



Information for

General Practitioners



How STARTTS can assist GPs

People from refugee backgrounds will often seek help from their GP for a range of health complaints. As refugee trauma impacts on physical and mental health, STARTTS can provide valuable assistance to GPs when patients are presenting with psychological and psychosomatic symptoms.

For more information about refugees

- Access free resources for GPs on our website
- Request a free presentation for your GP network
- Attend STARTTS' workshops, seminars and presentations on refugee trauma

Where STARTTS sees patients

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

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

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

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/ 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 and Griffith. These locations change according to the needs of our clients. Please contact STARTTS for further information.

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



STARTTS helps refugee patients

STARTTS helps patients from refugee backgrounds of all ages, 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. This is regardless of how or when they arrived in Australia.

Refugee trauma and STARTTS

STARTTS is specialised in treating complex post traumatic stress symptoms; PTSD; anxiety, mood and panic disorders; depression; complicated grief; psychosomatic presentations; and other symptoms of refugee trauma.

Services are free

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

STARTTS staff

STARTTS staff include clinical psychologists, psychologists, counsellors, psychiatrists, physiotherapists, acupuncturists, a nutritionist, and community workers. Staff are specialised in working with refugee trauma, and undergo regular supervision and professional learning.

My patient doesn't speak English

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



How STARTTS helps refugee patients

Clinical Assessment:

- Using a range of psychological and physiological instruments, and questionnaires

Trauma treatment:

- Using a range of psychotherapeutic approaches tailored to the patient's needs including counselling, CBT, Mindfulness, Narrative Exposure Therapy, Biofeedback, EMDR, DBT, and many others
- Referring to other STARTTS services: Psychiatrist, Physiotherapist, Acupuncturist, Nutritionist, Neurofeedback, and more

Case management:

- Advocacy such as writing support letters to other services
- Referrals to external services as needed

Group programs:

- Group counselling
- Information sessions
- Social support groups

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
(referral form available on the STARTTS website)

Requesting consent

Consent must be obtained from patients or the parent/ guardian for patients 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 patient's needs.

How soon will we follow-up with your patient?

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

What feedback will you get?

GPs will be notified when the patient is allocated a counsellor. STARTTS will share relevant information with GPs only if the patient gives consent.

When a referral is not appropriate

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