Supporting Services to Work Effectively with Refugee Survivors of Torture and Trauma

STARTTS TRAINING PROGRAM 2017

Supporting Services to Work Effectively with Refugee Survivors of Torture and Trauma
STARTTS would like to thank all of our clients who generously agreed to having their photo appear in STARTTS’ publications.

Cover: A Kurdish-Syrian refugee pictured after the Syrian government bombed her village. She now lives with her family in a refugee camp near Erbil, Iraq. © Eric Lafforgue
ABOUT STARTTS

NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors (STARTTS)

STARTTS is a specialist, non-profit health organisation that for more than 25 years has provided culturally appropriate and cutting edge psychological treatment and support, and community development interventions to help people and communities heal the scars of torture and refugee trauma and rebuild their lives in Australia.

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. STARTTS helps people of all ages, from early childhood to older people from refugee backgrounds, no matter when they arrived in Australia. STARTTS also helps refugee families and communities.

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.

HOW STARTTS HELPS

STARTTS provides individuals with trauma treatment using a range of psychotherapeutic approaches tailored to the client’s needs, and other therapies such as psychiatry, physiotherapy, acupuncture, nutrition and Neurofeedback. STARTTS also offers a number of group programs, and activities to build social support networks and strengthen refugee communities.

STARTTS also provides resources, training and support to services, schools and community groups to better understand refugee trauma and resettlement issues.

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: LOCATION AND MAP

CARRAMAR SITE
152-168 The Horsley Drive
Carramar, NSW 2163

Phone: (02) 9794 1900
Fax: (02) 9794 1910
Website: www.startts.org.au

On-site parking is available. Drive into Mitchell St at the cross-road with The Horsley Drive. Turn into the driveway on the right between Fairfield Community Health Centre and the Ambulance Station. Follow the signs to STARTTS.

The Carramar site is approximately 10 minutes walk from Carramar station and 15 minutes from Fairfield station. Alternatively, take the 904 or 905 bus from Fairfield station.

STARTTS works with refugee survivors of war, violence, torture or forced migration. These experiences can be overwhelming and traumatic.

By donating to STARTTS you will be contributing to the many innovative and life-changing programs we run to assist individual refugees, community groups and young people.

Each year STARTTS helps over 6000 people start new lives in Australia. Your donation can help us do more.

STARTTS is a registered charity and all donations over $2 are tax deductible.

“When I first arrived my memories were strong. I’ve learned not to forget, but to deal with those memories.”
Female client

“When STARTTS helped us lose our visions of the past and have a vision for the future.”
Daniel, counselling client from Burma

DONATE TO STARTTS

YES, I WOULD LIKE TO HELP REFUGEES AT STARTTS

STARTTS
THE HORSLEY DRIVE
TO FAIRFIELD STATION
TO HUME HWY
MITCHELL ST.
PARKING
DALMATIA ST
905
TO HUME HWY
BUS 904
MATTHEWS ST
AMBULANCE
BLAND ST
GORDON ST
TO FAIRFIELD STATION
VINE ST
152 - 168
KARITANE
COMMUNITY
AMBULANCE
TO CARRAMAR STATION
BLAND ST
BLAND ST
BUS 904
YES, I WOULD LIKE TO HELP REFUGEES AT STARTTS

AMOUNT $ .

☐ I attach my cheque/money order
☐ Please debit my credit card (Mastercard/Visa)

Card No. / / /
Expiry date /
Name on card

Signature

☐ I will be making a direct deposit into STARTTS account.

Please write ‘STARTTS donation’ in the subject line.

ACCOUNT NAME

STARTTS
BSB: 032 072
Account number: 144 835

To make an online donation visit www.startts.org.au and click on ‘Donate’.

YOUR DETAILS

Name
Tel number
Address
Suburb
State
Postcode
Email address

For more information about STARTTS’ programs or making a donation, telephone (02) 9794 1900.

Please send your form to:
Public Affairs Coordinator
STARTTS
PO Box 203
Fairfield NSW 2165

STARTTS is a registered charity. Your donation is tax deductible.

STARTTS’ TRAINING PROGRAMS

STARTTS has trained over 25,000 workers, volunteers and community members in NSW over the last 5 years to support them provide appropriate and culturally sensitive services to people from refugee backgrounds. STARTTS achieves this by bringing together a range of activities such as trainings upon request, calendar workshops, seminars, evening presentations and Psychovisual online lectures, which allow for the wide dissemination of knowledge and skills in this important field of work.

TRAININGS UPON REQUEST

The trainings STARTTS offers to organisations in their place of work continue to be a core part of our training program. Workshops, seminars, presentations, lectures and reflective practice groups are delivered by STARTTS’ experienced workers, and each is adapted to meet the needs of the organisation.

CALENDAR WORKSHOPS

Service providers also have the opportunity of sending individual staff and volunteers to STARTTS’ Professional Development calendar workshops held in Carramar and regional areas.

SPECIALISED TOPICS

For more specialised topics STARTTS hosts regular seminars and evening presentations related to clinical and community development work that aim to promote excellence in evidence based approaches.

SEMINARS

STARTTS has a world class clinical seminar program and attracts highly regarded international speakers such as Dr Bessel van der Kolk, Dr John Briere, Dr Louis Cozolino, Dr Daniel Siegel, Dr John Arden, Dr Janina Fisher and Dr Karl Heinz Brisch. STARTTS also holds community development seminars and we’ve been honoured to have Dr Ernesto Sirolli, Professor Jim Ife and Peter Kenyon speak for us over the last few years.

EVENING PRESENTATIONS

Our quality Clinical Master Class Evening and Community Development Evening Programs continue to attract very high calibre speakers and are broadcast live over the internet to audiences around Australia and the world.

STARTTS has a wide range of high quality training activities available and we are sure that you will find something in our training program relevant to you and your work.

We hope to see you at one of our training activities in 2017.
Upon request STARTTS delivers workshops, seminars, presentations, lectures, keynote addresses and reflective practice groups on working with refugees to service providers, educational institutions and volunteer groups at a location of their choice.

**TRAINING TOPICS – WORKING WITH REFUGEES**

STARTTS’ Services  
Cultural competence  
Working effectively with refugees and asylum seekers  
Working with refugee young people  
Working with refugee families  
Refugee trauma and child development  
Refugee trauma and ageing  
Refugee trauma assessment and treatment  
Biofeedback  
Case study discussions  
Accidental counselling  
Community development  
Group facilitation  
Social capital evaluation  
Other topics upon request

**RURAL AND REGIONAL NSW**

As part of our rural and regional strategy, STARTTS provides training to workers and volunteers in a number of regions of NSW. In particular training is offered in those areas of rural and regional NSW that have received significant numbers of newly arrived refugees.

**TARGET GROUP**

Relevant to all service providers, educational institutions and volunteer groups in NSW. A minimum of 8 participants is required.

**TO MAKE A REQUEST**

Think carefully about your training needs and how you would like STARTTS to help you, and then fill out the training request forms on STARTTS’ website. All requests need to be made at least 4-6 weeks in advance. Call the Training Officer on (02) 9794 1900 for more information.

**COST**

Free for health related organisations. A small cost may be applicable to non-health organisations. STARTTS is a non-profit organisation and any fees charged are aimed at cost recovery only.
WORKSHOP OUTLINE
This one-day introductory workshop is designed to put a framework of understanding around working with people from refugee and asylum seeker backgrounds. It focuses on understanding the link between what refugees have been through, the sorts of issues and behaviours they may present with, and how to work in a way that fosters feelings of trust, safety and control, while minimising the risk of retraumatisation. Participants will be encouraged to think about how to apply the concepts to their own workplace, and will leave the workshop feeling more confident in utilising their skills and experience with people from refugee and asylum seeker backgrounds.

WORKSHOP PROGRAM
The Complexity of the Refugee Experience
Problems Faced and Interventions to Facilitate Refugee Resettlement
Difficulties Faced by Asylum Seekers
Worker Skills: Key Principles and Techniques
Vicarious Trauma and Self Care

“...the mix of activities, topics and educational methods; trainers and students sharing and discussing their own professional experiences in working with clients was valuable”

TARGET GROUP
Relevant to anyone interested in the issues faced by people from refugee backgrounds.

COST
$149 / $104.30 students

DATES
24 February 2017
27 April 2017
30 May 2017 (Newcastle)
23 June 2017
10 August 2017
22 August 2017 (Wollongong)
15 September 2017
17 October 2017 (Tamworth)
10 November 2017

TIME: 9.30am – 4.30pm

VENUE
STARTTS
152-168 The Horsley Drive,
Carramar NSW

Refer to STARTTS’ website for the regional NSW venue details.

REGISTRATION ESSENTIAL
Please register online at STARTTS’ website (www.startts.org.au)
WORKSHOP OUTLINE
This one-day introductory workshop has the same structure as the “Core Concepts in Working with People from Refugee Backgrounds” (it is not necessary to do both) but focuses on providing a framework for understanding the unique issues and challenges faced by refugee children and adolescents. It will look at the impact of war and violence from a developmental perspective, with attention paid to attachment and resilience.

WORKSHOP PROGRAM
| The Complexity of the Refugee Experience |
| Problems Faced and Interventions to Facilitate Refugee Resettlement |
| Difficulties Faced by Young Asylum Seekers |
| Worker Skills: Key Principles and Techniques |
| Vicarious Trauma and Self Care |

“The group activities and brainstormings were valuable; it made me reflect on how to better engage with young people from refugee backgrounds”

TARGET GROUP
Relevant to anyone interested in the issues faced by children and adolescents from refugee backgrounds.

COST
$149 / $104.30 students

DATES
17 March 2017
4 May 2017 (Wollongong)
21 July 2017

TIME: 9.30am – 4.30pm

VENUE
STARTTS
152-168 The Horsley Drive,
Carramar NSW

Refer to STARTTS’ website for the regional NSW venue details.

REGISTRATION ESSENTIAL
Please register online at STARTTS’ website (www.startts.org.au)
CULTURAL COMPETENCE IN WORKING WITH PEOPLE FROM REFUGEE BACKGROUNDS

WORKSHOP OUTLINE
This popular one day workshop will give participants a greater awareness of the key factors which impact on client-worker interactions such as one’s worldview, privilege, bias and representation. Participants will come away with general knowledge of the socio-political contexts of the main countries of origin of refugees coming to Australia and how culture, identity and meaning are impacted by traumatic experiences, resettlement, interactions with the host culture and the Australian service provision context. The workshop will explore key worker attitudes and skills for working in a culturally competent manner with people from refugee backgrounds.

WORKSHOP PROGRAM
Cultural competence and refugees
Awareness: Culture, identity and meaning
Knowledge: Refugee trauma, resettlement and cultural transition
Attitudes and Skills: Worker attributes and culturally competent communication

“It created awareness for me which I didn’t have before”

TARGET GROUP
Relevant to anyone interested in being able to work with cultural competence with people from refugee backgrounds.

COST
$149 / $104.30 students

DATE
2 May 2017 (Armidale)
19 May 2017
6 June 2017 (Coffs Harbour)
13 September 2017 (Wagga Wagga)
13 October 2017

TIME: 9.00am – 4.30pm

VENUE
STARTTS
152-168 The Horsley Drive,
Carramar NSW

Refer to STARTTS’ website for the regional NSW venue details.

REGISTRATION ESSENTIAL
Please register online at STARTTS’ website (www.startts.org.au)
CROSS-CULTURAL ASSESSMENT AND TREATMENT OF REFUGEE TRAUMA WITH ADULTS

WORKSHOP OUTLINE

This two-day clinical workshop aims to provide counsellors with a framework of the essentials of best practice in moving beyond symptoms to the context of refugee trauma clients. It will cover the distinct biopsychosocial sequelae of torture and refugee trauma, including on the nervous system and memory; ways to overcome barriers to engaging refugee clients in therapy; and the importance of utilising a combination of body and mind approaches in a phased trauma treatment approach. It will emphasise the importance of incorporating family and community; and working with other professionals to achieve desired clinical outcomes.

WORKSHOP PROGRAM

The refugee experience
Considerations and challenges of refugee trauma work
Clinical implications of refugee trauma manifestations
Effective cross-cultural engagement
Comprehensive refugee clinical assessment
Formulating a case and treatment plan for refugee trauma
Psychoeducation
Trauma treatment strategies
Ending treatment and measuring clinical outcomes
Self care in the face of highly traumatised clients

TARGET GROUP

Suitable for clinicians only (psychologists, social workers, counsellors, psychiatrists, etc).

COST

$249 / $174.30 students

DATE

25-26 May 2017

TIME: 9.00am – 4.30pm

VENUE

STARTTS
152-168 The Horsley Drive, Carramar NSW

REGISTRATION ESSENTIAL

Please register online at STARTTS’ website (www.startts.org.au)
WORKSHOP OUTLINE
This two-day clinical workshop aims to provide counsellors with a framework of the essentials of best practice in moving beyond symptoms to the context of refugee children and young people. It will cover the distinct biopsychosocial sequelae of torture and refugee trauma, including on the developing nervous system, memory and attachment; ways to overcome barriers to engaging young refugee clients in therapy and groups; and the importance of utilising a combination of expressive and body and mind approaches in a phased trauma treatment approach. It will emphasise the importance of incorporating family, the school and community; and working with other professionals to achieve desired clinical outcomes.

WORKSHOP PROGRAM
The refugee experience
Considerations and challenges of refugee trauma work
Clinical implications of refugee trauma manifestations
Effective cross-cultural engagement
Comprehensive refugee clinical assessment
Formulating a case and treatment plan for refugee trauma
Psychoeducation
Trauma treatment strategies
Ending treatment and measuring clinical outcomes
Self care in the face of highly traumatised clients

TARGET GROUP
Suitable for clinicians (child psychologists, social workers, school counsellors, psychiatrists, etc).

COST
$249 / $174.30 students

DATES
27-28 July 2017

TIME: 9.00am – 4.30pm

VENUE
STARTTS
152-168 The Horsley Drive, Carramar NSW

REGISTRATION ESSENTIAL
Please register online at STARTTS’ website (www.startts.org.au)
WORKSHOP OUTLINE

This two-day clinical workshop is informed by STARTTS’ research and is focused on the unique challenges of working clinically with refugee children under six years of age and their parents/caregivers who have experienced war and violence. It will explore how direct and indirect traumatic experiences impact on the mother and child pre- and post-natally. Consideration will be given to influences such as the developing nervous system, memory and attachment, potential delays in all areas of development as a result of the complex interactions of refugee-related trauma, ways to overcome barriers to engaging young refugee children and their parents in therapy; the importance of balancing structure with child-centred / relationship based following of the child, regulating emotions, using play, music and movement. Attention will also be given to how to act as a role model, mentor and supporter for parents. The workshop will discuss incorporating the family’s cultural beliefs in therapy and how to integrate an interpreter into sessions.

WORKSHOP PROGRAM

The refugee experience
Considerations and challenges of refugee trauma work
Clinical implications of refugee trauma manifestations
Effective cross-cultural engagement
Comprehensive refugee clinical assessment
Formulating a case and treatment plan for refugee trauma
Psychoeducation
Trauma treatment strategies
Ending treatment and measuring clinical outcomes
Self care in the face of highly traumatised clients

TARGET GROUP
Suitable for clinicians and other people working in different capacities in community or early childhood roles.

COST
$249 / $174.30 students

DATES
26-27 October 2017

TIME: 9.00am – 4.30pm

VENUE
STARTTS
152-168 The Horsley Drive,
Carramar NSW

REGISTRATION ESSENTIAL

Please register online at STARTTS’ website (www.startts.org.au)
WORKSHOP OUTLINE

Biofeedback therapies are non-pharmacologic treatments that use scientific instruments to detect and amplify internal body activities too subtle for normal awareness, making information about one’s body available to the conscious mind. They can be a useful adjunct to trauma treatment, are easy to learn and inexpensive. This one-day workshop will provide the theoretical background to Biofeedback and Heart Rate Variability (HRV) and the participants will have the opportunity to use the Biofeedback software.

WORKSHOP PROGRAM

Biofeedback and trauma survivors
Traumatic experiences and the Autonomic Nervous System (ANS)
Heart Rate Variability (HRV) and coherence training and the ANS
Using HRV in your practice
Use of Biofeedback equipment and software

TARGET GROUP
Suitable for all interested clinicians working in therapy with children, adolescents and adults.

COST
$149 / $104.30 students

DATES
29 June 2017
7 September 2017

TIME:
9.30am – 4.30pm

VENUE
STARTTS
152-168 The Horsley Drive, Carramar NSW

REGISTRATION ESSENTIAL
Please register online at STARTTS’ website (www.startts.org.au)

“Great pace, good level of theory, and great use of practicum”
CLINICAL TRAININGS AND SEMINARS

CLINICAL ASSESSMENT AND TREATMENT OF PTSD USING EEG AND NEUROFEEDBACK

WORKSHOP OUTLINE

This workshop will explore the benefits of using electroencephalograms (EEG) to clinically assess clients with complex and chronic trauma related symptoms. The participants will learn how different brainwave patterns relate to different symptoms and how these findings can inform psychological treatment. Preliminary data identifying dysfunctional brain patterns underlying Post-Traumatic Stress symptoms and data supporting the effectiveness of Neurofeedback interventions aimed to reduce symptom distress and improve executive functioning will be presented.

WORKSHOP PROGRAM

- Introduction into EEG assessment: equipment and process
- Brainwaves and brain states
- How EEG assessment can inform clinical practice
- Overview of the current research into trauma and EEG: The most frequent dysfunctional EEG patterns associated with PTSD
- Use of Neurofeedback to reduce symptom distress and improve cognitive functioning: case studies

TARGET GROUP

Suitable for clinicians interested in the mind body interface.

COST

$249 / $174.30 students

DATES

2-3 March 2017

TIME: 9.30am – 4.30pm

VENUE

STARTTS

152-168 The Horsley Drive, Carramar NSW

REGISTRATION ESSENTIAL

Please register online at STARTTS’ website (www.startts.org.au)

“This is one of the most useful workshops I’ve been to in a long time”
CLINICAL SEMINARS

As a part of STARTTS’ commitment to promoting excellence in clinical practice in working with refugees, we invite international and national speakers recognised as experts in their field to conduct two high quality clinical seminars per year on cutting edge topics relevant to the treatment of trauma.

In past years we have hosted Dr Bessel van der Kolk, Dr John Briere, Dr Janina Fisher, Dr John Arden, Dr Daniel Siegel, Dr Stephen Porges, Dr Louis Cozolino and more many.

Refer to STARTTS’ website for the 2017 clinical seminar program.

TARGET GROUP
Relevant to clinicians including psychiatrists, clinical psychologists, psychologists, counsellors, psychotherapists, social workers and other health professionals working with traumatised clients.

COST
Our seminars normally attract a fee due to the expense of bringing experts to Sydney. However STARTTS is a non-profit organisation and fees are meant to recover costs only.

REGISTRATION ESSENTIAL
To register visit our website (www.startts.org.au)

CLINICAL SEMINARS

LATEST RESEARCH ON EFFECTIVE INTERVENTIONS AND MODELS FOR REFUGEE TRAUMA: ANNUAL UPDATE

STARTTS’ annual research symposium aims to summarise the latest information and research in the field of refugee trauma by bringing together the expertise of three well known researchers whose work has gained international recognition. Each speaker will present and this will be followed by a panel discussion.

LIVE INTERNET WEBINAR
If you can’t make it to Carramar, then you can save on time and petrol by watching the live internet webinar of these events from your own computer. It is free and you will be able to participate in the panel discussion by sending in your typed questions which are answered live.

PRESENTATION RECORDINGS
These events are recorded by Psychevisual and are available for viewing on the internet at a later date for a fee. Please see the Psychevisual website www.psychevisual.com.

For the 2017 Research Symposium Program and date please check STARTTS’ website at www.startts.org.au.

TARGET GROUP
Suitable for all interested clinicians, students and service providers.

COST
Free to attend in person and watch the live webinar.

TIME: 9.30am-1.30pm

VENUE
STARTTS
152-168 The Horsley Drive,
Carramar NSW

REGISTRATION ESSENTIAL
To attend in person: Register at STARTTS’ website so we can plan adequately for seating and catering.

To watch the live webinar: No need to register.
CLINICAL MASTER CLASS EVENINGS

STARTTS’ Clinical Master Class Evenings are held five times per year and aim to provide an opportunity for clinicians working with refugees to extend their understanding of refugee trauma by inviting expert speakers to present on interesting and practical topics. These presentations are followed by a case study presentation by an experienced STARTTS clinician and a panel discussion.

LIVE INTERNET WEBINAR

If you can’t make it to Carramar, then you can save on time and petrol by watching the live internet webinar of these events from your own computer. It is free and you will be able to participate in the panel discussion by sending in your typed questions which are answered live.

PRESENTATION RECORDINGS

These events are recorded by Psychevisual and are available for viewing on the internet at a later date for a fee. Please see the Psychevisual website www.psychevisual.com.

For the 2017 Clinical Master Class Evening Program please check STARTTS’ website at www.startts.org.au.

‘ACCIDENTAL’ COUNSELLORS: RESPONDING TO REFUGEE TRAUMA RELATED BEHAVIOURS (FOR NON-COUNSELLORS)

WORKSHOP OUTLINE

This two-day workshop has been designed to give workers not trained as counsellors some basic tips and skills for how to recognise and deal with difficult behaviours in trauma clients in the workplace. The first day will give an understanding of the complex issues faced by refugee clients, how to recognise refugee trauma and how to work with clients in ways that promote a sense of safety and control. The second day will be mostly practical focusing on a series of case studies and role plays to develop skills in dealing with trauma reactions.

TARGET GROUP

Suitable for people working in a range of non-clinical settings such as casework, advocacy, teaching, youth work, welfare work and community development.

COST

Two days
$249 / $174.30 students
One day only
$149 / $104.30 students

DATES

27-28 April 2017
30-31 May 2017 (Newcastle)
10-11 August 2017
22-23 August 2017 (Wollongong)
17-18 October 2017 (Tamworth)

TIME: 9.30am – 4.30pm

VENUE

STARTTS
152-168 The Horsley Drive, Carramar NSW

REGISTRATION ESSENTIAL

Please register online at STARTTS’ website (www.startts.org.au)

WORKSHOP PROGRAM

DAY 1

The complexity of the refugee experience
Problems faced and interventions to facilitate refugee resettlement
Difficulties faced by asylum seekers
Worker skills: Key principles and techniques
Vicarious trauma and self care

DAY 2

The ‘Accidental’ Counsellor
Skills for Managing Trauma Responses: Case Studies and Role Plays
- Disclosure
- Sadness and Depression
- Anger and Aggression
- Dissociation
- Panic Attacks
- Suicide Threats

‘The theory and how to apply in a practical event was valuable’
COMMUNITY DEVELOPMENT WITH REFUGEE COMMUNITIES

WORKSHOP OUTLINE
This very informative one-day workshop will focus on the unique challenges faced by refugee communities attempting to rebuild in Australia following traumatic experiences in their country of origin. Persecution often targets entire communities and can result in mistrust, fragmentation and polarisation that can continue in the resettlement context in Australia. This workshop will focus on how organisations can engage with and work alongside refugee communities to help them develop themselves and become strong.

WORKSHOP PROGRAM
- Traumatic experiences, resettlement and refugee communities
- Community development: Definitions, models and processes
- Application of community development principles with refugee groups
- The challenges of working with refugee communities
- Case studies

"The examples of how to apply these models to refugee communities was valuable"

TARGET GROUP
Suitable for community workers and social workers wishing to develop professional skills in community development with refugee communities in Australia. Participants will need to have an existing understanding of basic community development principles.

COST
$149 / $104.30 students

DATES
10 March 2017
TIME: 9.30am – 4.30pm

VENUE
STARTTS
152-168 The Horsley Drive, Carramar NSW

REGISTRATION ESSENTIAL
Please register online at STARTTS’ website (www.startts.org.au)
COMMUNITY DEVELOPMENT EVALUATION

WORKSHOP OUTLINE
Evaluation is integral to good community development and not something that should be left only to an outsider or an ‘expert’. When done properly, evaluation facilitates an ongoing process of learning among all involved in community development projects. It also enables the continual development of projects and programs to be more effective and successful. This two-day workshop will introduce the central concepts of community development evaluation with refugee communities.

WORKSHOP PROGRAM
Setting Project Goal, Objectives and Activities
Clarifying Evaluation Purpose and Scope
Defining the Evaluation Questions
Identifying the Information we Need
Deciding on Data Collection Methods
Using the Data

"Practice simulations of evaluation goals, objectives and questions was valuable”

TARGET GROUP
Suitable for community workers and social workers wishing to develop professional skills in community development with refugee communities in Australia. Participants will need to have an existing understanding of basic community development principles.

COST
$249 / $174.30 students

DATE
19-20 October 2017

TIME: 9.30am – 4.30pm

VENUE
STARTTS
152-168 The Horsley Drive, Carramar NSW

REGISTRATION ESSENTIAL
Please register online at STARTTS’ website (www.startts.org.au)

DESIGNING AND EVALUATING PROJECTS TO INCREASE SOCIAL CAPITAL IN REFUGEE COMMUNITIES

WORKSHOP OUTLINE
Social capital refers to social relationships, connections, networks and resources that exist within a community, as well as the ‘norms’ or qualities that govern social interaction, such as trust and cooperation. This one day workshop is designed to enhance participants understanding and knowledge of social capital in the context of working with refugee communities in Australia; social capital project design and evaluation skills using a range of ethical quantitative and qualitative techniques and approaches; and using the Social Capital Evaluation Tool.

WORKSHOP PROGRAM
Defining social capital
Social capital and refugee communities in Australia
Designing and evaluating projects to strengthen social capital
Project design and evaluation using storyboards

TARGET GROUP
Suitable for community workers who are engaged in developing and conducting projects designed to increase social capital amongst resettled refugees. However other staff, including clinicians who are interested in building their understanding of the importance of social capital in people’s lives, will also benefit.

COST
$149/ $104.30 students

DATE
2 June 2017

TIME: 9.30am – 4.30pm

VENUE
STARTTS
152-168 The Horsley Drive, Carramar NSW

REGISTRATION ESSENTIAL
Please register online at STARTTS’ website (www.startts.org.au)
FACILITATING GROUPS WITH PEOPLE FROM REFUGEE BACKGROUNDS

WORKSHOP OUTLINE
This two-day workshop will give participants a greater understanding of the impact of refugee trauma on group participation and dynamics, and how it can be effectively managed. It will cover the general principles of group facilitation in a cross-cultural context; and the things to be aware of and techniques to create a safe and engaging learning experience, to encourage a meaningful exchange of ideas, and to involve each member in thinking through different issues. Group facilitation tools and practical exercises to encourage meaningful participation will also be covered.

WORKSHOP PROGRAM
The refugee experience
Benefits of group work for refugees
Refugee trauma and group dynamics
Roles and responsibilities of the group facilitator
Creating a welcoming and safe space
Stages of group development
Effective cross-cultural communication
Group problem solving and decision making
Managing conflict and other issues
Participatory group facilitation techniques

TARGET GROUP
Suitable for community workers, social workers, project and team leaders, trainers and educators interested in facilitating groups with people from refugee backgrounds.

COST
$249 / $174.30 students

DATE
21-22 September 2017

TIME: 9.30am – 4.30pm

VENUE
STARTTS
152-168 The Horsley Drive,
Carramar NSW

REGISTRATION ESSENTIAL
Please register online at STARTTS’ website (www.startts.org.au)
COMMUNITY DEVELOPMENT SEMINARS

Every year STARTTS holds a one-day community development seminar and invites speakers recognised as experts in their field to speak on topics related to delivering community services to communities who have been through traumatic experiences, or marginalised in some way. In the last few years we have had the honour to host Professor Jim Ife, Peter Kenyon and Dr Ernesto Sirolli.

Refer to STARTTS’ website for information about the 2017 Community Development Seminar as a speaker had not yet been booked at the time of publication of this booklet.

TARGET GROUP
Relevant to workers, students and volunteers working in the community sector.

COST
Our community development seminars normally attract a fee due to the expense of putting on the event. However STARTTS is a non-profit organisation and fees are meant to recover costs only.

REGISTRATION ESSENTIAL
To register visit our website (www.startts.org.au)

COMMUNITY DEVELOPMENT EVENINGS

STARTTS’ Community Development Evenings are held twice per year. They aim to provide an opportunity for community sector workers and refugee community organisations to extend their understanding of the complexities of providing services to refugee communities affected by systematic state terrorism and other types of traumatic experiences. Expert speakers are invited to present on interesting and practical topics, which is followed by a case study presentation by an experienced STARTTS staff member and a panel discussion.

These events are open to anyone who is interested and are particularly suitable to those working in community services. They are held at STARTTS’ Auburn office from 5.30-8pm and are free. Light refreshments are provided.

The community development evening program began in 2011.

For the 2017 Community Development Evening Program please check STARTTS’ website at www.startts.org.au.

TARGET GROUP
Relevant to workers, students and volunteers working in the community sector.

COST
Free if you attend in person

TIME: 6-8pm

VENUE
STARTTS
1st Floor, 44-50 Auburn St, Auburn

REGISTRATION ESSENTIAL
To attend in person: Register at STARTTS’ website so we can plan adequately for seating and catering.
STARTTS has been involved in the provision of successful student placement opportunities for many years. The primary aim is to provide opportunities to gain knowledge, skills and experience in working with traumaised refugees. STARTTS provides placement opportunities to students from a wide range of health, allied health and welfare disciplines. Availability of placements is dependent on a number of factors including the availability of appropriate supervision and the nature and appropriateness of the projects which are taking place at the time.

**TO APPLY**

The number of placements offered at any one time is limited. Students interested in a STARTTS placement should first discuss this with the relevant Student Placement Officer or Field Education Officer at their university or college. Formal requests for student placements must come from the student’s university/college. Requests for placements which come directly from students will not be accepted. Students will be required to attend an interview prior to placement confirmation.

For further information, please send an email to studentplacements@startts.org.au or contact the Student Placement Coordinator on (02) 9794 1900.

**TARGET GROUP**

To be eligible to participate in the STARTTS Student Clinic, students need to be engaged in post-graduate programs of Masters in Clinical or Forensic Psychology. Other relevant post-graduate or masters programs in psychology/counselling/psychotherapy or creative/expressive therapies will also be considered. Individuals completing an approved Psychology Registration program are also eligible to apply.

A STARTTS placement is not suitable as the student’s first external placement. To be eligible to participate, this must be the student’s third or final clinical placement.

In addition to general student placements, a Student Clinic for those wishing to undertake clinical placements/internships at STARTTS is also available. Participants of the Student Clinic will be providing psychotherapeutic interventions to clients and will have access to professional clinical consultation from Clinical Psychologists, Psychologists or other senior clinicians as required/appropriate.

**TO APPLY**

The number of placements/internships offered at any one time is limited. Requests for placements must come from the student’s university, together with a letter of recommendation. A selection process applies; this includes submitting an application and attending an interview. The selection process takes place twice a year.

For further information, please send an email to studentplacements@startts.org.au or contact the Student Placement Coordinator on (02) 9794 1900.
The ‘Jungle Tracks’ kit contains a facilitator’s guide and five story books in which the characters in the stories encounter many of the events and issues that refugee children and young people face including grief and loss, depression, emotional outbursts, low self-esteem, sleep difficulties and fear and anxiety. These, together with the themes of hope and empowerment, are addressed in the stories.

The detailed facilitator’s guide describes how the storytelling approach is used in Jungle Tracks. It outlines the objectives of each story together with its themes. The facilitator’s guide includes suggestions to guide children and young people’s reflection. It also has an appendix with handouts and exercises.

The five stories in the program are:

1. **Sam and Sonia**, a story about orphaned children which helps to introduce the concept of counselling and the Jungle Tracks program.

2. **Colours of the Wind** which follows a monkey named Charlie who is forced to leave his home to save his life. The main focus of this story is dealing with bereavement and loss and finding peace.

3. **Deano Learns to Smile Again** which features a young deer whose home is destroyed by fire. When he arrives at his new place he is ridiculed because of he is different. The focus of this story is learning to deal with discrimination and building self-esteem skills.

4. **Enter the Lion** is a story about a metaphorical lion that lives with Sam, the orphan from our first story. Sam learns how to tame the beast and wave him good bye. The focus of this story is learning to manage anger and stress as well as dealing with flashbacks. It also introduces relaxation techniques.

5. **Chui and Teeter** follows a leopard and turtle dove who appear in the orphan Sonia’s dreams. She learns how to take control of her dreams and not be afraid of them. The focus of the story is on improving sleep and addressing distressing dreams.

The stories and program are relevant for a broad range of ages from early primary and possibly younger to older high school students. The stories are suitable for use in individual and group therapy. Reading the stories may also help parents and children to share their thoughts and feelings.

**COST:** $80 per kit (includes postage)

To order your copy of the ‘Jungle Tracks’ kit, simply fill out the order form available on STARTTS’ website (www.startts.org.au) or telephone (02) 9794 1900.
‘Settling In’ is a group program for newly arrived refugee and migrant students which aims to help students adjust to life in Australia.

**DURING THE TEN WEEK PROGRAM STUDENTS**

- Learn from each other
- Have their feelings and reactions normalised
- Learn coping strategies
- Form good relationships

Although it is most often used with school students, *Settling In* can be used in a range of situations.

Facilitators of the *Settling In* program should have significant experience in running groups, including experience in cross-cultural issues and in helping young people who have survived trauma.

**THE SETTLING IN KIT CONTAINS**

- A helpful facilitator introduction on how to implement the program
- Introduction to the program for students and getting to know each other’s activities
- Feelings about resettlement
- Likes and dislikes about Australia and country of origin
- Dealing with anger
- Anxiety and depression
- People and places that can help
- Settling goals
- Problem solving
- Self esteem and personal strengths
- Review and closure
- Relaxation scripts
- Evaluation sheets
- Handouts for activities in the sessions

**Translations of selected handouts are available in the following languages:**

- Arabic, Bosnian, Chinese, Croatian, Dari, Farsi, German, Hindi, Indonesian, Khmer, Korean, Lao, Russian, Samoan, Serbian, Somali, Spanish, Tamil, Vietnamese.

**COST:** $60

*(includes postage)*

To order your copy of ‘Settling In’, simply fill out the order form available on STARTTS’ website [www.startts.org.au](http://www.startts.org.au) or telephone (02) 9794 1900.
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Refugee Transitions is a magazine produced by STARTTS with over 30 issues published. Refugee Transitions reports on a wide range of refugee and human rights issues which are relevant to our work. The magazine focuses attention on the impact of organised violence and human rights abuses on health and provides ideas on intervention models to address the health and social needs of refugees. It debates and campaigns for changes necessary to assist, empower and strengthen refugee communities in their settlement process.

To learn more, read articles from previous editions or to subscribe to Refugee Transitions, visit STARTTS’ website www.startts.org.au.
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