



Where STARTTS sees clients

STARTTS is a NSW based service and sees clients in Sydney and regional locations at:

- STARTTS' offices
- STARTTS' outreach locations such as TAFEs and community health centres
- Schools

How STARTTS can support you

- Access free resources on our website
- Request a training for your workplace (free for health related organisations)
- Attend STARTTS' workshops, seminars and presentations on refugee trauma
- Debriefing, clinical consultation and supervision available in particular instances

STARTTS staff

STARTTS staff are a multidisciplinary and multicultural team of professionals with strong community links. All STARTTS staff undergo regular supervision and professional learning to maintain a high standard of service delivery.

About STARTTS

STARTTS is a specialist, non-profit organisation that for the past 30 years has provided culturally appropriate and cutting edge psychological treatment and support to help people heal the scars of torture and refugee trauma and rebuild their lives in Australia.

www.startts.org.au

Contact us

HEAD OFFICE CARRAMAR

152-168 The Horsley Dr
Carramar NSW 2163

P: (02) 9646 6700
F: (02) 9646 6710
F: (02) 9646 6801 (*Intake*)

FAIRFIELD

Level 2, Suite 203/204
25 Smart Street
Fairfield NSW 2165

P: (02) 9646 6555
F: (02) 9728 1821

LIVERPOOL

3rd Floor, 157-161 George St
Liverpool NSW 2170

P: (02) 8778 2000

NEWCASTLE

Newcastle TAFE Campus
Building M, Room MG.05
Tighes Hill NSW 2297

P: (02) 4923 7193/4
(*counselling*)

P: (02) 4923 7190
(*community*)

AUBURN

1st Floor, 44-50 Auburn Rd
Auburn NSW 2144

P: (02) 9646 6666

BLACKTOWN

Suite 2, Ground Floor
85 Flushcombe Rd
Blacktown NSW 2148

P: (02) 9854 7300

COFFS HARBOUR

14 Earl Street
Coffs Harbour NSW 2450

P: (02) 6650 9195

WAGGA WAGGA

12 Station Place
Wagga Wagga NSW 2650

P: (02) 6921 4403
(02) 6971 7640

WOLLONGONG

31 Auburn St
Wollongong NSW 2500 P:
(02) 9057 7380

ARMIDALE

86 Rudsen St
Armidale NSW 2351
P: (02) 9057 7390

NSW Service for the Treatment
and Rehabilitation of Torture
and Trauma Survivors



Information for

Service Providers



Who STARTTS helps

STARTTS helps people from refugee backgrounds, including asylum seekers, who were forced to leave their country due to persecution in the context of political conflict, organised violence and human rights violations.

Why STARTTS helps

Refugee trauma and the stressors of resettlement or applying for protection in Australia can cause great stress, pain and fear, and negatively impact on people's health and everyday functioning. With timely and appropriate support people are better able to harness their own resources to heal and lead more healthy and productive lives.

What age groups does STARTTS help?

STARTTS helps people of all ages, from early childhood to older people from refugee backgrounds.

Does it matter when or how the client came to Australia?

STARTTS helps all people from refugee backgrounds no matter when or how they arrived in Australia.

How much do services cost?

All STARTTS services to clients from refugee backgrounds are free of charge.

My client doesn't speak English

Many STARTTS staff are bilingual, and all use professional interpreters when required.



How STARTTS Helps Clients

Individual interventions:

- Assessment of trauma symptoms and their impact on daily functioning
- Trauma treatment using a range of psychotherapeutic approaches tailored to the client's needs
- Referrals to other STARTTS services: Psychiatrist, Physiotherapist, Acupuncturist, Nutritionist, Neurofeedback and more
- Referrals to external services as needed


Group programs:


- Group counselling
- Information sessions
- Social support groups
- Families in Cultural Transition (FICT)
- Youth camps
- Sports and art groups
- Excursions

Referring to STARTTS

STARTTS accepts referrals from any source, including self-referrals.

To make a referral to STARTTS:

 **Call (02) 9646 6700**
(ask for Intake)

 **Email stts-intakegeneral@health.nsw.gov.au**
(referral form available on the STARTTS website)

Requesting consent

Consent must be obtained from clients or the parent/guardian for clients 16 years and under. Explain services in a non-threatening way, e.g. "Someone to talk to about your worries and difficulties".

Information to provide with the referral

Provide as much information as possible so the intake counsellor can assess the client's needs.

How soon will we follow-up with your client?

STARTTS has a managed waiting list and clients with the highest needs are prioritised. Most clients are allocated to a counsellor within 2-4 weeks.

What feedback will you get?

You will be notified when the client is allocated a counsellor. STARTTS will share relevant information with service providers only if the client gives consent.

When a referral is not appropriate

Refer clients in a crisis situation (e.g. psychotic disorders, suicide attempts) to your local mental health team or hospital emergency department.