**Ha Pee’s Story**

**Snapshot:** Ha Pee is a 45 year old mother who arrived in Australia with her 3 daughters aged 17, 15 and 6 on Humanitarian visas to join her husband in December 2018. Ha Pee arrived with significant trauma due to her experiences in the refugee camp but was hopeful for a better life in Australia. However, Ha Pee soon realised after arrival, that her dreams to have a peaceful family life in Australia would be difficult to achieve.

**Ha Pee’s Story:**

* Ha Pee arrived in Australia on December 2018 to live with her husband who arrived in Australia more than 6 years ago. Ha Pee receives a Centrelink payment for herself and Family Tax Benefit A & B.
* Ha Pee’s two elder daughters are from another partner whom she was married to while she was in Refugee Camp in Thailand. Due to extreme family violence, including 2 incidents where the husband attempted to take her life, she left the former partner and married her current partner.
* Although Ha Pee arrived in Australia with numerous dreams and aspirations, including securing a peaceful life with her husband whom she was uniting with after many years, it was not before long that she again begun to experience family violence, this time it was perpetrated by her current partner. Although Ha Pee was feeling very unsafe and her children were affected by the incidents of violence, Ha Pee was totally unware of how Australia could support her and her family to escape from the FV.
* When Ha pee’s Case Manager (CM) initially engaged with the family, the partner indicated that he was vey supportive of Ha Pee and the family and that he was successfully supporting them to settle in Australia. Ha Pee did not initially disclose any issues or conflicts between herself and her husband to the CM, until the CM went to see Ha Pee and her family, while the partner was not home, to complete a formal interview before exiting them from the programme.
* During that interview Ha Pee disclosed that she was being abused by her partner. Although it was very difficult for her to reveal her experiences of family violence, it was apparent to the CM that Ha Pee was emotionally and physically struggling and that there were some bruising on her face. The CM supported Ha Pee to discuss her experience further and Ha Pee disclosed the family violence that she has endured during her past (pre arrival to Australia) and how her community had turned against her during this time. As a result Ha Pee disclosed a fear of not only her current partner but of the entire community as her partner is well connected to the Burmese Community. Ha Pee strongly advised that she doesn’t want anyone to know about the family violence and that she expects that the partner will divorce her in 3 days as he had told her that he would. The CM was further informed that the youngest child was also abused by the father.
* The CM provided Ha Pee with a basic understanding of family violence and the family violence system in Australia and her and her children’s right to feel safe at home.
* Har Pee was reluctant to seek support and the conversation was unable to continue as the partner returned home

**Response:**

* On returning from the appointment the CM engaged in consultation with her manager and secondary consultation with Safe Steps who advised the CM to call Child Protection due to children being involved.
* The CM contacted Child Protection and reported the incident. Child Protection advised that they would assess the situation with the team and would respond accordingly.
* Later that night Child Protection and the police conducted an assessment of the whole family and found the youngest child was not physically abused. Child Protection supported Ha Pee to contact Safe Steps over the phone where Ha Pee advised that she wanted to separate from her partner. During this call Ha Pee advised of severe abdominal pain she was taken to the hospital with her 3 children. Ha Pee stayed at the hospital with her 3 children over the weekend and was transferred to a refuge in the North which was organised by Safe Steps.
* The police applied for an interim intervention order which was granted
* The CM applied for tier 3 support for the family through the Department of Social Services given their circumstance had suddenly became complex.
* The CM liaised with Safe steps, Child Protection and arranged for the family to continue attending their health appointments.
* The CM liaised with Ha Pee’s property agent and advocated on behalf of Ha Pee to break the lease with no cost to her due to the family violence.
* The CM liaised with several refuges (as Ha Pee had to move from one refuge to another frequently) to discuss Ha Pee’s long term accommodation needs and her children’s requirements to enrol into English Language School.
* The CM organised a case coordination meeting involving the Child Protection worker, Safe Steps worker, the SECL housing worker, Ha Pee and her daughters to discuss about her long term care needs and safety in the community.
* The client demonstrated impressive resilience and despite her initial reluctance to report the abuse, she was thankful for the CM supporting her to separate from her abusive partner. Ha Pee was highly motivated and hopeful about securing long term housing far away from her ex partners community and to address her and her own children’s schooling needs.
* The CM advocated on Ha Pee’s behalf and now Ha Pee has been provided with accommodation for her family to stay in for a 1 and a half month period. This will give adequate time for the housing worker to work with the family to secure a long-term private rental house in Hampton Park where the client is willing to settle.

**Working together:**

* The Case Manager supported Ha Pee to understand Family Violence, the Law in Australia and her housing options, education and employment. The Case Manager liaised with Centrelink and assisted the client to receive the single parent payment after the separation.
* The Case Manager is working with the SECL housing team who is assisting Ha Pee to secure a private rental. Given Ha Pee suddenly moved out of where she lived, she needs assistance to collect her family’s belongings. The SECL housing worker is working with the Victoria Police to get the items back.
* The Case manager is discussing with Child Protection access to family violence brokerage funding when they move to a rental property if they can not access the white goods she previously owned.
* Referrals to and collaborative work took place with the following internal and external agencies:

-South East Community Link’s housing support team

SECL youth support services once they moved to Hampton Park

-Safe Steps

- Child Protection

- Victoria Police

- Noble Park English Language School

- Hampton Park English Language School

- Hampton Park Chisholm for English classes

- Hampton Park Women’s Café initiative for social contacts, networks and to improve independence

- Centrelink to establish correct payment

**Outcome:**

 As a result of collaborative work with internal and external services the following outcomes are expected to be achieved in the near future.

**Family Stability:** The Participant and her family to secure one year lease in private rental; the practitioner is working together with South East Community Links (SECL) Housing worker. The CM will support the family to explore counselling and therapeutic support. The CM will further support Ha Pee to attend the court hearing for the intervention order.

**Education & Learning:** The Participant is to enrol into an AMEP course at Hampton Park Chislom. Her daughters are to start their English language school at Hampton Park once they have moved to Hampton Park. The CM is to discuss further with the client about her goals in education and employment. Given her motivation and resilience the CM is hopeful that she is keen in continuing education and employment pathways.

Education and knowledge on Australian laws and Family Violence support:

The client is well engaged with Safe Steps and has received support and education about FV and how it is addressed in Australia, a safety plan and information on her rights and available supports.

**Wellbeing, Independence and Financial Management**: The CM will continue to work with the family to provide case management support and offer any other health and wellbeing support and refer the client to any other identified services in future. The most notable aspect of this case has been, despite numerous factors that would have prevented Ha Pee to seek the support to escape from FV, she was able to stand up and continue to show her resilience and confidence to succeed in her life in Australia.