

AGENCY REFERRAL FORM

All the information given to RAILS is confidential and RAILS will not share it with anyone without the client's consent unless permitted or required by law. Information provided to us about child harm or child sexual abuse may have to be reported to the authorities.

Please complete all pages of this form and email it to admin@rails.org.au with:

- ☐ Copy of client's passport or Immicard
- ☐ Visa grant notice, if applicable
- ☐ Emails or letters from the Department of Home Affairs or the Administrative Appeals Tribunal, if applicable
- ☐ Client authority SIGNED BY THE CLIENT for RAILS to share information with the referrer, if you would like us to be able to update you about this referral (see page 4)
- ☐ Any other information you would like RAILS to review

It is very important that you send RAILS the documents above, if the client has them. They help us understand the urgency of the referred matter and what RAILS can do to assist.

A. REFERRER

Organisation:	Referrer's full name:
Telephone:	Email address:
Availability (working days and times):	

B. CLIENT'S INFORMATION

PERSONAL DETAILS		
First name:	Surname:	
Date of birth:	Gender: <input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Other - please, specify:	
CONTACT DETAILS		
Telephone:	Email address:	
Residential address:	Post code:	
Homelessness status: <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> At risk <input type="checkbox"/> Unknown		

Please advise if we should be aware of safety issues and times to contact / not contact the client:

Please advise if there is any time, between Monday and Friday, from 9am to 5pm, at which the client would prefer not to be called (for reasons other than safety concerns). RAILS **will try** to contact the client outside of these times, but cannot guarantee that this will be possible:

LANGUAGE	
Language spoken at home:	Do they need an English interpreter? <input type="checkbox"/> Yes <input type="checkbox"/> No
Spoken English: <input type="checkbox"/> Very Well <input type="checkbox"/> Well <input type="checkbox"/> Not Well <input type="checkbox"/> Not at all	
Written English: <input type="checkbox"/> Very Well <input type="checkbox"/> Well <input type="checkbox"/> Not Well <input type="checkbox"/> Not at all	
Disability status: <input type="checkbox"/> No <input type="checkbox"/> Yes: _____	
Do they identify as? <input type="checkbox"/> Aboriginal Australian <input type="checkbox"/> Torres Strait Islander <input type="checkbox"/> Both <input type="checkbox"/> None	

C. DESCRIPTION OF CLIENT'S MATTER

IMMIGRATION STATUS	
Country of birth:	Date of arrival in Australia:
Current visa type:	Visa expiry date:

Is this matter urgent? ☐ Yes ☐ No

If yes, is there a deadline? Date: _____

If yes, nature of urgency / deadline: _____

What assistance does the client request from RAILS?

[illegible]

Additional parties

List any other people related to the client's enquiry. This may include:

- People who have perpetrated DV against them
- Any person who may have an adverse interest in their enquiry.
- Dependent children
- People they want to propose or sponsor to come to Australia
- People included in their visa application

Full name	Date of birth	Relationship to client

D. EXPERIENCE OF DV – Complete this section if client has raised experiences of DV. If client has not raised experiences of DV, please skip to section E - Income details.

1. Is it your or your agency's opinion that the client has experienced DV? ☐ Yes ☐ No
2. Has the client separated from the perpetrator of DV?
☐ Yes (approximate date: _____) ☐ No ☐ Unsure
3. Is/was the perpetrator of DV the client's visa sponsor? ☐ Yes ☐ No ☐ Unsure

If no to this question, please skip to Section E - Income Details

4. Is there a child from the relationship? ☐ Yes ☐ No ☐ Unsure
5. Has the sponsoring partner died? ☐ Yes ☐ No ☐ Unsure

E. INCOME DETAILS - Some of our services are means tested. The questions below assist RAILS in assessing the client's eligibility to those services.

Is Centrelink the client's main income source? <input type="checkbox"/> Yes <input type="checkbox"/> No			
Do they live with their partner? <input type="checkbox"/> Yes <input type="checkbox"/> No			
Do they work? <input type="checkbox"/> Yes <input type="checkbox"/> No		Does their partner work? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Do the client or their partner have any dependents? <input type="checkbox"/> No <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 or more			
What is the client's household's maximum weekly income (before tax)?			
<input type="checkbox"/> No income	<input type="checkbox"/> \$1200	<input type="checkbox"/> \$1550	<input type="checkbox"/> \$2010
<input type="checkbox"/> Less than \$1040	<input type="checkbox"/> \$1355	<input type="checkbox"/> \$1610	<input type="checkbox"/> \$2070
<input type="checkbox"/> \$1040	<input type="checkbox"/> \$1410	<input type="checkbox"/> \$1810	<input type="checkbox"/> \$2200
<input type="checkbox"/> \$1180	<input type="checkbox"/> \$1515	<input type="checkbox"/> \$1880	<input type="checkbox"/> More than \$2200
Is there anything else that RAILS should consider when assessing the client's financial circumstances? For example, about having medical expenses or other financial obligations.			

CLIENT AUTHORITY

I, (client's full name) _____

authorise the Refugee and Immigration Legal Service (RAILS) to provide information about my immigration case, including relevant documents and my name and contact details, to (organisation details)

_____ for the purpose of updating them on progress made in my case and obtaining information to progress my case.

I also authorise RAILS to obtain information for and about my immigration case for the purpose of progressing my case.

Signed,

Date: