving little or no state funding. This made and makes them less dependent on the state, but more dependent on the goals and intentions of donors, which also has a big impact on the development of services for women victims of violence. In the Balkans, for instance, women's NGOs received foreign funding for projects supporting women victims of war and rape in war, but when the war was over, donors withdrew their money and did not feel responsible for the violence by brutalizing husbands who came home and raped and abused their wives and children (SEESAC 2007). Women's NGOs had to struggle hard to survive and to continue their service for women victims of domestic and sexual violence.

Women's organizations in ten Eastern European countries that became members of the European Union in 2004 and 2007¹ experienced a similar hardship: foreign donors withdrew because the EU countries were not within their funding schemes, but neither the EU nor the countries themselves took over. For the EU, violence against women does not fall within their competence and is seen as a national issue, with the exception of sexual harassment, which is defined as an economic issue and therefore falls within the scope of EU regulations. The EU has carried out several initiatives on violence against women, such as a Year against Violence in 1999, and the establishment of the EU programme DAPHNE to promote transnational projects on the prevention of violence against women, children and youth, but the programme was not designed to fund wom-

¹ Estonia, Lithuania, Latvia, Poland, the Czech Republic, Slovakia, Hungary, and Slovenia became members of the EU in 2005, Romania and Bulgaria in 2007.

en's services at the national level. So women's NGOs in the East got DAPHNE funding, and organized training programmes to qualify women to support survivors of violence, but did not get a chance to establish badly needed services due to lack of funding. Women's shelters could not be opened or had to close again and not seldom experts on women's issues emigrated to earn their living in Western countries.

Another problem for women's NGOs derived from the way in which violence against women is framed in international politics, defining some forms of violence as domestic, and others as international matters. While domestic violence was and still is seen as falling in the domestic sphere, trafficking in women became an internatio-

nal matter of great importance. Trafficking is the subject of international treaties and policies, mostly not with a focus on supporting women survivors of trafficking, but with the goal of fighting organized crime. Many countries in the South and East of Europe were under international pressure to fight trafficking, they created national action plans on trafficking, established commissions and opened shelters, while providing little or no funding to women's NGOs running services for women victims of sexual or domestic violence. The funding agencies often also imposed their ideology concerning trafficking and forced prostitution on the women's organisations, leaving no space to them to develop their own approaches and to support all women victims of violence.



Preventing Violence Against Women in Pakistan

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Violence against Women is deep rooted in our society and draws its strength from our stubborn traditions, misinterpretation of Islam and customary practices. The way our society defines gender roles and gender identity gives more privileges to men and boys as compared to women and girls leading to power imbalance and extreme gender inequality and hence violence against women. In our patriarchal society men control the lives of women who have internalized violence as a norm and the society has become more tolerant towards the insensitive and discriminatory behaviour towards women. We have diverse cultures in Pakistan but everywhere the dominant form of "Masculinity" encourages personal violence in men legitimizing all other forms of violence including violence against women. Women and girls are usually subjected to violence in their homes and within their families that are supposed to give them protection and safety. Such crimes are rarely reported and remain hidden because society itself masks their existence mak-

ing it difficult to provide protection against such extensive and systematic violence.

To reduce violence against women and provide immediate relief to women survivors of violence the Women Protection Project-Punjab was launched in 2005 as a joint collaboration of the German Technical Co-operation (GTZ) and the department of Social Welfare, Women Development and Bait-ul-Maal, Punjab. It was not an easy task we faced resistance at every step, it was difficult to convince the service providers and the decision makers that women usually do not leave their homes if they are contented with their lives. It takes a lot of courage to take a stand against oppression and refuse to accept violation of ones rights. The women who seek shelter or approach the police for help are considered rebellious women who have broken the norms and violated the societal values. But in reality they are brave women who have the courage to stand against all odds to get what they believe is their right. When we

started working in women shelters that was the situation on ground, nobody was interested to support women in distress and only token services were available for women in distress. There were projects for the welfare of women but women were given assistance as a favour and not as their right.

Our first struggle was to convince the higher officials in the government departments dealing with women victims of violence to recognize violence against women as a crime against humanity and treat women in distress with respect and sympathy. We had to arrange for repeated trainings and workshops on gender sensitization because this was a completely new idea for most of the government officers. However, we always felt that these trainings alone will not be sufficient to improve the services offered to women in distress so we adopted a holistic approach. We started a series of trainings for the relevant government officers to improve their understanding on this issue and on the other hand we planned involvement of media, the civil society and the general public to highlight this issue at all levels. Media is the most powerful tool to change the mindset of the people and we used it quite effectively to change sensational reporting on women issues to sensitive coverage.

We made use of the Interactive Theatre to reach the communities and help them empathize with women who suffer because their fundamental rights are violated that can easily be ensured at family and community level. It proved to be very effective and we were able to get maximum community involvement. Our mission was to highlight violence against women in all shapes and forms and change the perception of people regarding women who leave their homes to seek refuge in shelter homes. This was supported by a province wide campaign on building partnership with men to combat violence against women. GTZ supported the White Ribbon Campaign encouraging men to take a stand for women protection. This campaign involved men at all levels ranging from educational institutions to the labor class where research proves maximum violence.

We prepared ground for the enhancement of services for women in distress and persuaded the government to formulate guidelines for women shelters through a stakeholder dialogue. The guidelines were developed and are now being implemented in all women shelters in Punjab which was a landmark achievement. We did not stop there but to prove that these women deserve better services GTZ renovated seven shelters and made them models for the government to replicate in other areas. Trainings can improve understanding of an issue but cannot ensure improvement of services so we convinced the decisions makers in Police and Health department to develop standard operating procedures (SOPs) for sensitive handling of women victims of violence. Having the SOPs implemented we believe there will be a sustainable change in the existing services for women victims of violence.

The Women Protection Project-Punjab will phase out in December 2009 but we have sown the seeds of women protection in the department of Social Welfare, Police and Health who have consented to include Gender and Violence against Women in their regular departmental trainings. We are also trying to establish close linkages among all the relevant departments that deal with women victims to provide speedy relief and support women who reside in shelters. Our campaign for women residing in shelters will continue and we will further augment it by launching a province wide campaign on Legal Literacy emphasizing provisions for women in our legal system and the women rights guaranteed by Islam. We are an impact oriented organization and our strong technical and advisory support has enabled the relevant departments to take the ownership for all our initiatives which will certainly ensure sustainability.



Safe Homes for Women, Children & Their Pets



Sarah Davies

As the Violence Prevention Coordinator at The Calgary Humane Society Sarah Davies runs the Pet Safekeeping and Emergency Boarding programs and helps clients through stressful times when they are unable to care for their animals.

Sarah's educational credentials include a diploma in Child and Youth Care Counseling as well as a Social Work Diploma.

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Stepping into a room of 800 people working to end the cycle of violence against women and children was an amazing feeling. However, being the only person from a Humane Society representing animal victims was a bit overwhelming. I am Sarah Davies, Violence Prevention Coordinator at the Calgary Humane Society in Calgary, Alberta, Canada. I presented at the 1st World Conference of Women's Shelters on September 9, 2008 and I was deeply honored to be able to bring my knowledge of how domestic violence, child abuse and animal abuse are connected. And beyond that basic fact - how children who are exposed to or are abusing animals can have detrimental effects for them later on in life. Additionally, I educated conference attendees on the Pet Safekeeping Program at the Calgary Humane Society. This program helps women fleeing domestic abuse with temporarily housing their animals so they do not have to leave them behind. At the Calgary Humane Society we feel that protecting all victims of domestic violence is important and because some victims delay leaving the abuse for fear for the animals safety we wanted to do something to help. As any animal lover can imagine the support and companionship that animals create for their owners can be a driving force for women to ensure that their pet's safety is also taken into consideration. Children who have beloved pets in their lives can be also attached emotionally to their animals and seeing their animal being abused, or threats of violence against their best friend, can have damaging and life long effects on these children. Since children learn what

they see at home if a child is growing up in an environment where animals are not respected as living beings who feel pain and have emotions, that child is not going to learn empathy towards animals, or humans. This is a recipe for disaster if there is no intervention. Having the Pet Safekeeping Program is the first step in helping women and children know that there is a place for animals that is safe from cruelty and abuse.

In addition to the Pet Safekeeping Program Calgary Humane also ensures that many children receive humane education, which helps children learn empathy towards animals. In helping children learn these skills they will live fulfilled lives that are free from violence and abuse. Our Humane Education Department has empathy building and humane education programs for all school ages. They talk about everything from how to care for animals, animal emotions and feelings, to how animal cruelty is connected to bullying, dating violence and domestic violence. Moreover, I educate service providers and the public on the connection between domestic violence and animal cruelty. If there is animal abuse in the home it can be a warning sign that there may be other forms of violence occurring against women and children. This is important information for women shelters or other domestic violence service providers to be aware of to ensure that they are working with the women to have a safety plan for themselves, their pets and their children. Also to ensure that the family's pets are considered is going to help her

escape her abuse quicker than if the animal has no place to go. This is due to many abusers using threats of or actual violence towards the animal to control their victims and threatening the animal's life to stop them from leaving. By educating the public

about how animal cruelty is against the law in Canada, and that they may be saving women and children from abuse, we are reaching out for everyone to come together and end the cycle of violence against all victims.



The Saartjie Baartman Centre and Shelter for Women & Children

Synnøw Skorge

is the director of the Saartjie Baartman Centre for Women and Children in Cape Town, South Africa. She has worked as a social worker and as a manager in shelters for abused women and children.

She has been in the forefront of developing the Saartjie Baartman Centre, the first one-stop centre in South Africa. She recently has become actively involved in the replication of the centre's partnership model.

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Contextual background

Violent crime is extremely high in South Africa, especially against women and children. Studies suggest that one woman is killed every six hours by an intimate partner. Research also suggests that there is a link between HIV/AIDS and domestic violence. Statistics in support of this show that approximately 21% of women as opposed to 18% of men (aged 20-64) in South Africa are HIV positive. In 2008, 29% of pregnant women in South Africa tested positive for HIV/AIDS.

Some of the factors that contribute to high levels of violence in South Africa include the legacy of Apartheid, high levels of unemployment, high levels of substance abuse, cultural and religious practices, gangsterism, and political and economic marginalisation of women. The unemployment rate among women in South Africa is 26% among black women and 4.5% among white women. We believe that unemployment increases women's vulnerability to violence.

South Africa has some good policies and legislation in place but lacks the capacity to implement, monitor and evaluate effectively.

Saartjie Baartman Centre as and intervention strategy

The Saartjie Baartman one-stop centre model was established in 1999 as an intervention strategy to the high levels of violence against women and children. The SBC, the first of its kind in South Africa, is a partnership among non-governmental organisations (NGOs) and government.

The *vision* of the SBCWC is the creation of a safe and secure society and a human rights culture where women and children are empowered to exercise their full rights.

The *mission* of the SBCWC, as a human rights-based, non-governmental organisation, is to provide a comprehensive range of services that are accessible and safe to women and children by:

- Working in partnership with organisations that advocate ending violence against women and children.
- Providing 24-hour emergency shelter, short and medium term residential care, and childcare services.
- Prioritising awareness of women's rights around issues such as HIV/AIDS, gender-based violence, legal and socio-economic rights.
- Providing mental health support, legal

and economic empowerment services

- Conducting research that will inform intervention strategies and best practices in the gender-based violence sector.

The objectives of SBCWC

Developmental objective:

We have established an integrated and comprehensive one-stop centre for women and children who are survivors of gender-based violence.

Immediate objectives are to:

- Manage an effective and co-ordinated one-stop centre partnership that provides a comprehensive range of services for abused women and children.
- Establish, through research, a best practice intervention model to challenge and end violence against women and children.
- Provide effective community outreach work to end violence against women and children through preventative and awareness programmes.
- Develop an effective networking relationship with other organisations, networks and tertiary institutions that advocate and seek an end to violence against women and children.
- Promote research and advocacy around gender-based violence in order to influence policy makers and society in general.

Services provided by the SBCWC

The Centre provides 25-hour crisis response, and short to medium term accommodation and a childcare centre for the children in the shelter. The Centre is able to accommodate up to 22 women and double the number of children for up to three months. Thereafter, the women may apply to stay in 'second-stage' housing, which consists of ten self-contained cottages located at the Centre.

Saartjie Baartman Centre offers individual and group counselling in trauma, rape, substance abuse, HIV/AIDS and grief. The Centre also offers legal advice and assistance, after-hours child abuse services, services around child domestic labour, a holistic medical programme, services to rural workers, trafficking in persons and the LGBTI¹ sector. The Centre also does outreach work in surrounding communities and schools.

The Centre strives to equip the women with much needed skills and an opportunity to earn a small income during their stay in the shelter. To this end, the Centre provides training in catering and hospitality services, office administration skills, computer training, events management, venue hire, car washing and placement of trainees.

Further, the Centre conducts research in gender-based violence, which is used to develop new and existing programmes and guidelines for replicating the one-stop centre model. The Centre participates regularly with other organisations in lobbying policy makers and doing advocacy work.

Successes and Challenges

High levels of violence in South Africa and the lack of funding and available resources remain an ongoing challenge.

Successes include the women becoming empowered by being equipped with additional life and job skills and in some cases, securing meaningful work.

Over the years, the Centre has assisted several other organisations/individuals wishing to start similar centres or shelters and has opened one in the rural area of Worcester in September 2008.

¹ Lesbian, gay, bisexual, transgender and intersexual persons

X Good News from the "Too Hard Basket": Working toward a Good Practice Model for Aboriginal Family Violence

Megan Hughes

is the manager of the Southern Domestic Violence Service and Rosney Snell is the Project Manager.

The Report from Stage 1 of the Project can be obtained by email on meganh@sdvs.org.au

Nunga Mi: Minar and Southern Domestic Violence Service (SDVS) are the only Aboriginal specific Family Violence Services in South Australia. Nunga Mi: Minar is run and managed by the Aboriginal community. SDVS is a "mainstream" organization, which decided in 2006 that it would devote one of its crisis accommodation sites to specifically support Aboriginal women and children (and non-Aboriginal women with Aboriginal children). In 2006, the Supported Accommodation Assistance Program (SAAP) released a project in which Nunga Mi: Minar and SDVS jointly work to look at good practice in the area of working with Aboriginal women and children experiencing Family Violence.

This article gives an overview of how we approached the work, the findings and recommendations from stage one of the project and future plans for stage two of the project. We also want to share some of our personal reflections of what it has meant for both our services to be collaborating in this way and identify possible opportunities for future Aboriginal and non-Aboriginal cooperation.

It is important to note that the Project work that we are undertaking is happening alongside the service delivery practice with women and children escaping violence in their lives. This is an action-research project where we continuously reflect on the current work whilst looking to develop innovative and improved responses in our service delivery.

Aboriginal clients are over-represented in crisis services like ours. Aboriginal women are 45 times more likely to be victims of domestic violence, they are 6 ½ times more likely to suffer serious long term injuries or death from the violence and it is said to affect up to 90% of all Ab-

original families. The Aboriginal community is also suffering deeply due to inadequate housing, poor health outcomes and premature death which entails a state of continuous trauma and crisis.

Cultural and historical differences in Aboriginal communities have not been accounted for in current service models often resulting in discrimination and alienation of Aboriginal clients. Predominately, western, individualistic service models are used, which are often inadequate for Aborigines who are unfamiliar with "white" ways of working and/or do not wish to work from such models.

For these reasons Nunga Mi: Minar and SDVS decided it was time that we work on understanding how to do this work better. We are committed to collaboratively developing models of practice that increase good outcomes for families by working with other key agencies and community groups to develop sustainable, integrated and coordinated ways of working.

At stage one of our project a literature review was conducted, community consultations were organized and a forum of Aboriginal and non-Aboriginal stakeholders held. The aim was to examine and explore current good practices both within Australia and overseas. This involved consulting with the Aboriginal community about their responses to current practice approaches. There was a clear commitment from the Aboriginal community (particularly the women) to actively participate themselves in our work. The Steering committee, which was made up e.g. by Aborigines' community Elders, representatives of different governmental agencies and the project coordinating organizations, met regularly to discuss the progress of the project.

As one of the outcomes, the forum

formulated recommendations for the direction of future practice. To mention only a few areas which need attention and are critical to good practice:

First, to be successful, there needs to be strong community involvement and support. This does not mean continually asking the community for free advice but requires creating meaningful opportunities and remunerating them for the knowledge and time that they bring to the table. This is particularly true for Elders who are constantly called upon for their assistance and work well beyond retiring age for the benefit of the community. Therefore budgets need to incorporate this aspect of the expertise that is needed for projects. Elders play a significant role in the recovery from violence. They need to be provided with the resources (both monetary and emotional) to continue the important work that they carry out in our neighborhoods and community.

Second, there needs to be new ways of understanding how we assist women in keeping themselves and their children safe as well as taking account of the position of Aboriginal men as primarily responsible for the violence. A large proportion of our clients returns to their homes/communities where the violence has occurred. Integrated and coordinated service delivery is crucial and there is a need for a diverse range of responses. These include reinstating and honouring women's role in their own culture, providing places for healing for women to re-consider their choices and options, outreach services which can respond quickly and effectively, using culturally appropriate approaches, etc.

Third, there is also the issue of cultural safety and colour blindness in non-Aboriginal organizations and agencies for the Aboriginal workers in this field. Many of the Aboriginal workers who were consulted throughout the project mentioned this as an issue of concern. Many of them are very close to the issues that their clients experience. Supports need to put into place so that they are able to professionally remove themselves from the traumatic aspects of the work, and they need to be listened to regarding culturally appropriate ways of responding to their community. It is also important not to isolate Aboriginal staff by employing only one Aboriginal staff mem-

ber and expecting them to provide the cultural training for the whole organization. We all have a responsibility to ensure that we provide culturally appropriate services to our clients – this is not just the work of Aboriginal staff.

In a next step of our project, we aim to develop the integration and coordination of services with a view to increasing the positive outcomes for Aboriginal women and children experiencing high and complex levels of family violence. Protocols and Memorandums of Understanding with service providers will be developed. Another step is the employment of an Interagency Case Liaison Officer (ICLO) who will look at developing interagency responses for Aboriginal clients with ongoing high and complex needs. The ICLO will bring agencies together to identify the integrated practices that benefited client outcomes.

Finally we would like to offer some personal reflections on what we have achieved together through the project, and encourage other Services to consider similar collaboration. For a non-Aboriginal organisation this process has been enormously challenging but also similarly rewarding. Over the last 2–3 years SDVS has immersed itself in the issues faced by the Aboriginal community and we have new insights about the needs of this client group every day. We continue to have mostly positive responses to the work that we are doing.

For Nunga Mi: Minar it has been the challenge to trust a non-Aboriginal organisation to work in partnership with them. This has been a big leap of faith for the staff and they have had to trust in an environment that has been hostile to the notion of Aboriginal autonomy and determination. Both organisations have been brave in the face of these challenges and trusted that what we share is greater than what might separate us. Together we have valued what each party brings to the table. We have had a number of joint training sessions and frequently support of each other's Services. SAAP have also needed to be brave in support of the project that they have funded. This work requires commitment with less attachment to "impressive" outcomes and faith in the soundness of the work that is being carried out and the baby steps that are being achieved.