



Information for  
**Clients**



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

## About STARTTS

STARTTS is a specialist, not-for-profit organisation that was established in 1988. It provides 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.

[www.startts.org.au](http://www.startts.org.au)

## Contact us

### HEAD OFFICE CARRAMAR

152-168 The Horsley Drive  
Carramar NSW 2163  
(02) 9646 6700 (Reception) | (02) 9646 6800 (Referrals)

### OTHER OFFICE LOCATIONS

Albury	Armidale	Auburn
Blacktown	Coffs Harbour	Fairfield
Liverpool	Newcastle	Wagga Wagga
Wollongong		

Go to [www.startts.org.au/contact/](http://www.startts.org.au/contact/)  
for office location details.

STARTTS also provides counselling and other types of services at outreach locations in Sydney and across NSW such as Bankstown, Parramatta, Dee Why, Lakemba, Penrith, Campbelltown, Rockdale, Tamworth, Griffith and Albury. These locations change according to the needs of our clients. Please contact STARTTS for further information.

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## Who are STARTTS staff?

STARTTS staff are trained professionals who come from many different cultures, and are specialised in helping people who have experienced difficult things in the past.

## What if the person prefers to speak a language other than English?

STARTTS staff speak many languages such as Arabic, Dari, Farsi, Hazaragi and Tamil, and all use professional interpreters when needed.

## Will the person's information be kept private?

STARTTS' services are confidential. STARTTS will only share information about a person if they give us permission and it is to help them. However if the person tells us that they might hurt themselves or someone else might be hurt, then STARTTS would need to take an action to protect the person and others.



## Who is STARTTS for

STARTTS works with people who have experienced persecution, war, violence or human rights violations before coming to Australia, and are having difficulties as a result. STARTTS can help people no matter when or how they arrived in Australia.

## Why might a person need help from STARTTS?

Dealing with being in a new country, while coping with the terrible memories of the past, can sometimes be overwhelming, leaving people sad and confused. It can impact on their health and everyday living.

Some common reactions include:

- Difficulties learning English
- Sleeping problems and bad dreams
- Memories of the past that won't go away
- Headaches and body aches
- Getting angry or scared easily
- Feeling hopeless or helpless
- Not feeling in control of their life anymore
- Tensions within the family
- Finding it difficult to trust people or make new friends, feeling lonely

## Will STARTTS be able to help?

STARTTS is specialised in helping support people who experienced difficult situations in the past to heal and lead a more productive life. When people feel less pressured and more in control, it is easier to learn English, get a job, get along with family, and make new friends.



## How can STARTTS help?

A STARTTS counsellor can talk to the person about their worries and concerns. They can talk about any worries or difficulties they may be facing, connect them to people and organisations that can help with problems, and help the person understand how Australia works.

## If someone prefers to be part of a group

STARTTS has many types of groups in different languages, for people who prefer group support over individual counselling. Groups only run if STARTTS has enough people interested. Groups include Families in Cultural Transition, group counselling, social support groups, sporting groups, art groups and youth camps.

## Referring to STARTTS

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

To make a referral to STARTTS:

- 📞 **Call (02) 9646 6800**
- ✉ **Email [STTS-IntakeGeneral@health.nsw.gov.au](mailto:STTS-IntakeGeneral@health.nsw.gov.au)**  
(referral form available on the STARTTS website)

## How long does a person have to wait?

STARTTS does have a waiting list, so the person will probably need to wait about 2-4 weeks until a counsellor calls them for an appointment.

## Can a person drop-in without an appointment?

A person can drop-in to refer themselves to STARTTS, but to attend a counselling session they must have an appointment.

## How much does STARTTS cost?

All STARTTS services for the people we help are free.

## How old does a person need to be?

STARTTS helps people of all ages, from very young children to older people. If a person is 16 years or under STARTTS will need their parent's or guardian's consent.

## Where does the person have to go?

STARTTS sees people in Sydney and regional locations of NSW at:

- STARTTS' offices
- STARTTS' outreach locations such as community
- health centres and TAFEs
- Schools (for students at that school)