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Multicultural Centre
Against Family Violence

WOMEN'S LEGAL CENTRE

MULTI- CULTURAL CENTRE AGAINST FAMILY VIOLENCE

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Legal Pathways to Recovery

Strengthening access to justice for migrant and
refugee women

Intouch delivered Legal information webinars that
were designed to be culturally inclusive and trauma
informed.

Findings of the Final Evaluation

- **64 webinars on 6 Topics:** Parenting, Property, Divorce, Immigration – Family Violence Provisions, Intervention Orders, Financial Assistance Scheme
- Demonstrated high demand for free, in-language legal education tailored to migrant and refugee women experiencing family violence and it addressed a key gap in the service system

Findings of the Final Evaluation

The project achieved its intended short-term outcomes and these outcomes were significant to women survivors and the staff who support them.

The final evaluation showed significant increases in participants' self-reported knowledge of legal topics and their confidence or capability to make decisions about those topics.

Key outcomes summary

- statistically significant increases in knowledge of key legal topics
 - increased confidence of participants to take the next step
 - increased engagement with the service
 - increased trust in the service and legal processes
 - some increases in ability to self-help
- some observed increases in efficiency of legal advice clinics

Feedback – Knowledge and Peace of mind

“[I] don't know anything about Australia's laws. The information gave me peace. I felt blind. [The webinar] gave me a lot of peace of mind.” - Client

“[Many of] our clients are newly arrived, they don't understand the system... As they [leave the webinar], the big picture messages would stay with them: There's a process. People can't just take your kids. Your husband can't deport you. Slowing down those [concerns] actually means the most. That's what people walk away with.” – Staff member

Feedback – Empowerment and Action

“With all this information I realised my ex-husband was manipulating me”

“Ideas and information about my options... allows me to be prepared if I need to escape urgently”

“It meant that I could do the [divorce application] process myself afterwards, which saved me so much money.”

“Because of these sessions I learned the procedure myself... They help me to learn the basics [which was] very important. I went through mediation and got positive result.”

Feedback – Staff Benefit in an Integrated Setting

- Greater collaboration and information sharing across teams
- Strengthened practice for some case managers and intake workers

“Often, clients trust 100% their partner. There are certain cultures where women navigate the world through their partner. So when they separate, they trust what their partner says. [The partner] tells the victim, ‘if you apply for IVO we’ll both be kicked out of the country.’

Now, us knowing that’s not how it works, we don’t give legal information but we can [correct misinformation].” – Staff Member

Critical success factors

- **Safe**

“I feel safe because nobody can see me or meet me. I didn't want to see anyone.”

- **Trusted**

“it was so valuable, especially as it was from an experienced lawyer.”

- **In real time**

“I understood it very clearly. I had no idea about the topics. I was clueless. I asked questions and understood even better.”

Key Takeaways

The right legal education can increase survivors' sense of agency, safety, emotional or financial wellbeing, and provide more timely access to the law.

The project delivered significant, positive outcomes for participants - and unexpected benefits for staff.



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