



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, non-profit organisation that for the past 25 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) 9794 1900
F: (02) 9794 1910
F: (02) 9794 1890 (*Intake*)

AUBURN

1st Floor, 44-50 Auburn Rd
Auburn NSW 2144
P: (02) 9646 6666

LIVERPOOL

3rd Floor, 157-161 George St
Liverpool NSW 2170
P: (02) 8778 2000

BLACKTOWN

Suite 2, Ground Floor
85 Flushcombe Rd
Blacktown NSW 2148
P: (02) 9854 7300

COFFS HARBOUR

14 Earl Street
Coffs Harbour 2450
P: (02) 6650 9195

NEWCASTLE

Wallsend Campus
Multicultural Health Unit
Level 2 Harker Building
Longworth Avenue
Wallsend NSW 2287
P: (02) 4924 7193 or
(02) 4923 7194

Newcastle TAFE Campus
Bldg M, Level 1, Rm 17-19
Tighes Hill NSW 2297

WAGGA WAGGA

12 Station Place
Wagga Wagga 2650
P: (02) 6921 4403

WOLLONGONG

Wollongong TAFE
Building K, Ground Floor,
Rm 6 and 12, Foleys Lane,
North Wollongong
P: (02) 4229 0685 or
(02) 4229 0158

Illawarra Multicultural Service
17 Auburn St, Wollongong

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



Information for

General Practitioners



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) 9794 1900**
(ask for Intake)
- ✉️ **Email intakegeneral@startts.org.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, eg "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.