

Referral network: verification form

For health, protection, legal, counselling, accommodation and education services in the Jinja area.

Treasured Vessels Girls' Centre

Walukuba-Masese Road, Jinja, Uganda
treasuredvesselsuganda.org

YOUR ORGANISATION

Organisation name

Physical address, and the nearest landmark somebody would ask for

Main telephone (the one that is answered)

Email

WHAT YOU PROVIDE

- ☐ Emergency medical care ☐ Sexual violence clinical response ☐ Maternal and antenatal health
☐ Police child and family protection ☐ Probation and social welfare ☐ Legal aid ☐ Mental health and counselling
☐ Safe accommodation ☐ School or vocational training

In your own words, what you actually do (please be specific rather than general)

HOURS, ELIGIBILITY AND COST

Opening hours, by day

What happens outside those hours, and the number to ring

Who you can accept (age limits, catchment area, referral letter, guardian required)

What it costs her in total (consultation, tests, medicines, forms, anything else charged)

Getting in (stairs, distance from the road, access with a baby or a wheelchair)

What a woman arriving for the first time should know (which door, who to ask for, what to bring)

NAMED CONTACT AND SAFEGUARDING

Contact name and role

Direct telephone

- ☐ We have a written child safeguarding policy ☐ We have a named safeguarding focal person
☐ We have a complaints route service users can use ☐ We agree to be listed publicly

Signed

Date

What we check, and what happens next

There is no fee, no exclusivity, and no obligation to refer to us.

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THE EIGHT CHECKS

- 1 A telephone number that answers**
Tested by our team, in the hours you say you keep.
- 2 Operating hours as they really are**
Including what happens outside them. "Always open" is not an answer we can pass to a woman at nine in the evening.
- 3 What the service actually does**
Described in specific terms rather than in the language of a funding proposal.
- 4 Who you can take**
Age limits, catchment area, whether a referral letter is needed, whether a parent or guardian must attend.
- 5 What it costs her in total**
If any part is charged, we want the figure, because the number we tell a woman has to be the number she pays.
- 6 Whether she can physically get in**
A service that is technically available and practically unreachable is not available.
- 7 A named contact who has agreed**
A person, in a role, who knows they are on the list and has said yes.
- 8 Child safeguarding standards**
A written policy, a named focal person, and a complaints route.

And one rule that is not a check: we visit in person before anything is published.

WHAT HAPPENS AFTER YOU SEND THIS BACK

We ring the number. In the hours you have given, without announcing ourselves first, because that is how a referral will actually arrive.

We ask to visit. Half an hour, at a time that suits you. We are not inspecting you and we do not report on you to anyone.

We show you your entry before it is published, and we do not publish it until you confirm it is right.

We come back every quarter. The public directory carries the date it was last verified, so an entry that has not been rechecked is visibly out of date rather than quietly wrong.

WHAT WE DO WITH THE INFORMATION

The public directory carries categories, services, hours, costs, eligibility and a general contact route. **Individual names and direct mobile numbers are not published,** because a public list is also read by people a woman may be trying to avoid.

A staff version holds the direct contact details and escalation routes, and is used only by our team when making a referral.

We refer only with her consent, we tell her exactly what we will pass on, and we pass on the minimum. We do not send case details by email or on social media. Ask us to remove or amend your entry at any time and we will do it that week.

IF SOMEONE NEEDS HELP TODAY

Where a child is at risk or anyone is in immediate danger, the **Uganda Child Helpline is 116**, free from any network, 24 hours, run by the Ministry of Gender, Labour and Social Development.

For an adult, the Child and Family Protection Unit at the nearest police station also handles domestic violence, and the district probation and social welfare officer can advise.