



Information for General Practices

Referring to Sexual Violence (SV) or Child Sexual Abuse (CSA) Link Worker

Referral details for professionals

- To make a written referral, professionals can fill in the PDF referral form and email this to crcclinkworker@crcc.org.au.
- To make a verbal referral, professionals can call the SV or CSA Link Worker on ph 02 6185 2842 between 9-5 weekdays.
- When referring a patient to the SV or CSA Link Worker, professionals can use this information sheet to aid discussion with the patient about expectations post-referral and answer commonly asked questions.
- Professionals can contact the SV or CSA Link Worker on the above details for debrief and consult as needed.

Safety

- It may not be safe for the patient to save service contact details in their phone or take paperwork home, as the person using violence against them might find this.
- The SV and CSA Link Workers will call patients from a private number.
- The SV and CSA Link Workers can also call the General Practice, and have it transferred to the patient if there is a concern that the person using violence will check the patient's call logs. Please indicate on referral form if this is needed.

Contact details for patients

- Patients can call the CRCC Crisis Line Monday to Friday between 7 am to 11pm at 6247 2525 or email crisis@crcc.org.au.
- Patients can call and create a client file or can choose to call anonymously.

Informed consent

- Professionals must have patient's consent prior to sending through written referral.
- If a patient does not consent to a referral, professionals can consult with the CRCC SV or CSA Link Worker at 02 6185 2842 during weekdays from 9 AM to 5 PM, without sharing any identifying patient information.



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Limits to confidentiality

All referrals, contact with professionals, and patient interactions will be recorded in CRCC's secure database system. This information is accessible to CRCC Link Workers and relevant staff, such as the Crisis Team managing the CRCC crisis line. Information sharing with other service providers is strictly protected, except under the following circumstances:

- The patient provides consent (verbal or written) for information to be shared.
- There is a threat to the patient's safety, including risk of suicide or self-harm; in such cases, Link Workers will notify appropriate support services (e.g., Home Assessment and Acute Response Team - HAART).
- There is a threat to the safety of a child, or a child is at risk of harm or abuse, necessary steps will be taken to ensure their protection in line with the *Children and Young People Act 2008*.
- CRCC is legally subpoenaed to submit the patient's file as evidence in court.

Supports after referring to CRCC SV or CSA LINK WORKER

Upon receiving a referral from a GP, Link Workers will follow a 5-step process to provide support to patients, see *Figure 1*.

1. Initial contact and needs assessment:

Link Workers will contact the patient via phone and conduct a thorough needs assessment. This includes providing immediate emotional support if the patient is in distress, ensuring their immediate concerns are acknowledged, and beginning to assess their specific needs.

2. Triage and prioritisation:

Referred patients will be triaged and prioritised based on their immediate safety needs or acute physical or psychological symptoms of SV or CSA. If immediate risks are identified, Link Workers will implement safety interventions and planning, and if necessary, contact the police (000) or ACT Child, Youth, and Family services for child protection.



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3. Obtaining consent and facilitating referrals

With informed consent, warm referrals will be facilitated, involving the Link Workers, the patient, and the relevant external service provider. Follow-up calls will also be made to ensure the referral has been received and is being acted upon.

4. Internal referrals made to CRCC

The CRCC Crisis Team will provide patients with crisis support, counselling, and advocacy tailored to their individual needs.

5. Closing feedback loop with referring GPs

Link Workers will close the feedback loop by emailing the referring GPs with details of the actions taken, the support provided, and any ongoing care plans for the referred patient.

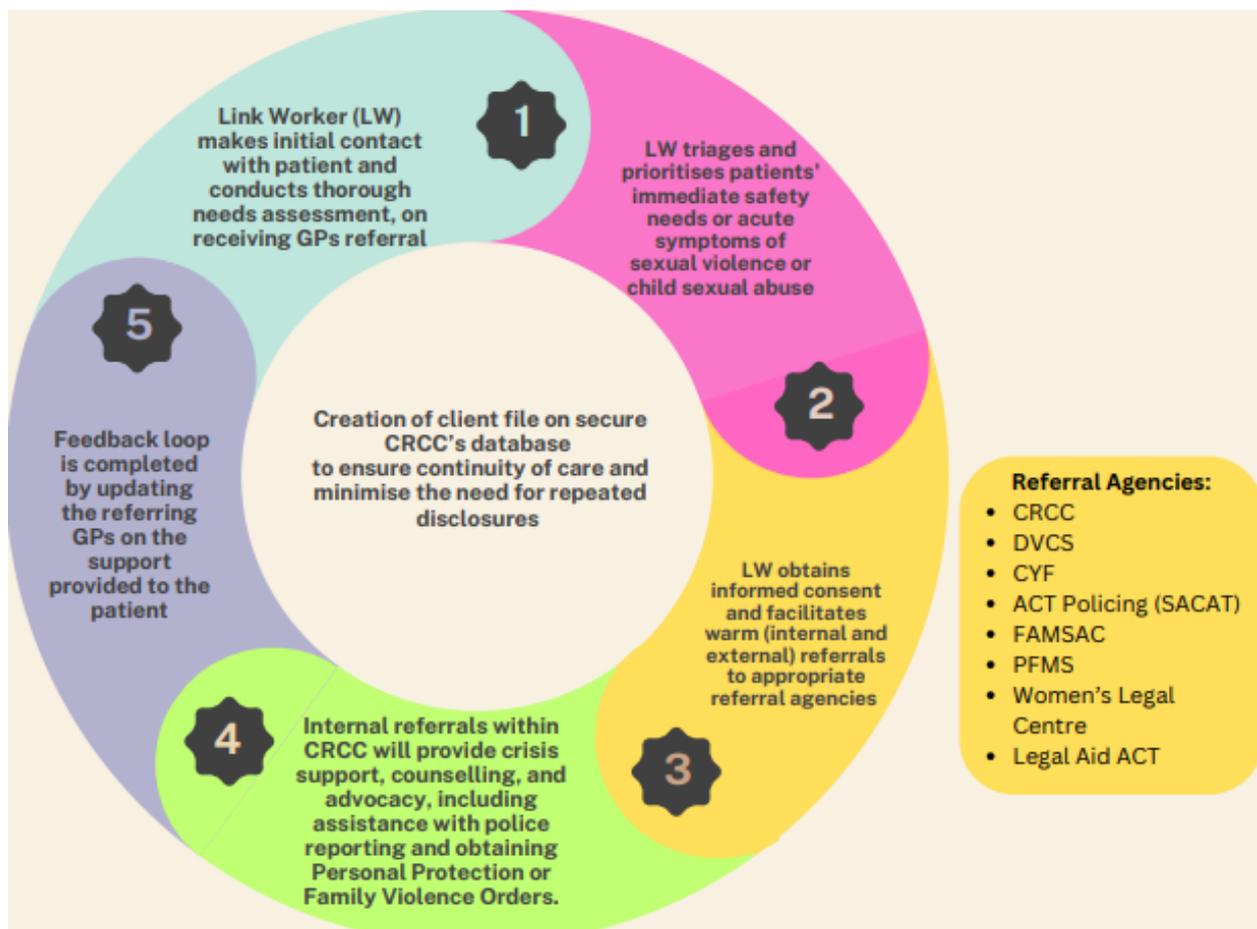


Figure 1: 5-step referral process

**DO NOT PROVIDE PATIENT WITH A COPY OF THIS INFORMATION SHEET.
IT MAY NOT BE SAFE FOR THEM TO TAKE HOME.**