TOOL 1
Service mapping tool

Use this tool to map existing services for survivors of sexual violence in the community and to document information about them. This tool has three parts:

PART A provides step-by-step instructions on how to collect information for the mapping.

PART B is a service information form with instructions to help document details of each service including location, contact details, types of assistance offered and costs which will be used to create a service directory.

PART C is a 'Who, What, Where' template to document who is providing what services and where they are.

PART A: STEPS IN SERVICE MAPPING

Step 1. **Define the geographical area for the mapping.**

Identify the geographical boundaries for the service mapping. For example, decide if you are mapping a whole state or district or a smaller area.

Step 2. **Develop a list of all services, organizations and groups in the area selected that provide care and support to survivors of sexual violence in the community.**

a) Develop a list of services by sector. Find out about available services using the following sources of information:

- Mapping or assessments done by the national gender-based violence (GBV) coordination group or by other sectors, for example child protection or health
- Information collected as part of CC Programme assessment and start-up, including focus group discussions, interviews, surveys conducted by the research team
- Ask CBC stakeholders identified during the Sector Stakeholder Mapping (see Part Two of the Toolkit *Programme Planning and Monitoring*)
- Ask representatives from women's and children's groups and networks
- Information on HIV services from the Ministry of Health or the National AIDS Commission

b) If there is **no existing information** on available services, you will need to visit health centres, government welfare, gender and children's agencies, police stations, women's and children's groups, etc. and gather new information.

Step 3. **Contact each service/organization/group on the list using the service information form, collect information about the service including contact details and specific services offered.**

a) Contact each service, organization or group and collect detailed information about them using **Part B Service Information Form**.

b) It is best for a staff member to go to the service and have a face-to-face meeting to collect information if possible. However, if this is not possible due to security or other constraints, you can collect the information through a phone conversation.

Step 4. **Find out about and contact other services, organizations or groups who provide care and support to survivors.**

a) Ask each service, organization or group that you contact about other services, organizations or groups they are in contact with or know about that provide care and support to survivors of sexual violence.

b) Contact these new services, organizations or groups and repeat Step 3 above.

Step 5. **Develop a list of services by sector.**

Once you have collected information about all available services, use **Part C Who, What, Where** to document the services by sector.

Don't forget to regularly update this list as you become aware of new services or changes to services.

Step 6. **Develop and share a directory of services**

a) Develop a service directory using the **Part B Service Information Forms**. Don't forget to develop an attractive cover and include basic information about what is in the guide.

b) Make copies and distribute to all community-based response actors.

c) Don't forget to plan when and how the directory will be updated!

TOOL 1 SERVICE MAPPING TOOL (continued)

PART A: Notes for filling in Part B Service information form

1. Write the name of the organization.

2. Using the list of Response Sectors and Services below, choose the sector that describes the organization and write it in the box. If the organization provides services in more than one sector, include all relevant sectors on the form.

3. Using the list of Response Sectors and Services below, identify the specific services provided by the organization and write them on the form. If the service isn't included in the list, write 'Other' and give more information.

4. Write the physical location of the service and include details of how to get there so people know how to direct others to find it. See note below.

5. Write the phone number where a referral can be made or where more information about the service can be obtained. See note below.

6. Write the name of the main contact person who is able to provide information and take referrals.

7. Write the times and days that people can come for assistance.

8. Write the main target groups of the service and include as much detail as possible, for example:

   • Adult women

   • Adolescent girls

   • Girls aged 0 - 12

   • Homeless children

   • Female and males of reproductive age

9. Write how much each service costs. Be specific.

10. Write how a person can be referred and access the service. Referral usually involves either *self-referral* – a person can call or come into a service, organization or group and request assistance – or *referral by another service* either verbally or in writing.

11. Note down any additional information that is useful to know. For example, any exclusions from the service.

Note: In the case of services that deal with safety, protection or other sensitive issues, DO NOT include detailed information in a service directory or other documents that will be distributed.

For some services it is very important that information about the location, contact details and contact people is NOT made publically available or widely shared to protect survivors, their families and those helping them. This applies in particular to shelters and safe houses, where disclosing people's locations can put women and their children and staff at risk, and to facilities that provide other sensitive care and support for victims, such as pregnancy termination services, where they are legal.

TOOL 1 SERVICE MAPPING TOOL (continued)

PART B: SERVICE INFORMATION FORM

Name of Service/Organization Sector	
Specific Services Provided	
Location	
Phone Number	
Main Contact Person	
Hours	
Target Group	
Fee for Services	
Geographical area served	
How to make a referral	
Additional Information	

TOOL 1 SERVICE MAPPING TOOL (continued)

PART B: List of response sectors and services	
Sector	**Services Provided**
Health Services	• Comprehensive post-rape care, include injury management, STI treatment for sexually transmitted infections (STI), emergency contraception (EC), and post-exposure prophylaxis (PEP) for HIV/AIDS. • Partial post-rape care, includes some components but not all • Forensic services • Treatment for chronic physical health outcomes • Reproductive health care • Fistula repair • Voluntary Counselling and Testing for HIV (VCT) • HIV treatment, care and support services • Crisis counselling and support[2] • Mental health assessment and management, eg. psychological or psychiatric evaluation, treatment and care • Other health service – give details
Psychosocial Support Services *Includes social welfare and education services*	• Crisis counseling and support • Information and advocacy • Casework services • Individual counseling/support[3] • Group counseling/support[4] • Material support (eg. clothing, food) • Financial support • Family outreach and education • Community outreach and education • Livelihoods/economic support • Formal and informal education • Traditional healing • Court support • Other psychosocial support service – give details
Safety Services	• Short-term shelter and accommodation for adult women • Short-term shelter and accommodation for adult women and their children • Short-term shelter and accommodation for children • Medium term shelter and accommodation • Other safety service – give details
Law Enforcement and Criminal Justice Services	• Criminal investigation, arrest and prosecution of perpetrators
Legal Services	• Legal counseling and advice for survivors and their families • Legal advocacy and representation in court matters
Child Welfare & Child Protection Services	• Investigation of allegations of child abuse • Alternative care placement for children • Financial and other support to families • Emotional and practical care, and support to vulnerable children

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2 Crisis counseling and support is sometimes called 'psychological first aid' in the medical model, however in a survivor-centred model the term crisis care or crisis counselling and support is preferred.

3 Refers to culturally appropriate supportive counselling that aims to provide emotional and practical support, give information and solve problems, such as family and community relationship difficulties.

4 Refers to culturally appropriate supportive group-based activities that aim to provide emotional and/or practical support to group members.

TOOL 1 SERVICE MAPPING TOOL (continued)

PART C: WHO, WHAT, WHERE OF SEXUAL VIOLENCE SERVICES

Sector	Name of Service	Services Provided	Exact Location	Contact Information