

# Mapping tool

## Safer pathways to family violence crisis and support services for CALD women



**This resource helps to map Culturally and Linguistically Diverse (CALD) women's journeys to specialist family violence crisis and support services.**

Use it to:

- identify client barriers and enablers for accessing services
- understand what happens before, during and after the client has used services
- review and analyse case notes and document client stories and your observations
- consider perspectives from multiple services
- collate evidence to support advocacy or funding applications.

If you are planning to share this document with policy-makers or other organisations, please remember to remove the identifying information to protect the client's safety.

### Background

CALD women's access to and experiences of family violence and settlement services are impacted by many factors:

- under-resourced services
- visa status and dependency
- communication barriers
- lack of available services, particularly in regional areas
- family and community contexts.

It is important for policy-makers, service staff and other practitioners to better understand these factors in order to improve CALD women's pathways to services.

### Ethical and legal considerations

There may be no need for ethics approval if you use this resource internally or map general client service journeys without identifying anyone. However, you may need ethics approval if you use this resource as part of a research project or would like to make the findings public.

Please check the information sharing legislation in your state before conducting this mapping exercise with staff from other organisations. Consider if you will need the consent of particular clients or organisations.

This resource has been developed by Australia's National Research Organisation for Women's Safety (ANROWS) and organisations involved in the *CALD Projects with Action Research (CALD PAR)* initiative. This resource has been adapted from the *Managing Two Worlds Together* project, which aimed to improve the journeys and outcomes of Aboriginal patients to healthcare services. It also draws on training material from *inTouch Multicultural Centre Against Family Violence* (2019) on barriers to CALD women's access to services.

## Mapping record

Date:

Whose journey(s) are you mapping?

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What stage of their journey(s) are you mapping?

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Who is doing this mapping?

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What perspectives, assumptions and positions do you bring?

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Why are you mapping this journey?

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## Client(s)' stories

Record what you know about your client(s)' journey(s) to services. If relevant, include their friends or community members. This does not need to be linear and you can include different experiences (attach additional pages if necessary).

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## Visual map

Draw a map that best reflects the clients' journey(s) to services. Consider how you have referred them on to services, or whether they are also going through a high-risk response pathway to multi-agency case coordination in your state. If a client had multiple journeys, include them. Include travel and other arrangements needed for women to attend services

Map other relevant journeys, consider mapping how the journey might look "off-stage" or from the perspectives of family and community.

## Dimensions of wellbeing

Fill in the table to map how there are different strengths, underlying factors and challenges in relation to dimensions of the client(s)' wellbeing.

Dimension of  
safety/wellbeing

Existing situation  
and strengths

New  
challenges

Physical



Psychological/  
emotional



Economic/financial



Community and  
family



Spiritual



Cultural





Underlying factors affecting access

Specialist family violence services

Other support services  
(specify e.g. settlement services, court services/victim services)

Systems-level (resourcing/funding)

Employment



Location of service



Stigma (including from family/community members)



Relationship to local communities (please specify)



Support from family/friends



Previous experiences with services



Pre-migration and migration experiences







## Reflections

Use the following questions to guide your reflections and determine your next steps.

- What does the client envision in their future and in their home? What are their priorities (eg. reputation in community)?
- Are there accessible pathways to necessary services for your clients?
- What are the barriers to the client(s) accessing services?
- Are there any inconsistencies in service provision?
- What are the enablers for accessing services?
- At what levels is action required and where?

## Action plan

Identify key actions that can be taken to share and follow up on your findings.

### *Example*

#### Action 1

Sharing findings from the mapping

#### When

(insert a deadline)

#### Where

Steering committee meeting/local network meeting

#### Who

Project leader/team leader

#### Why

To help overcome barriers identified/engage strengths and action changes, where possible

#### Follow up

How will you review or report on the action taken (e.g. in a monthly report to a network meeting/team meeting?)

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## Other resources

Managing Two Worlds Together 2015 resources

[lowitja.org.au/resources](http://lowitja.org.au/resources)

[flinders.edu.au/medicine/sites/health-care-management/managing-two-worlds-together.cfm](http://flinders.edu.au/medicine/sites/health-care-management/managing-two-worlds-together.cfm)

ANROWS research on Culturally and Linguistically Diverse communities

[anrows.org.au/research-areas/culturally-and-linguistically-diverse-communities](http://anrows.org.au/research-areas/culturally-and-linguistically-diverse-communities)

InTouch Multicultural Centre Against Violence

[intouch.org.au](http://intouch.org.au)

Multicultural Centre for Women's Health

[mcwh.com.au](http://mcwh.com.au)

Northern Integrated Family Violence Services: Overcoming Barriers resource

[nifvs.org.au/resources/nifvs-resources/cald-resource](http://nifvs.org.au/resources/nifvs-resources/cald-resource)

## Remember self-care

Talking to CALD clients about their stories can be emotionally triggering, and for some practitioners, this may contribute to vicarious trauma. Head to The Lookout and 1800RESPECT for resources that may help.

## Feedback

We would love to hear what you think about this resource. Please let us know by emailing [research@anrows.org.au](mailto:research@anrows.org.au).