



## STARTTS CONTACT DETAILS

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

STARTTS Regional office hours are 9:00am to 5:00pm Monday to Friday.

### COFFS HARBOUR

14 Earl St  
COFFS HARBOUR 2450  
(02) 6650 9195

### NEWCASTLE

Bldg M, Level 1, Rm MG.05  
Newcastle TAFE Campus  
TIGHES HILL 2297  
(02) 4923 7190 or (02) 4923 7193  
(02) 4923 7194

### WAGGA WAGGA

12 Station Place  
WAGGA WAGGA 2650  
(02) 6921 4403 or (02) 6971 7640

### WOLLONGONG

31 Auburn St  
Wollongong NSW 2500  
(02) 9057 7380

### ARMIDALE

Please check STARTTS' website for the current address

### PRINCIPAL OUTREACH LOCATIONS :

- Lismore
- Tamworth
- Central Coast
- Nowra
- Griffith
- Albury

Please call the main offices for more information.

STARTTS receives funding and grants from a diverse range of government and non-government services.

## REFERRALS

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

STARTTS is a state-wide service and is committed to providing access to specialised torture and trauma rehabilitation services across NSW. Apart from its metropolitan centres in Sydney, STARTTS provides direct services from our regional offices in Newcastle, Coffs Harbour and Wagga Wagga, Wollongong and Armidale, as well as outreach to a number of other regional locations.

To refer individuals and families who are experiencing problems related to their traumatic experiences you can do one of the following:



Call (02) 9646 6700 (ask for Intake)



Email [stts-intakegeneral@health.nsw.gov.au](mailto:stts-intakegeneral@health.nsw.gov.au)  
(referral form available on the STARTTS website)

You can also make a referral by contacting your local STARTTS office directly.

**Please note:** Consent must be obtained from clients before referring to STARTTS. Any child referrals (up to & including age 16) require parental consent before referrals are accepted & for unaccompanied minors (up to age 18) guardian consent is required where possible.

### CONFIDENTIALITY & IMPARTIALITY

STARTTS operates on the basis of strictest confidentiality and impartiality.

Client information is not disclosed without the client's permission, except where required by law. All STARTTS employees and interpreters used by STARTTS are bound by confidentiality.

STARTTS believe that all people have a right to treatment and care when their human rights have been violated, no matter who they are. STARTTS works with individuals and groups requiring assistance regardless of their country of origin, political or religious beliefs.



# STARTTS

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

**Rural and Regional Services**

# RURAL & REGIONAL SERVICES

STARTTS provides assistance to refugees and other people from refugee-like backgrounds living in NSW who have experienced torture and/or other traumatic events prior to arrival in Australia. STARTTS' mission is to facilitate the healing process of survivors of torture and refugee trauma and to assist and resource individuals and other agencies who work with them.

## OUR CLIENTS

- Individuals, families and communities from refugee and refugee-like situations, now living in NSW who have survived torture and other traumatic experiences in the context of organised violence
- Service providers in NSW, to whom STARTTS provides training, research, advocacy and consultancy services



## OUR SERVICES

STARTTS provides a holistic range of services which have evolved in response to client needs and incorporate the latest developments in the treatment of trauma

- Culturally appropriate counselling & therapy (for individuals, families and groups)
- Group Work
- Activities for young people, including camps, excursions & groups
- Referral & case management
- Community liaison & consultation
- Community Development projects
- Training of mainstream service providers in awareness of refugee issues & strategies to work with this client group
- Lobbying & advocacy on refugee issues

## HOW WE WORK

### STARTTS:

- is a client-focussed and culturally appropriate service
- is responsive to changing client needs
- recognises the need for different approaches and services for different individuals and communities
- uses a multidisciplinary approach
- has strong community links
- works closely with refugee communities and other service providers to best meet the needs of refugees and trauma survivors

## OUTREACH SERVICES

STARTTS works across NSW and we try to make our services available in as many locations as possible. As such, our staff work with individuals and communities in outreach locations outside our regional offices.

The map below shows the locations where we provide outreach. If you or your client lives in one of these areas, contact the nearest STARTTS regional office to make a referral.

