



# RAILS

Refugee and Immigration  
Legal Service

## SETTLEMENT AGENCIES 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](mailto: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

<b>PERSONAL DETAILS</b>	
First name:	Surname:
Date of birth:	Gender: <input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Other - please, specify:
<b>CONTACT DETAILS</b>	
Telephone: Is this someone else's number? <input type="checkbox"/> Yes <input type="checkbox"/> No	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:

<b>LANGUAGE</b>	
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**

<b>IMMIGRATION STATUS</b>	
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?**

**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 the client has raised experiences of DV. If the 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 person using violence (PUV)?

Yes (approximate date: \_\_\_\_\_)  No  Unsure

3. Is/was the PUV 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 - This information is essential for us. Some of our services are means-tested. We need to ask the client about their finances to assess if we can assist them.**

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 and 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 their household's maximum weekly income (after tax)?  <input type="checkbox"/> No income <input type="checkbox"/> Some income (please confirm their weekly household income): _____	
How much money do they have in savings? _____  Are these funds available to them? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Do they have any significant financial obligations or responsibilities? For example, medical expenses or other financial obligations.	

**F. Client Authority to Share Information for RAILS Refugee Family Reunion Outreach Clinic**

I, (client's full name)  
 authorise (name of the settlement service provider)  
 to provide information about my immigration case, including relevant documents and my name  
 and contact details, to (second settlement service provider)  
 for the purpose of RAILS Refugee Family Reunion outreach clinic at the (second settlement service  
 provide location) office.

Signature of client:

Date:

## 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: