Referring Clients to STARTTS

For Service Providers 2019
STARTTTS is

The NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors
STARTTS is a specialist, non-profit organisation that for 30 years has provided culturally relevant psychological treatment and support, and community interventions, to help people and communities heal the scars of torture and refugee trauma and rebuild their lives in Australia.

STARTTS also fosters a positive recovery environment through the provision of training to services, advocacy and policy work.
Who STARTTS helps

- People from refugee backgrounds
- Forced to leave their country due to persecution
- Context of political conflict, organised violence and human rights violations
- All ages, no matter when or how arrived in Australia
Why STARTTS helps

- Refugee trauma and the stressors of resettlement can cause great stress, pain and fear, and impact on people’s health and everyday functioning.
Why STARTTS helps

- With timely and appropriate support people are better able to harness their own resources to heal and lead more productive and healthy lives.
How STARTTS helps clients

**Individual interventions**

- Assessment
- Trauma treatment
- Referrals to other STARTTS services
- Referrals to external services
How STARTTS helps clients

- Group counselling
- Information sessions
- Social support groups
- FICT
- Youth camps
- Sports and arts groups
- Excursions
STARTTS services are FREE for clients
Where STARTTS sees clients

STARTTS is a NSW based service:

- STARTTS offices
- STARTTS outreach locations
- Schools

Offices
- Carramar
- Auburn
- Liverpool
- Blacktown
- Fairfield
- Coffs Harbour
- Newcastle
- Wollongong
- Wagga
- Armidale
STARTTS staff

- Multidisciplinary professionals
- Multicultural with strong community links
- Speak many languages and use professional interpreters
- Have regular supervision and professional learning
How to refer clients

CALL

- (02) 9646 6700
  (Ask for Intake Counsellor)

EMAIL/ FAX

The referral form from STARTTS’ website:

- stts-intakegeneral@health.nsw.gov.au
- (02) 9646 6801

Provide as much information as possible so the intake counsellor can assess the client’s needs
Requesting consent

All clients over 16 years

Parent/guardian for clients 16 yrs and under

Explain services in a non-threatening way

- “Someone to talk to about your difficulties and worries”
How soon will STARTTS follow up?

- STARTTS has a managed waiting list
- Clients with the highest needs prioritised
- Most clients allocated to a counsellor in 2-4 weeks
What feedback will you get?

- Will be notified when client is allocated a counsellor
- Relevant information only shared with referring agency if client consents
When a referral is not appropriate

Refer clients in a crisis situation (e.g., psychotic disorders, suicide attempts) to the mental health crisis team or hospital emergency department.
How STARTTS can support you

- Free resources on STARTTS’ website
- Request a training for your workplace
- Attend a STARTTS workshop or seminar
- Clinical consultation and debriefing in particular instances
Thank you