



Making Referrals to the Phoenix Centre

This document is designed to provide information on how to refer a client to the Phoenix Centre for counselling.

What does Phoenix Centre do?

The Phoenix Centre provides a range of services (in Hobart and Launceston) to people from refugee backgrounds who have survived torture or war related trauma to help them to recover from their experiences.

The Phoenix Centre is the Tasmanian member of the Forum of Australia Services for Survivors of Torture and Trauma (FASSTT), a national peak body which seeks to ensure that services provided to sufferers of torture and trauma meet international standards of best practice.

The Phoenix Centre is a complementary service within the Migrant Resource Centre Tasmania, a politically independent, non-profit community organisation. Phoenix services are funded by Commonwealth, State and Local Governments as well as philanthropic bodies and donations.

Our services are:

- Free
- Confidential
- Supportive
- Culturally sensitive
- Flexible
- Client- Centred
- Use a range of approaches and interventions.

Referral Requirements:

- The Phoenix Centre is funded specifically to support people who have fled persecution, torture and war-related trauma. When referring clients for service, it is important that the reason for referral relates to these experiences.
- When referring a client to the Phoenix Centre, we ask that you assess their readiness and willingness to engage with support services.

Client Eligibility:

The following people are eligible to access our services. Those who:

- have a refugee or refugee-like background (including asylum seekers); AND
- have a history of torture and/or other traumatic events prior to arrival in Australia; AND
- are experiencing psychological or psychosocial difficulties believed to be associated with their experience of torture and traumatic events; AND
- are willing and ready to engage in counselling; AND
- have given consent to receive our services.



If you are unsure about a referral or have any questions about a referral, call the Phoenix Centre on (03) 6221 0999 Monday to Friday, 9.00am - 5.00pm.

Note: The Phoenix Centre is not a crisis service and is not able to respond immediately. For urgent assistance, please contact Lifeline on 13 11 14 or the Mental Health Helpline 1800 332 388.

How to make a referral to Phoenix Centre

- Collect information from the client or from the client's referrer,
- Ensure you have the client's consent (or parent/carer consent),
- Complete the Phoenix Centre referral form, and email the referral form to the Phoenix Centre on phoenixreferrals@mrctas.org.au
- Or phone us on (03) 6221 0999 to discuss other options.

What happens when you refer someone to the Phoenix Centre?

- A Phoenix worker contacts the referrer to clarify referral information.
- An initial intake interview is arranged with the client.
- If eligible, the client is either allocated to a counsellor or worker or placed on the waiting list if the program is at capacity.
- The referrer is notified if the client is eligible and the referral accepted.
- The counsellor or support worker contacts the client to arrange a counselling session.
- The Phoenix Centre aims to make appointments at an appropriate location, to best meet the client's needs.

At the Phoenix Centre we also provide:

- Training, supervision, consultancy and capacity building for service providers working with survivors of torture and traumatic events.
- Resources to increase understanding about the needs of survivors among health and welfare professionals, government and the wider community.
- Community development activities to improve mental health and wellbeing for newly arrived communities.

For more information please visit the MRC Tasmania website

<https://mrctas.org.au/phoenix-centre/>