

## **REFERRAL / INTAKE PROCESS**

*When making a referral to the NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors (STARTTS). Please provide client information, below are some of the things the Intake Officer would like to know (if possible).*

### **1. DEMOGRAPHICS:**

Name, address, date of birth, language/s, country of birth, nationality/ethnicity, date of arrival in Australia, immigration status (visa type or number), gender preference for counsellor/interpreter.

### **2. REFUGEE STORY:**

Torture/trauma experiences (**if known**), migration process, general history.

### **3. PSYCHOLOGICAL SYMPTOMS / DIFFICULTIES:**

E.g. depressed mood, nightmares, disturbed sleep, anxiety, irritability, concentration and memory problems, flashbacks, etc.

### **4. PHYSICAL HEALTH PROBLEMS:**

E.g. headaches, body aches and pains, gastro-intestinal problems, gynaecological problems, injuries, wounds, etc.

### **5. TREATMENT RECEIVED (PAST AND CURRENT):**

E.g. medication, doctors, counselling.

### **6. SOCIAL SUPPORTS:**

Family in Australia, family *not* in Australia, friends in Australia, connections with ethnic/religious community, etc.

### **7. SETTLEMENT ISSUES:**

E.g. housing, employment, immigration, legal issues.

**8. CURRENT STATUS**, if known, in terms of suicide risk, psychotic illness and drug and alcohol use / abuse.

Please note: These will not rule out STARTTS treatment, but other things may need to be arranged first, e.g. drug and alcohol counsellor.