



NEW FUTURE

BETTER MENTAL WELLBEING FOR THE REFUGEES IN THEIR NEW FUTURE
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TRAINING KIT FOR VET PROFESSIONALS – MODULE 10



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INTRODUCTION

This module on Referral to Health Professionals is designed for VET professionals working with refugees in VET-settings.

Objectives:

- Identify when to refer refugees with mental health issues to certified health professionals
- Collaborate with mental health experts
- Develop culturally sensitive referral guidelines.

Topics:

- Understanding the importance of collaboration with mental health experts
- Building a strong referral network for refugees
- Developing culturally sensitive referral guidelines for mental health issues of refugees
- Country-specific Organizations and Institutions for Referral

THE REFERRAL PROCESS TO HEALTH PROFESSIONALS

Key elements:

- Ensuring that refugees receive the appropriate care and support they need
- Recognizing the need for further assistance
- Dealing with difficult and challenging individual stories

CULTURALLY SENSITIVE REFERRAL GUIDELINES

Key elements:

- Understanding Cultural Sensitivity
- Key Principles for Culturally Sensitive Referrals
- Developing Culturally Sensitive Referral Guidelines
- Example: Implementing Culturally Sensitive Referrals

COLLABORATION WITH HEALTH PROFESSIONALS

Key elements:

- Key aspects, benefits and challenges of collaboration
- Signs, symptoms and referral thresholds
- Guidelines for immediate actions in case of acute psychic problems of participants

COUNTRY-SPECIFIC REFERRAL NETWORKS

Country-specific organizations and institutions (organisation, contact data)

- Austria
- Bulgaria
- Germany
- Portugal

AUSTRIAN ORGANIZATIONS AND INSTITUTIONS FOR REFERRAL

■ Mental Health Services

- **Hemayat** provides psychological counselling and psychotherapy for survivors of torture and war. Website: [Hemayat](#)
- **Zebra** offers psychological and social support for refugees, including trauma therapy and legal assistance. Website: [Zebra](#)
- **Pro Mente Austria** focuses on mental health services, providing support and counselling for refugees with mental health issues. Website: [Pro Mente Austria](#)

AUSTRIAN ORGANIZATIONS AND INSTITUTIONS FOR REFERRAL

■ Non-Profit Organizations

- **Caritas Austria** provides extensive support for refugees, including accommodation, legal advice, language courses, and mental health services. Website: [Caritas Austria](#)
- **Diakonie Österreich** offers various services for refugees such as legal assistance, social integration programs, and psychological support. Website: [Diakonie Österreich](#)
- **Volkshilfe** focuses on social services for refugees, including housing, job integration programs, and psychosocial support. Website: [Volkshilfe](#)

AUSTRIAN ORGANIZATIONS AND INSTITUTIONS FOR REFERRAL

■ Community Groups

- **Asylkoordination Österreich** coordinates as an umbrella coordination the efforts of various NGOs working with refugees, providing advocacy, information, and support. Website: [Asylkoordination Österreich](#)
- **Flüchtlingsprojekt Ute Bock** is a community-based project offering emergency accommodation, legal support, and integration services for refugees. Website: [Flüchtlingsprojekt Ute Bock](#)

■ Integration and Social Support Programs

- **Red Cross Austria** provides emergency relief, health services, and integration programs for refugees. Website: [Red Cross Austria](#)
- **SOS Mitmensch** advocates for the rights of refugees and migrants, offering social support and integration initiatives. Website: [SOS Mitmensch](#)

AUSTRIAN ORGANIZATIONS AND INSTITUTIONS FOR REFERRAL

- **In case of a severe psycho-social crisis:**
 - **Emergency Services (144)** for immediate medical help (If the situation is critical and requires immediate medical or psychological intervention)
 - **Crisis Intervention Center** offers immediate help for people in acute psychological crises. Contact Vienna: +43 1 4069595.
 - **Hemayat and Zebra** offer also immediate psychological assistance for trauma-specific crises, contact: Hemayat (+43 1 408 38 89) and Zebra (+43 316 83 14 14).



BULGARIAN ORGANIZATIONS AND INSTITUTIONS FOR REFERRAL



GERMAN ORGANIZATIONS AND INSTITUTIONS FOR REFERRAL



PORTUGUESE ORGANIZATIONS AND INSTITUTIONS FOR REFERRAL

MODULE 10 – REFERRAL TO HEALTH PROFESSIONALS

Exercises

- Referral guideline development
- Referral network mapping
- Referral role-play scenarios