

18.4.2012

Standing Committee on Social Issues
Parliament House
Macquarie Street
Sydney, NSW, 2000

Inquiry into domestic violence trends and issue.

We would like to thank you for the opportunity to give evidence as part of the inquiry into Domestic Violence issue and trends. Please find attached amendment to the transcript and responses to questions taken on notice from 26th March 2012.

Responding to page 44 paragraph 10:

Comment made by Ms Guajardo about one-stop shop service model in the United States.

Answer: San Diego Justice Center link

Please see **Attachment 1:**

<http://www.sandiego.gov/sandiegofamilyjusticecenter/>

Responding to page 53 paragraph 15:

Question by The Hon Helen Westwood - Clarification on face to face interpreting services.

Answer: Ms Peera's service is not exempt from paying face to face interpreter fees.

Addition Re: interpreters

In relation to Interpreters for NSW Police, each Local Area Command should be assessed taking into consideration the Cultural diversity of that Community, in a City such as Fairfield where over 63% of residents first language is not English, Interpreter needs will be greater than in a Local Government Area where the majority of the populations first language is English. Interpreting budgets need to be reflective of these needs providing police with the necessary tools to assist women who require interpreting services.

Not-for-profit organisations have discussed that they are not provided with adequate face to face interpreting budgets as costs for face to face interpreters are so high organisations cannot always meet their clients' needs. Not-for-profit organisations should be exempt from having to pay face to face interpreter costs and greater importance placed on the significance of being able to effectively communicate with a client in crisis.

Responding to page 54 paragraph 4:

Question by the Hon Helen Westwood: Is there a code of conduct or code of ethics for interpreters you engage to work with victims of Domestic Violence?

Answer: We have included as attachment 2 the Community Relations Commission 'Code of Ethics for Interpreters and Translators'. This Code of Ethics does not refer specifically to working with clients experiencing Domestic Violence.

Please see **Attachment 2:**
CRC Code Ethics and Interpreters

Responding to page 49 paragraph 12:

Question by the Hon Natasha Maclaren-Jones: I am interested also in your comment that parents and carers involved in abuse of children should be mandated to attend parenting programs. What programs are running currently? why do you think it should be a mandatory requirement?

Answer: Parents involved in abuse of children would be dealt with by the Department of Human Services - Community Services and are mandated to attend parenting programs, such as positive parenting programs (PPP). Only government bodies such as Community Services can mandate a parent to attend a course, community organisations do not have to the authority to legally mandate parents to attend parenting courses. Parenting programs on their own and without adequate support for families will not be very effective.

Responding to page 52 paragraph 5:

Question by the Hon Catherine Cusack: Please provide on a confidential basis details of case re mortgage arrear
Please see **Attachment 3.**

Responding to page 53 paragraph 3:

Comment made by Ms Eleonora Raffo regarding Housing NSW not giving women money to pay mortgage arrears, this is incorrect as a program does exist. The Mortgage Assistance Scheme from Housing NSW provides short-term help for people experiencing temporary difficulties with their home loan repayments because of an unavoidable change in circumstances. This may include unemployment, accident, illness or other crisis. The assistance is paid directly to the home lender to take the stress off families. Mortgage Assistance is not a grant but an interest-free loan to be repaid at a future time. Before Mortgage Assistance can be provided, the applicant must demonstrate that they have exhausted all other reasonable avenues of help. Home lenders will often try to work out a remedy with the borrower. This may include a postponement or restructuring of the loan repayments or an extension of the loan term. The Mortgage Assistance Scheme is a last resort for homebuyers in danger of losing their home.

If you require any more information or clarification please do not hesitate to contact Ranna Peera on/

Yours Sincerely,

Ranna Peera

Claudia Guajardo

Eleonora Raffo



THE CITY OF SAN DIEGO

[Home](#) [Contact the City](#)

[Business](#) | [City Hall](#) | [Community](#) | [Departments](#) | [Information](#) | [Leisure](#) | [Services A-Z](#) | [Visiting](#)

SAFETY ALERT Please use a computer at a safe location. There is always a computer trail. If you are in danger, call 911, San Diego Domestic Violence Hotline (888) DV-LINKS / (888) 385-4657 or the U.S. National Domestic Violence Hotline at (800) 799-7233 • TTY (800) 787-3224. Click the Escape button to leave this site quickly.

ESCAPE



SAN DIEGO FAMILY JUSTICE CENTER ABOUT US

The San Diego Family Justice Center, the first center of its kind in the United States, provides help and hope to victims of family violence and their children. Every day, those impacted by family violence, child abuse, and elder abuse, find safety, protection from their abuser, legal help, counseling, food, clothing, spiritual support, medical assistance, and so many other free services from the Center's professionals and volunteers.

San Diego Family Justice Center
(866) 933-HOPE or (866) 933-4673

San Diego Domestic Violence Hotline
(888) DV-LINKS (385-4657)

[Additional Contact Information](#)

Mission

Our mission is to stop family violence, make victims safer, hold batterers accountable, and provide long-term support for victims and children through collaboration and coordinated services.

1122 Broadway, Suite 200
San Diego, CA 92101

[Directions to the Center](#)

Vision

Our vision is to provide a safe location where all the needs of victims are met, violence is stopped, families heal, and hope is realized.

Start a Family Justice Center

The [National Family Justice Center Alliance](#) (NFJCA) provides [technical assistance](#) and [support](#) to federally funded Family Justice Centers through funding from the Office on Violence Against Women in the United States Department of Justice. For more information, contact the Alliance at (888) 511-3522.

[San Diego Family Justice Center Home](#) | [About Us](#) | [Services](#) | [Top of Page](#) | [FJC Tour](#) | [Resources](#) | [Your Support](#) |

[Site Map](#) | [Privacy Notice](#) | [Disclaimers](#)

| [Home](#) | [Business](#) | [City Hall](#) | [Community](#) | [Departments](#) | [Information](#) | [Leisure](#) | [Services A-Z](#) | [Visiting](#) | [Search](#) | [Site Map](#) | [Awards](#) | [Contact the City](#) | [Privacy Notice](#) | [Disclaimers](#) | [Accessibility](#) |

Translate this site:

Select Language

Powered by [Google™ Translate](#)
[Translate Information](#)

Our Ethics

Code of Ethics for Interpreters and Translators

Interpreters and translators are expected to:

- Act in accordance with standards of conduct appropriate to a professional, including being polite and courteous at all times and refraining from behaviour that would reasonably be regarded as unprofessional or dishonourable.
- Maintain confidentiality and not disclose information acquired in the course of their assignments.
- Only undertake work that they are competent to perform.
- Remain impartial and neutral in all situations and not allow personal opinion to influence their performance.
- Take reasonable care to be accurate.
- Take full responsibility for the quality of their work.
- Complete interpreting and translating assignments they have accepted and acknowledge and promptly rectify their own mistakes.
- Continually strive to maintain, upgrade and update their level of professional knowledge and skills.
- Ensure they do not take personal advantage of any information obtained in the course of their work nor accept or solicit any present, gift or other consideration, benefit or advantage.
- Frankly disclose any possible conflict of interest.
- Be punctual at all times and remain until the assignment is completed. Adhere to deadlines. In emergencies, advise clients promptly.
- Respect and support their fellow professionals.
- Ensure they do not seek to solicit work directly from a client.
- Ensure they do not canvass or advertise their services in a private capacity in any matter which would tend to lower the status of, or bring discredit on, the profession.
- Ascertain beforehand what will be required of them and make the necessary preparations for all interpreting and translating assignments.
- It shall be a breach of this code if an interpreter is found guilty of infamous conduct in a professional respect (as defined in the courts of law) or be convicted of a felony or other crime punishable by imprisonment.

based on AUSIT Code of Ethics