



CALDIA REHABILITATION
SUPPORTING RECOVERY • EMPOWERING DIVERSITY

Referral Guide to CALDIA Rehabilitation

This guide is designed for healthcare providers, employers, case managers, and insurers referring clients to CALDIA Rehabilitation. It outlines when and how to refer, what services we provide, and what to expect after referral.

When to Refer to CALDIA

CALDIA provides culturally responsive occupational rehabilitation services for individuals from culturally and linguistically diverse (CALD) backgrounds. Consider a referral when cultural or linguistic factors are impeding rehabilitation outcomes.

Common referral indicators include:

- Client disengaged due to cultural or linguistic barriers
- Language difficulties impacting treatment planning or engagement
- Cultural beliefs influencing injury perception and recovery
- Family dynamics requiring mediation
- Workplace misunderstandings related to culture
- Client request for culturally aligned support

Our Services

Cultural Assessment

Holistic review of cultural and psychosocial factors affecting rehabilitation.

Bilingual Rehabilitation

Direct service delivery in the client's primary language.

Cultural Counselling: Support for adjustment to injury within cultural and identity context.

Interpreter Coordination

Provision of accredited interpreters for consistent communication.

Cultural Mediation

Support to resolve RTW workplace issues involving cultural misunderstandings.

Family Engagement

Education and involvement of families in culturally appropriate ways.

How to Refer

Standard Referral:

1. Complete the online form at www.caldiarehab.com.au
2. Include relevant clinical, cultural, and language details
3. Attach supporting documentation
4. Indicate urgency and relevant considerations

Urgent Referrals:

Call 0493 144 052 Monday to Friday, 8:30am to 5:30pm

Required Information

- Client name and contact details
- Language and interpreter needs
- Cultural background or considerations
- Clinical summary and diagnosis
- Rehabilitation or RTW goals
- Funding or insurance details

What to Expect

Referrers receive:

- Acknowledgement within 1 business day
- Initial assessment within 5 business days
- Cultural Assessment Report within 10 business days
- Progress updates and collaborative planning

Clients receive:

- Contact in preferred language
- Respectful, culturally informed intake
- Culturally tailored rehabilitation strategies
- Support navigating work, health, and cultural systems

Get Started Today



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0493 144 052



referrals@caldiarehab.com.au

Visit www.caldiarehab.com.au to complete our Intake and Referral Form