

CASE STUDY: **Health Family Relationships Program**

HFRP promotes a collaborative interagency early intervention program that works with families early in their arrival to support and provide advice to the family.

Health Family Relationships Program (HFRP)

The HFRP is a collaborative interagency early intervention program that works with the whole family early in their arrival to support and provide advice to the family, particularly in terms of family relationship issues and family breakdowns.

New refugee families from the Logan area were finding that Australian attitudes and legislation towards gender, rights and roles were considerably different to those from their prior experience. Families were experiencing difficulties with coming to terms with Australian parenting practices as they were in contrast to those of their country of origin, issues with their children and loss of cultural identity and intergenerational issues. This resulted in children being removed and placed into care because of perceived abuse or neglect, domestic/family violence. Consultations were held with Refugee community elders, local community services and government agencies. It was identified that there were no services in the local area that were culturally appropriate and culturally sensitive to meet the client's needs. It was decided that a partnership was needed where the community would benefit.

AT A GLANCE

-  **Target Participants**
Migrant and refugees, in particular families.
-  **Aim**
To provide the new arrival families by giving advice on family relationship issues and family breakdowns.
-  **Organisations Involved**
ACCESS Community Services LTD
-  **Location**
Logand, Queensland
-  **Funding**
ACCESS Community Services LTD

Program learnings:

- Clients engaged throughout the program groups and there was limited absenteeism, the program started at 6.00pm and finished at 8.00pm. There was honest, open and transparent communication all through the group session to ensure safe and positive therapeutic experiences for the participants. The program was adjusted throughout the life of the programs as was deemed necessary by the steering committee.
- The program effectively achieved the aim of reinforcing positive family functioning; building self-confidence and self-reliance and their understanding of Australian culture and legislative systems. Clients gained an awareness of the effect of relationship conflict on their families, feelings associated with anger and insight into the events that lead to violence. Developed skills to resolve conflict that does not involve violence. Encouraged families to seek assistance from main stream agencies and developed main stream agencies ability to work with CALD clients. Further developed long term collaborative relationships with agencies based on trust, mutual confidence and a deeper understanding of the skills, capacities and strengths of collaborative partnerships.

Access Community Services Limited is one of Australia's leaders in multicultural issues, with over 30 years of experience in the provision of settlement, employment, training, youth support services, housing and social enterprise opportunities for migrants, refugees and Australian born clients. Services are delivered right across Queensland with a particular focus on the South East, including Logan City, Ipswich City and the Gold Coast.

For more information

<http://www.accesscommunity.com.au/>

