

RASASH Agency Referral Guide

This guide is for anyone who may need to refer someone to our service, including:

- Teachers
- Youth workers
- Doctors, nurses, and other health practitioners
- Parents & carers
- Social workers



RASASH

Our Service: Info for Agencies

R A S A S H
RAPE & SEXUAL ABUSE
SERVICE HIGHLAND

Support Line

First point of contact for support. Available as a space to chat, be listened to and believed, for survivors and for those supporting survivors (non-abusing parents, partners, friends, etc.). Also provides information and support about navigating our services, including making referrals.

Support & Outreach

Non-judgmental, person-centred support for anyone 13+ affected by sexual violence in the Highlands, including non-abusing friends, family and supporters. Phone, video call and face-to-face sessions available across Highland.

Advocacy

Practical information on reporting, including in-person support throughout the criminal justice process. Links survivors to other services and advocates on their behalf. Never pressures anyone to report.



How to refer someone to RASASH

Fill out our online agency referral form rasash.org.uk/referrals



Have explicit, informed consent from the person for you to refer on their behalf. Familiarise yourself with our service so you can provide them with enough information to make their own decision. Otherwise, let them know they can fill out the self-referral form online or get in touch with our support line directly.



Find out a safe way for us to contact them whether that's by phone, text, email, during designated times, or even arranging for them to use a safe space to take a call. This information is **essential** so that we do not put them in any additional danger by contacting them in a way their abuser may see.

Contact our Support Line with any questions 1-5pm Mon, Tue, Wed, & Fri



Phone
03330 066909



Text
07451 288080



Email
support@rasash.org.uk

What happens once they've been referred



Initial referral discussion (IRD) we will make contact using their preferred method (call, text, email) at a time that is safe for them. During the IRD we will chat to figure out what kind of support would be best for them.

A few weeks' wait * during which we can offer regular check-in calls/texts.

6 initial support sessions face-to-face or over video call, phone or text.

Waiting list for up to a few months * if further support is needed.

Block of 15 support sessions, after which they can be put back on the waiting list for further blocks of 15 sessions if needed.

* Please note our wait times fluctuate; can be anywhere from a few weeks to a few months.



Responding to Disclosures

- believe** • Survivors are the expert in their own experiences, and at the point of disclosure we do not need to question what they tell us.
- listen** • Actively listen to what they are saying; this ensures they feel heard and you have a good understanding of their situation.
- empathy** • Disclosing is difficult; show kindness, compassion and empathy. Thank them for trusting you.
- inform** • Give information, not advice, about what kind of support may be available to them.
- empower** • Empower them to make their own decisions.
- safety** • Ask about immediate safety, taking into account extra vulnerabilities. Only ask for information you need and be transparent about why you are asking. Remember they may also be at risk of harm to themselves as well as from others.
- validate** • Validate all worries, concerns or fears. What they are feeling is completely normal and a reaction to their experience.



Someone might be worried that you will intervene in ways they don't want, especially in rural or close-knit communities where seeking support might put them at risk for further abuse. Reassure them about confidentiality and support them to access resources in a way that is safe for them.