

This document is to be kept separate from all other information relating to this contact. Exclude all identification details for client or any other person. NEVER include any details or reference to the client's personal, or legal affairs, or mental or physical health. This includes both present circumstances and any future prognoses. No other document or potential information source, such as handwritten counselling notes, and/or another person's name, should be referred to.

Client ID \* \_\_\_\_\_

Counsellor \* \_\_\_\_\_

Time of contact \* \_\_\_\_\_

Date of contact \* \_\_\_\_\_

Nature of contact \*

Incoming/Outgoing contact \*

- Incoming
- Outgoing
- Unknown

Contact method \*

- Email
- Text
- Voicecall

- Counselling/Support

- Advocacy

- Information

- Schedule appointment

- Silent

- Hang-up

- Hoax

- Abusive

- Survivor referral

Length of call (voicecalls) \* \_\_\_\_\_ mins

OR

Number of contacts (emails/texts) \*

- Single
- Multiple

Helpline nature of abuse (Choose if Nature of contact is: Counselling/Support, Advocacy, or Schedule appointment) \*

- Child Sexual Abuse
- Details Undisclosed
- Rape
- Ritual Abuse
- Sexual Assault
- Sexual Harassment

Caller Type \*

- Survivor
- Supporter
- Other

Caller Gender \*

- Female
- Male
- Transgender/Transsexual
- Unknown

Repeat caller \*

- Yes
- No
- Unknown

Caller country of origin \*

\_\_\_\_\_

Caller age range \*

- < 11
- 12-14
- 15-16
- 17-23
- 24-29
- 30-39
- 40-49
- 50-59
- 60-69
- 70-79
- 80+
- Unknown

Where contacting from/to \*

- |          |               |            |             |             |
|----------|---------------|------------|-------------|-------------|
| • Antrim | • Donegal     | • Kildare  | • Mayo      | • Tyrone    |
| • Armagh | • Dublin city | • Kilkenny | • Meath     | • Waterford |
| • Carlow | • Co Dublin   | • Laois    | • Monaghan  | • Westmeath |
| • Cavan  | • Down        | • Leitrim  | • Offaly    | • Wexford   |
| • Clare  | • Fermanagh   | • Limerick | • Roscommon | • Wicklow   |
| • Cork   | • Galway      | • Longford | • Sligo     | • Abroad    |
| • Derry  | • Kerry       | • Louth    | • Tipperary |             |

Appointment requested \*

- No
- Yes

Status 1 \*

- Appointment Offered
- Appointment offered & cancelled
- Appointment offered & fulfilled
- Appointment offered & no show
- Referral Letter Needed
- Waiting List (no appointment)
- Waiting list (no suitable appointment)
- Unknown

Date \* \_\_\_\_\_

Status 2 \*

- Appointment Offered
- Appointment offered & cancelled
- Appointment offered & fulfilled
- Appointment offered & no show
- Referral Letter Needed
- Waiting List (no appointment)
- Waiting list (no suitable appointment)
- Unknown

Date \* \_\_\_\_\_

Notes (on reverse) ...