

Second Action Plan under National Plan to End Violence against Women and Children 2022–2032

Formal submission to consultation informing the Second Action Plan | July 2026

About AMES Australia

AMES Australia (AMES) welcomes the opportunity to provide a submission to the consultation informing the Second Action Plan under the National Plan to End Violence against Women and Children 2022–2032.

As a statutory body of the Victorian government, AMES is a leading settlement, education and employment services provider, with extensive experience supporting newly arrived migrants, refugees, and multicultural communities to settle and achieve sustainable economic participation. AMES submission is informed by our mission – *Full participation for all in a cohesive and diverse society* – through partnering with the Commonwealth and Victorian government to deliver programs and services for newly arrived and established multicultural communities.

The importance of the Second Action Plan is highlighted in the significant body of research which indicates that multicultural communities in Australia face compounding barriers to address the risks factors that increase the instances of violence against women and the barriers to accessing support to escape violence. These are bi-directional, in that there are both cultural norms that can discourage accessing help (such as fear of social or cultural stigma or language barriers) and the help and resources that do exist in the prevention space are tailored to the cultural experiences of the dominant culture.

AMES has a deep understanding of the issues of violence towards women and children which is the basis for operationalising prevention of violence in multicultural communities' activities that build on an understanding that only deep attitudinal change among all communities living in Australia will shift entrenched behaviour. AMES contributes by promoting capacity for change through supporting leadership and action that embeds culturally appropriate impact from within communities, while influencing broader mainstream structures and systems to create inclusiveness for multicultural communities.

AMES brings a unique perspective on violence against women and how it applies to migrant communities. Our experience and deep connection to migrant communities has led us to not only understand the issues and drivers of family violence in migrant communities, but also informed the development of our specialist primary prevention program of work and experience in the prevention of violence against women (PVAW) in multicultural communities:

- Through our bespoke, award-winning leadership and training program, AMES builds the capacity of multicultural individuals, groups and organisations to advocate for gender equality and respectful relationships, strengthening protective factors and reducing isolation.
- Through our extensive work in the design and development of multilingual and culturally relevant resources, AMES supports earlier recognition of coercive control and safer help-seeking.
- Through organisational capability building, AMES strengthens workforce confidence, consistent practice, and safe referral and navigation supports.

- Through our *Many Voices, One Future* strategy, AMES will embed primary prevention into our service delivery across our programs and services delivered to multicultural clients in settlement, education, employment and social participation contexts. This program will strengthen the orientation, awareness and knowledge education of new arrivals using equity and safety as core principles for successful settlement.

From a policy and influence perspective, AMES has contributed to federal and state strategies to reduce the prevalence of family, domestic and sexual violence (FDSV) in multicultural communities, since 2016. This includes submissions to the *National Plan to Reduce Violence against Women and their Children 2010–2022*¹; the *Royal Commission into Domestic, Family and Sexual Violence in South Australia*²; and *Victoria's Royal Commission into Family Violence*³.

Commissioned by the federal Department of Social Services (DSS) in 2016, AMES conducted research on violence against women in culturally and linguistically diverse communities. The 2016 DSS final report *Violence against women in CALD communities: Understandings and actions to prevent violence against women in CALD communities*⁴ shone a light on the factors contributing to the causes and experiences of FDSV in multicultural communities in Australia and provided a program of action to prevent such violence.

AMES is a Humanitarian Settlement Program (HSP) service provider, prescribed under the Victorian Government's Family Violence Multi-Agency Risk Assessment and Management (MARAM) Framework⁵ developed in response to the Victorian Royal Commission into Family Violence. Participating service providers, including AMES, align their policies, procedures, practice guidance and tools to the MARAM framework, and report on outcomes.

AMES submission summary and recommendations

AMES' submission draws on our leadership and experience working in the PVAW space with newly arrived and multicultural communities, particularly in the early settlement phase.⁶ All priority areas are addressed in AMES' submission.

AMES acknowledges and recognises the progress made in advancing the National Plan to End Violence against Women and Children 2022–2032 via the First Action Plan. Through our submission, and the contributions of peak bodies such as SCOA, we believe it is timely to strengthen the Second Action Plan by recognising and advocating for the critical role of the settlement sector in preventing violence against women and children.

¹ *National Plan to Reduce Violence against Women and their Children 2010–2022*, 2011, Department of Families, Housing, Community Services and Indigenous Affairs, accessed at: [National Plan](#)

² *With Courage: South Australia's vision beyond violence*, 2025, Government of South Australia, accessed at: [Royal Commission into Domestic, Family and Sexual Violence Report](#)

³ *Report and recommendations*, 2017, Royal Commission into Family Violence, accessed at: [RCFV - Royal Commission into Family Violence \(Victoria\)](#)

⁴ *Violence against women in CALD communities: Understandings and actions to prevent violence against women in CALD communities*, 2016, AMES Australia and Department of Social Services, accessed at: [20832-ames-actions-report-web1.pdf](#)

⁵ *Family Violence Multi-Agency Risk Assessment and Management Framework*, 2023, accessed at: [Family Violence Multi-Agency Risk Assessment and Management Framework | vic.gov.au](#)

⁶ In 2024–25, AMES supported 6,656 clients in the Humanitarian Settlement Program. [Annual Reports | AMES Australia](#)

The settlement sector is uniquely positioned to support primary prevention and early intervention by building awareness of gender equality and respectful relationships among individuals and communities and shifting attitudes and behaviours that can contribute to violence.

As a leader in the prevention of violence against women, AMES recommends that the Second Action Plan reflects the following:

1. Build culturally appropriate, safe and coordinated responses for newly arrived and migrant women and children

To better support victim-survivors, it is recommended that the Second Action Plan prioritises culturally appropriate, safe and coordinated system responses, including clearer referral pathways and needs-based supports for newly arrived refugee and migrant women and children.

The role of bicultural workers is instrumental in building trust within their communities in providing culturally appropriate and client empowering interventions and education about available services.

2. Recognise the settlement sector as prevention and early intervention infrastructure

Through the Second Action Plan, there is the opportunity to recognise and resource settlement services as prevention and early intervention infrastructure. Strengthening and resourcing settlement services role in prevention, early intervention and response will consolidate and improve access to support, reduce barriers for victim-survivors, and create a more integrated, culturally responsive and effective service system.

Embedding awareness and information of gender equality, respectful relationships and family violence prevention into settlement, orientation and English language programs will provide a cohesive mechanism for reaching newly arrived communities during a recognised critical period of transition. This will require further workforce capability building in the settlement sector and beyond.

3. Centre the voices of children and young people

AMES supports continued efforts to centre the voices of children and young people in decisions that affect them, and the creation of clear pathways and resources that educate young people about their rights.

4. Engage men and boys in trusted environments

AMES recommends strengthening prevention efforts by engaging men and boys in trusted settings where they already connect, including through online platforms, community networks and sporting environments.

AMES emphasises the value of community-led approaches, male peer support and multicultural organisations in promoting respectful relationships, challenging harmful attitudes and behaviours, supporting early intervention, and encouraging positive behaviour change.

5. Improve systems integration and strengthen knowledge sharing mechanisms

AMES recommends better integration and coordination between settlement, mainstream and specialist family violence services, with better access to culturally responsive services and interpreters.

The ongoing workforce development, trauma-informed approaches and risk assessment, alongside greater recognition and utilisation of bilingual and bicultural workers' expertise will contribute to culturally informed practice across systems.

AMES further recommends strengthening data collection and knowledge sharing across the settlement, multicultural and family violence sectors.

In conclusion, to support newly arrived and migrant communities, AMES advocates for a primary prevention approach focused on education; capability building; adequate resourcing for the settlement sector; strong community-based systems; and strategic information sharing.

The following AMES initiatives, further detailed in the submission, specifically address the needs of multicultural cohorts early in their settlement journey:

1. **Prevention of Violence Against Women Leadership Program** - an award-winning program⁷ that empowers community leaders to create change by equipping them with the knowledge and tools to address gender-based violence in culturally appropriate ways. The program has produced 245 graduates from 19 language backgrounds who continue to lead workshops, influence policy, and launch prevention initiatives in their communities.
2. **Stronger Voices for Action** is a program designed to engage men from multicultural communities in primary prevention. The program will encourage men to reflect on behaviours and responses that may have been shaped by the challenges and stresses of settling in a new country.

As a respected, connected and capable settlement organisation, AMES is a committed partner to government and stands ready to take a lead in shifting the dial from violence response to violence prevention by supporting and implementing priorities identified in the Second Action Plan.

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⁷ Prevention of Family Violence Award at Victorian Multicultural Awards for Excellence 2024.

AMES consideration of Priority Areas

AMES submission addresses each Priority Area and is structured as proactive themes drawing on the research literature, AMES experience of challenges and opportunities, and examples of better practice initiatives, and recommendations to inform the Second Action Plan.

Priority Area 1: Victim-Survivors

This priority area addresses: strengthening a whole of society and life-course approach to prevention, early intervention, response, recovery and healing with a focus on victim-survivors from all communities and backgrounds.

The settlement sector can support early identification

Early access to assistance is strengthened when support is delivered through trusted settlement services. The *Evaluation of the Settlement Engagement and Transition Support (SETS) Grants Program* report found that settlement services are effective early-intervention platforms.⁸ Embedding capability within settlement, education, and employment services improves access and recovery outcomes. Other enablers include multilingual resources, trust-based relationships between victim-survivors and frontline workers and clear pathways to support. Settlement sector workers' established relationships with clients can be leveraged in early identification of gendered based violence.

Clear referral pathways and tailored supports

Through supporting newly arrived and migrant women and their families, AMES has identified the need for clear referral pathways and simple language to help victim-survivors understand and access available services. As highlighted in the SCOA's submission, warm referrals were identified by the sector as the minimum safety standard for improved service navigation.

Matching support to the level of risk, complexity and need improves service accessibility, reduces barriers to engagement and helps women achieve safer and more sustainable outcomes. This is also evidenced by SETS CoP's guide to responding effectively to domestic and family violence in migrant communities.⁹ Recovery often relies on a combination of financial, legal, practical and social supports that reflect individual circumstances. A needs-based approach enables women to access the right level of assistance at the right time, with some benefiting from information, navigation and practical support, while others require intensive specialist family violence, legal, housing or therapeutic interventions.

Coordinated responses that help victims navigate the complex system

Survivors are highly vulnerable, particularly recent arrivals who may face financial coercion and greater barriers after leaving abusive situations. Victim-survivors benefit from timely, accessible and culturally responsive support that reflects the diversity of their experiences and recognises the barriers faced by different communities.

⁸ *Evaluation of the Settlement Engagement and Transition Support (SETS) Grants Program*, 2023, Deloitte, accessed at: [PowerPoint Presentation](#)

⁹ *Responding effectively to domestic and family violence in migrant communities*, 2024, SETS CoP and The Social Policy Group, accessed at: [SETSCoP-Guide-DFV-Subgroup-2024-19072024.pdf](#)

While people are diverse, mainstream systems do, and at best, may not reflect or strengthen the cultural nuance of the people working in these complex systems. For example, there has been criticism of the lack of diversity in child protection services, leaving victims feeling like perpetrators. People need to feel they can trust the system.

Effective responses require strong coordination between police, courts, hospitals and specialist services so that people can move through the system without repeating their story or navigating complex referral pathways alone. Embedding social workers within organisations can provide immediate support, risk assessment and connection to appropriate services when concerns arise. Responses should be culturally safe, intersectional and integrated, recognising the impact of migration experiences, racism, visa insecurity and social isolation on help-seeking and recovery. Access is further strengthened through in-language services and co-designed approaches ensuring support is both accessible and responsive to individual needs.

Barriers and gaps in accessing support

For newly arrived and migrant women, language barriers; visa insecurity; stigma; and social isolation represent additional barriers to accessing support. Many victim-survivors also face difficulties after leaving a violent situation, as practical support can be limited. Navigating housing, financial assistance, legal services and other systems independently is particularly challenging for new arrivals. Key gaps remain in the availability of culturally tailored services including access to interpreters and in-language support; the collection of culturally and linguistically diverse (CALD)-specific data; and the recognition of migration-related factors that can increase vulnerability and affect access to support.

Recommendation for Priority Area 1

To better support victim-survivors, AMES recommends that the Second Action Plan builds culturally appropriate, safe and coordinated system responses, including clearer referral pathways and needs-based supports for newly arrived and migrant women and children.

Priority Area 2: Prevention and early intervention

This priority area addresses: embedding initiatives where people live, work, learn and connect to address the gendered drivers of this violence; address substantive influences on perpetration and risk such as harmful substance use, gambling, and adverse childhood experience; support attitudinal and behavioural change to prevent harm before it occurs; and to prevent escalation. It also requires collaboration and integration across sectors to strengthen primary prevention and early intervention approaches.

Building capability for community organisations and service providers

Capability building strengthens both community organisations and mainstream services' delivery of effective prevention and early intervention responses. Settlement organisations are often the first touchpoint for newly arrived communities, and a means to access other services such as education, employment, and community supports in-house or through referrals.

In AMES' experience, awareness and early identification of gender-based violence happens through women's contact with services in the settlement sector. Additionally, settlement outcomes such as social participation, economic independence, increased knowledge of rights and services, are also prevention outcomes. Therefore, the settlement sector should be recognised and resourced as an established, trusted national prevention and early intervention infrastructure.

AMES also supports strengthening of policies, procedures and leadership support for bystander action, creating environments where harmful behaviour is recognised and addressed. Practical bystander training has been identified as a prevention measure that empowers individuals to identify inappropriate behaviour, respond safely and confidently, and contribute to the prevention of gender-based violence and harassment. In this context, AMES supports recommendation 2 of ANROW's *Voices from the frontline* 2022 report, regarding provision of federally funded and accredited community bystander training.¹⁰

Further, increasing the number of bicultural and bilingual workers has been viewed as a way to improve accessibility, cultural responsiveness, and engagement with multicultural communities.¹¹ Bicultural workers are instrumental in building trust with their communities in the provision of culturally appropriate and client empowering interventions and education about available services.

Primary prevention delivered through the settlement sector

AMES supports embedding primary prevention education within the services and settings that newly arrived migrant and refugee families already access, including settlement, orientation, English language, and family support programs.

Settlement is a critical period of adjustment, during which individuals and families, learn about Australian laws and systems and build connections to community and support services. As a settlement service provider, our interaction and engagement with newly arrived communities provides an opportunity to embed gender equality, respectful relationships and the prevention of family, domestic and sexual violence into orientation and interactions with individuals and parents.

Primary prevention initiatives for newly arrived communities should be culturally responsive, trauma-informed and tailored to the needs of people from non-English-speaking backgrounds. This includes co-designed educational resources, multilingual materials and community-led approaches that reflect diverse cultural contexts and lived experiences. Currently, much of the available primary prevention material is designed for mainstream English-speaking audiences, with limited resources specifically developed for newly arrived migrant and refugee communities. Greater investment is needed to ensure newly arrived families can access prevention messaging that is relevant, accessible and effective from the earliest stages of settlement.

Initiative 1: Prevention of Violence Against Women Leadership Program¹² – AMES PVAW program highlights

Prevention of Violence Against Women Leadership Program is an award-winning leadership program that empowers community leaders by equipping them with the knowledge and tools to address gender-based violence in culturally appropriate ways.

¹⁰ *Voices from the frontline: Qualitative perspectives of the workforce on transforming responses to domestic, family and sexual violence*, 2022, ANROWS, accessed at: <https://tinyurl.com/38idx8xs>

¹¹ *About bicultural workers in the public sector*, 2024, Victorian Government, accessed at: [About bicultural workers in the public sector | vic.gov.au](https://www.vic.gov.au/about-bicultural-workers-in-the-public-sector)

¹² *Many Voices, One Future*, 2026, AMES Australia, accessed at: [Stop Violence Against Women Leadership Course | AMES Australia](https://www.amesaustralia.org.au/stop-violence-against-women-leadership-course)

Since 2016, AMES has delivered this program to 16 cohorts in metro and regional areas in Victoria and graduating 245 members from over 19 language communities. The graduates have gone on to engage in innovative actions and to promote gender equality, influence policy and launch prevention initiatives in their cultural, linguistic, and faith communities.

This leadership program is unique in its purpose of training community to understand, unpack and amplify primary prevention with cultural context. As AMES expands this program nationally, we are looking forward to the capacity building of grassroots leaders and advocates who champion primary prevention within their spheres of influence.

Create strong systems through strong relationships between organisations

Strong systems require meaningful, long-term partnerships that are grounded in community development rather than short-term, transactional service delivery. This can be achieved through co-designed and co-delivered programs with community organisations to help ensure responses reflect local needs, build trust and contribute to long-term community capacity. Mainstream services should also work in partnership with the multicultural sector through an integrated service system, ensuring responses are coordinated, culturally responsive and easier for individuals and families to access.

Strategic and tailored information sharing

When engaging with men and boys, AMES recommends framing the engagement as a shared benefit that promotes respectful relationships, stronger families and safer communities. Trusted organisations, such as AMES, can play an important leadership role by delivering community-led initiatives and creating pathways for ongoing engagement with community leaders, including men from multicultural backgrounds.

In AMES' experience, knowledge is more easily distributed through established networks that connect primary prevention and intervention services, helping to build consistent understanding and practice across sectors. To improve knowledge distribution to multicultural communities, training materials, practice guides and promotional campaigns should be translated and adapted for non-English speaking communities, with messaging tailored to both new and long-term arrivals to reflect different levels of familiarity with Australian laws, services and social norms.

Recommendation for Priority Area 2

AMES recommends that in the Second Action Plan settlement is recognised as prevention and early intervention infrastructure. To support newly arrived and migrant communities, AMES advocates for a primary prevention approach focused on education; capability building; adequate resourcing for the settlement sector; strong community-based systems; and strategic information sharing.

Priority Area 3: Children and young people in their own right

This priority area addresses: centring children and young people's voices, rights, and safety across prevention, early intervention, response and recovery, and providing tailored, age and developmentally appropriate support for children and young people. This priority includes young people who use violence (in the home and/or in intimate partner relationships, including the use of sexual violence).

AMES acknowledges the progress made in Priority Area 3, including the increased recognition of children and young people as victim-survivors, increased efforts towards research directly involving children and young people such as the Children and Young People Roundtable¹³ and better understanding of children and young people's views on and experiences of gender-based violence.

Tailored primary prevention education that addresses the intersecting impacts of migration, identity, and experiences of racism and discrimination can help counter the influence of online communities that promote harmful and aggressive forms of masculinity also known as the 'manosphere'¹⁴. Efforts should focus on building understanding and engagement among newly arrived humanitarian entrant children and young people, consistent with the education received by their peers in Australia under the Respectful Relationships Curriculum¹⁵. Introducing primary prevention education for newly arrived young people would support more equitable prevention outcomes and ensure this cohort of young people is not overlooked in existing education and prevention initiatives.

AMES views on Priority Area 3 align with the findings published in the Australian Human Rights Commission Report *'We're talking about stopping violence before it begins: Supporting Quality Engagement with Children'*.¹⁶ Namely, that children and young people should be placed at the centre of prevention and intervention efforts, with their rights prioritised regardless of gender. Their views and experiences should inform decisions that affect them through meaningful consultation and opportunities to contribute to policy, program design and service delivery. To support children and young people's participation, it is important for public sector and community organisations to have clear avenues and tailored resources that promote and educate young people on their rights.

Recommendation for Priority Area 3

AMES supports centring children and young people's voices on matters that directly affect them, in the Second Action Plan, and facilitating the access to resources that educate young people about their rights.

Priority Area 4: People who use violence

This priority area addresses: advancing prevention, early intervention, response, and recovery and healing throughout the life course on both family and domestic violence and sexual violence, supporting earlier identification, and multi-sector approaches to accountability and behaviour change, for example, but not limited to, strengthening policing and justice sector responses.

Evidence shows that most violence, including gendered-based violence is perpetrated by men.¹⁷ Worryingly, recent research also shows a rise in misogynistic views among young

¹³ *Children and young people roundtable*, 2025, DFSV Commission and ANROWS, accessed at: [apo-nid334729.pdf](#)

¹⁴ *The manosphere: What it is and what parents and carers need to know* | eSafety Commissioner

¹⁵ *Understand this Curriculum connection – Respectful Relationships*, 2026, Australian Curriculum, accessed at: [Respectful relationships | V9 Australian Curriculum](#)

¹⁶ *'We're talking about stopping violence before it begins': Supporting Quality Engagement with Children*, 2026, Australian Human Rights Commission, accessed at: [Report: Stopping violence before it begins. Supporting quality engagement with children.](#)

¹⁷ *Men and boys snapshot. Engaging with men and boys to end domestic, family and sexual violence*, 2025, DVSV Commission, accessed at: [The Domestic, Family and Sexual Violence](#)

men and boys.¹⁸ AMES recommends the strengthening of prevention efforts by engaging men and boys in the spaces where they already connect and seek information, including online platforms, community networks and other trusted environments¹⁹, alongside more traditional settings such as sport. Using trusted channels and messengers helps reach people who are less likely to participate in existing prevention initiatives, broadening the impact beyond audiences that are already engaged.

Additionally, male peer support can contribute to positive conversations about relationships, respect and behaviour change, while frontline workers and community members play an important role in recognising risk factors and providing support at an early stage. Multicultural organisations are often well placed to influence values, attitudes and behaviours within their communities and can be valuable partners in prevention efforts.

Initiative 2: Stronger Voices for Action – AMES PVAW program highlight

The Stronger Voices for Action project seeks to engage men from multicultural communities in primary prevention.

Recognising that the early settlement period presents a number of challenges for newly arrived communities, this project established an advisory group with representation from a range of services and organisations supporting mental health, youth, specialist family violence services and men's research. This collaborative approach has led to the development of a gamified activity that invites men to reflect on patterns of behaviour that are impacted by the stressors of settlement in a new country.

The launch of *Stronger Voices for Action* later this year, will see its promotion as an educational activity and its integration into the AMES Leadership program. A key outcome and objective that has informed the development of this activity is feedback on the lack of engaging and non-judgmental pathways to encourage reflection from men on factors that exacerbate use of violence and the avenues that can support change.

Recommendation for Priority Area 4

AMES recommends engaging men and boys through trusted community, online and sporting settings, supported by multicultural organisations and peer-led approaches to promote respectful relationships and positive behaviour change.

Priority Area 5: System Integration and Workforce

This priority area addresses: safe and effective prevention, early intervention, response and long-term recovery including justice and health sector responses, drawing on an integrated system and a connected and capable workforce that utilises trauma and violence-informed approaches across multi-sector services and programs.

[Commission – Yearly Report to Parliament Yearly Report to Parliament Yearly Report to Parliament Yearly Report to Parliament – August 2024](#)

¹⁸ Ibid.

¹⁹ Responding effectively to domestic and family violence in migrant communities, 2024, SETS CoP and The Social Policy Group, accessed at: [SETSCoP-Guide-DFV-Subgroup-2024-19072024.pdf](#)

Systems integration and coordination between sectors

Evidence shows that family violence responses for migrant and refugee communities are most effective when prevention, early intervention, settlement support and specialist family violence services are connected rather than operating separately. The *2024 SETS CoP Guide: Responding Effectively to Domestic and Family Violence in Migrant Communities* identifies collaboration between settlement, mainstream and specialist family violence services as a key success factor.²⁰ It highlights co-location, multidisciplinary response teams, referral pathways, and mutual mentoring arrangements as practical mechanisms for improving service access and continuity.

Culturally responsive services through continuous improvement and bicultural workforce

Effective service delivery relies on a workforce with strong cultural competence, dedicated family violence expertise, and ongoing professional development. AMES is of the view that training is most effective when embedded as a continuous practice rather than delivered as one-off sessions, building capability in cultural awareness, trauma-informed practice, risk assessment and engagement with diverse communities.

Services are more accessible when they are culturally responsive, delivered in trusted settings and supported by skilled interpreters.²¹ Bilingual and bicultural workers bring critical cultural knowledge, community trust and lived understanding that strengthen prevention, early intervention, and response efforts. Their expertise has the greatest impact when it informs service design, decision-making and intervention strategies, rather than being limited to translation or outreach functions.

Intentional use of cultural knowledge enables more effective, community-informed responses. Strengthening practice to leverage the deep community understanding and cultural practice knowledge of bilingual and bicultural workers improves outcomes for victim survivors from our multicultural communities. Often bilingual and bicultural workers are expected to merely translate or interpret or explain services to clients, rather than using their cultural nous to contextualise practice.

Addressing evidence and data gaps

Evidence gaps continue to limit the effectiveness of family violence prevention and response in multicultural communities. *Safe and Equal's work*²² highlights the need for stronger statewide guidance, evidence frameworks, governance arrangements and more robust data systems to support effective practice. Data collection remains inconsistent across organisations and service systems, particularly in relation to cultural background, language, service outcomes and long-term impact. This makes it difficult to measure what works, compare outcomes across programs, and build a strong evidence base for behaviour change. Clear mechanisms should be in place to ensure that communities are not identified, stigmatised, or isolated because of data collection and reporting.

²⁰ Ibid.

²¹ *People from culturally and linguistically diverse backgrounds*, 2024, Australian Institute of Health and Welfare, accessed at: [People from culturally and linguistically diverse backgrounds - Australian Institute of Health and Welfare](#)

²² *Research and reports, 2024-2026*, Safe and equal, accessed at: [Research and reports | Safe and Equal](#)

Clearer direction from funders on evidence standards, performance measures and indicators of success would strengthen evaluation and support more consistent practice across the sector.

There is also a need for clear responsibility within the system for identifying, documenting and sharing effective approaches, ensuring that lessons learned are not confined to individual organisations. In AMES' view, stronger mechanisms for knowledge sharing, continuous improvement and the dissemination of proven models would help accelerate practice reform and improve outcomes across the settlement, multicultural and family violence sectors.

Recommendation for Priority Area 5

As an organisation with a large service offering that goes beyond settlement, AMES advocates for improved systems integration and coordination, culturally responsive services and stronger data and knowledge sharing mechanisms.