



# ANNUAL REPORT 2011-2012

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



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## ABOUT STARTTS

STARTTS, the NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors, helps refugees deal with their past experiences and build a new life in Australia.

STARTTS provides expert services to help people recover from trauma, including counselling, group therapy, programs for children and young people, community development activities and physiotherapy.

Each year STARTTS provides clinical interventions and community development services to more than 6000 individuals and families and works with refugee communities to encourage self support and assist in adaptation to a new environment.

STARTTS clients are people living in NSW who are refugees, asylum seekers or people from refugee-like situations, including some who have suffered and survived torture.

We also work with other organisations and individuals to help them work more effectively with refugees. Opened in 1988, STARTTS is one of Australia's leading organisations for the treatment of torture and trauma survivors.

### OUR MISSION

To develop and implement ways to facilitate the healing process of survivors of torture and refugee trauma and to assist and resource individuals and organisations who work with them to provide appropriate, effective and culturally sensitive services.



As STARTTS approaches 25 years of activity, the demand for our services continues unabated. Through the vital contributions of STARTTS staff, the service has maintained a commitment to innovation and relevance in meeting the needs of refugee survivors of torture and trauma in NSW.

Each group of refugees arriving to Australia brings with it new challenges and necessitates a willingness on the part of STARTTS staff to adapt and alter interventions, in order to meet the changing world view of our current client group.

We have learnt, over these years, that providing assistance soon after arrival to traumatised clients affords an opportunity for people to unburden themselves, and undertake the challenges of rebuilding a life in a new place. The contribution people from refugee backgrounds can then make to Australia is immense.

STARTTS continues to enjoy, and acknowledge, the support of both State and Commonwealth governments for the delivery of services to traumatised refugees. We thank the Commonwealth Department of Health and the NSW Ministry of Health for the continuing partnership for service delivery. It is important to recognise that, while the asylum seeker and refugee debate has become an almost constant source of public commentary in the past year, there remains multi-party support for the refugee and humanitarian programme and the services provided to survivors of torture and trauma, once people reach Australia.

During this last year, STARTTS maintained its emphasis on providing high quality and innovative clinical services to treat the impact of trauma on individuals and families right across the State of New South Wales. Of particular note is the development of a Neurofeedback clinic that has now attracted attention nationally and internationally for its success in the treatment of chronic trauma related conditions.

A pro-active consultation program with our client communities and experimentation with methods to create support structures for new communities has shown real benefits in enabling faster cultural transition and settlement. Community interventions form an important adjunct to the clinical services as they reduce stress through the development of social connections and self help. In the twelve month period, STARTTS undertook successful consultations with the Liberian and Chaldean communities.

I am pleased to see the ongoing successes achieved through the Enterprise Facilitation Program, assisting people from refugee backgrounds establish viable businesses. A great example is the Amazing Family Day Care project, spreading across Australia and now employing almost 150 women, largely from refugee backgrounds.

Since its inception, STARTTS has been dedicated to providing high quality clinical and community services to our client group and to meet the challenges of adapting interventions to ensure they are relevant to a wide range of clients drawn from all parts of the world. The next twelve months are sure to throw up another set of challenges, as Australia continues to grapple with the phenomenon of forced migration and the regional processing of asylum seekers. I look forward to an outcome that respects human dignity and the primary importance of meeting the needs of a vulnerable and traumatised population.

A/Prof. Roger Gurr  
**Chairman**



2011-12 has been another great year for STARTTS. The challenges we contemplated over two years ago as STARTTS became an Affiliated Health Organization seem far away and long ago, now most of them have been successfully overcome. During these two years STARTTS has not only developed the necessary systems and organizational infrastructure to function as an independent organization, but has also continued to develop the range and depth of its services, and the strength of its links and partnerships with refugee communities and key stakeholders locally, nationally and internationally.

For a service like STARTTS, working with a client group constantly affected by changes in world affairs and national policy, ensuring service quality means adapting our services to an ever-changing context. Thus, over the last couple of years STARTTS has undergone a major restructure, realigned its services to reflect changes in federal funding – the cessation of the Early Intervention Program to be replaced by an expanded Program of Assistance to Services for Survivors of Torture (PASTT) program – and developed or continued to enhance a number of new programs detailed in this report, such as the Capoeira program, our Neurofeedback clinic, and specialized interventions for children and young people.

STARTTS has also continued to address the growing trend toward refugee settlement across the state. Our new office in Blacktown will enable us to increase client access to our service in Western Sydney, while our expanded capacity to deliver services in Wagga Wagga, complemented by outreach clinics in Griffith and Albury, will allow us to provide services to the Riverina region of NSW. In order to support quality service provision across the state, we have restructured our Direct Services teams, which now reflect responsibilities for discrete geographical areas in Sydney and a dedicated Rural and Regional team that incorporates staff based in the Illawarra, Hunter, New England and Riverina regions.

In addition to these highly visible changes and developments, STARTTS has continued to grow in less tangible yet equally important areas. The knowledge and skill base of our staff has been enhanced through state of the art staff development and induction programs; we have created new, better models for understanding our work and evaluating its results; and we have developed better tools and resources to assist our clients and support our work.

This is just as well, because looking ahead, it would seem that challenges will abound next year, and we will need to draw on our human resources and expertise base more than ever to meet them. An expanded Refugee and Special Humanitarian Program is likely to increase the number of people in need of our services. As more vulnerable populations in need of protection gain access to the program, we are also likely to see an increase in the severity and complexity of the problems affecting some of our clients. An increase in the proportion of children assisted by the program is also likely. All of these potential changes have implications for STARTTS, particularly in areas already under stress, such as, for example, the support and services STARTTS provides to schools – highly successful and sought after, but already unequal to the size of the demand.

It gives me great confidence to be able to look forward to such challenges backed up by a solid and experienced team, an accomplished and supportive board, many friends and partner organizations and the constant source of inspiration provided by our clients.

Jorge Aroche  
**Chief Executive Officer**

A/Prof. Roger Gurr (Chair)  
 Ms Ezel Jupiter (Deputy Chair)  
 Mr Colin Hickling (Treasurer)  
 Mr Jorge Aroche (Chief Executive Officer and Secretary)  
 Prof. Abd-Elmasih Malak  
 Ms Anne Harvey  
 Prof. Derrick Silove  
 Mr George Lombard  
 Mr John Richardson  
 Ms Dai Le

The Full Board met on the following dates:

22nd August 2011  
 24th October 2011

6th February 2012  
 7th May 2012  
 25th June 2012



**STARTTS HEAD OFFICE:**  
 152-168 The Horsley Drive  
 Carramar NSW 2163  
 Phone: 02 97941900

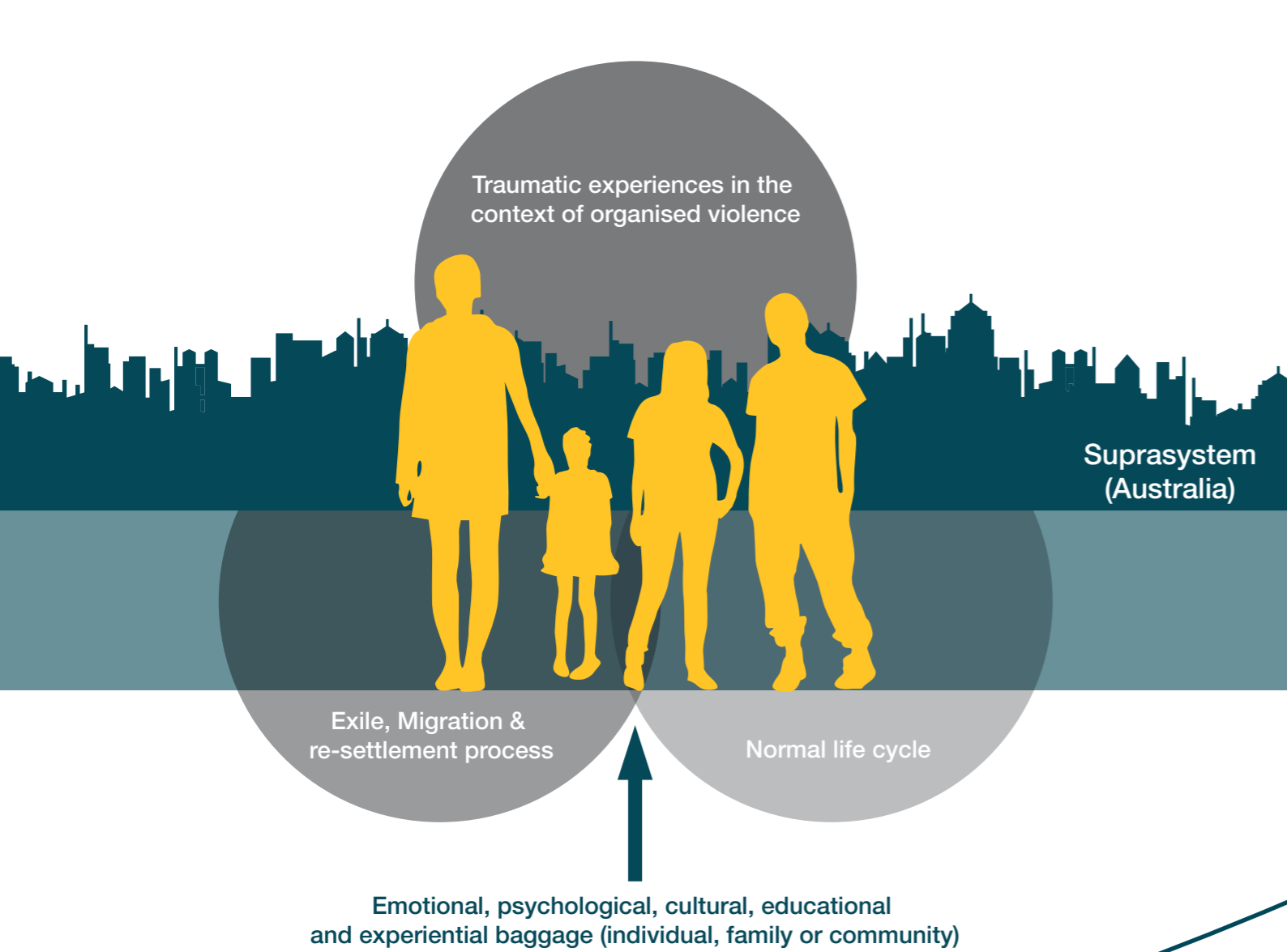
Major locations from which STARTTS provides services:

Carramar (main office)  
 Auburn  
 Liverpool  
 Blacktown  
 Newcastle  
 Coffs Harbour  
 Wagga Wagga  
 Wollongong

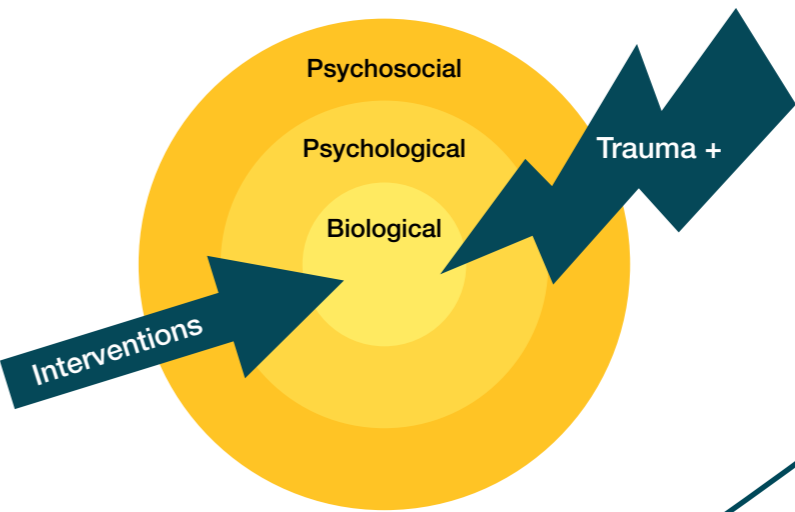
STARTTS also provides outreach services in a range of locations across the Sydney metropolitan area and regional NSW. Please contact us for outreach locations.

STARTTS SERVICE PROVISION MODEL

STARTTS provides services to torture and trauma survivors using a model that recognises the socio-political, cultural and human rights context of the traumatic events that people have experienced. The model also acknowledges the complex interaction between the effects of these traumatic experiences and subsequent stresses associated with the migration and settlement processes. The model recognises the impact of trauma at biological, psychological and interpersonal and social levels, and is informed by scientific developments in the neuroscience of trauma and the growing body of evidence on interventions and treatments for traumatic stress related problems and disorders.

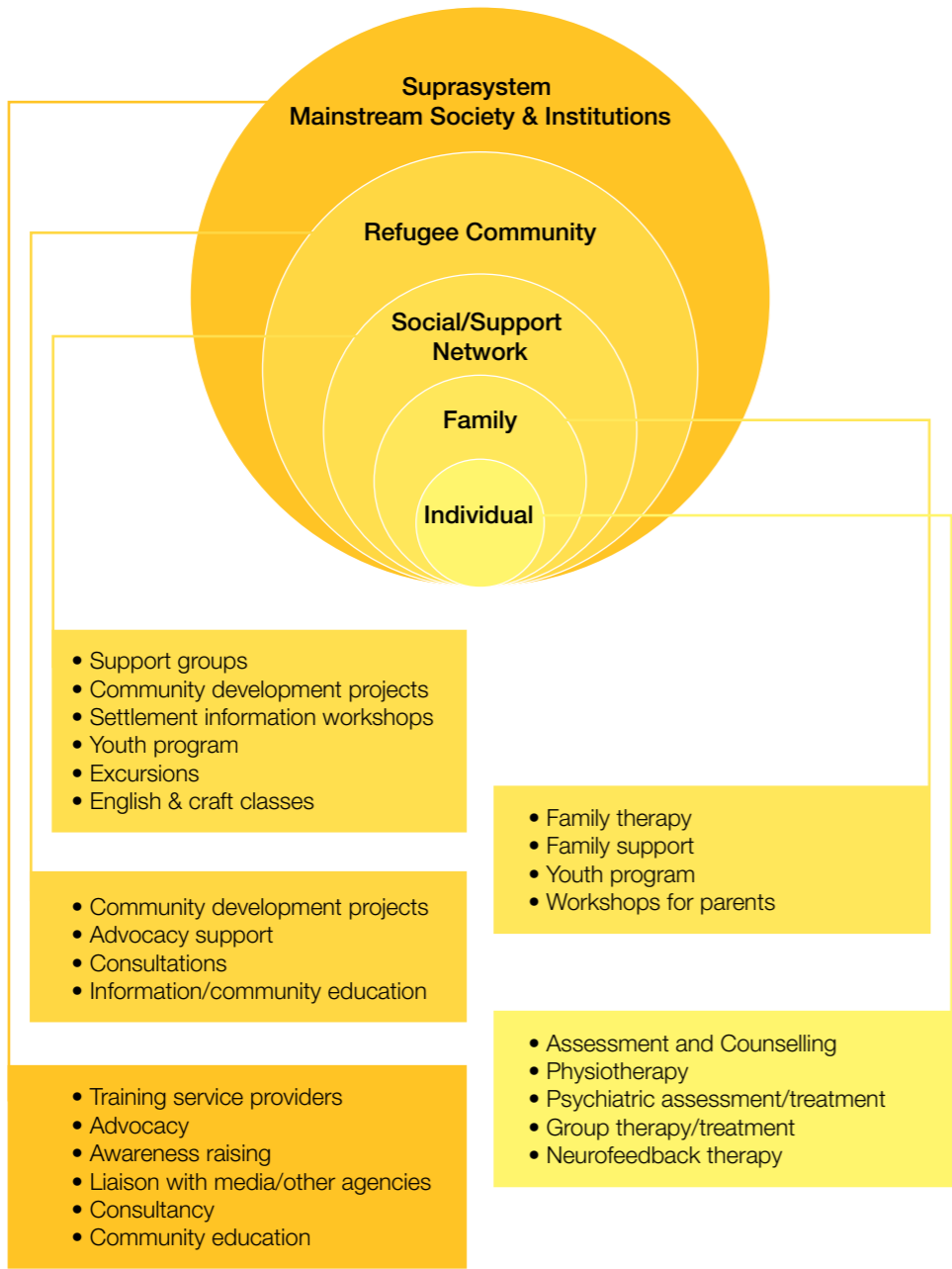


This translates into a Systemic Bio-Psycho-Social approach to service provision that uses early intervention, secondary prevention and capacity building strategies alongside clinical interventions at individual, family and group levels. STARTTS emphasises a client centred approach that recognises the importance of language, cultural, religious and socio-political issues to overcome access barriers and increase the effectiveness of both community development and clinical interventions.

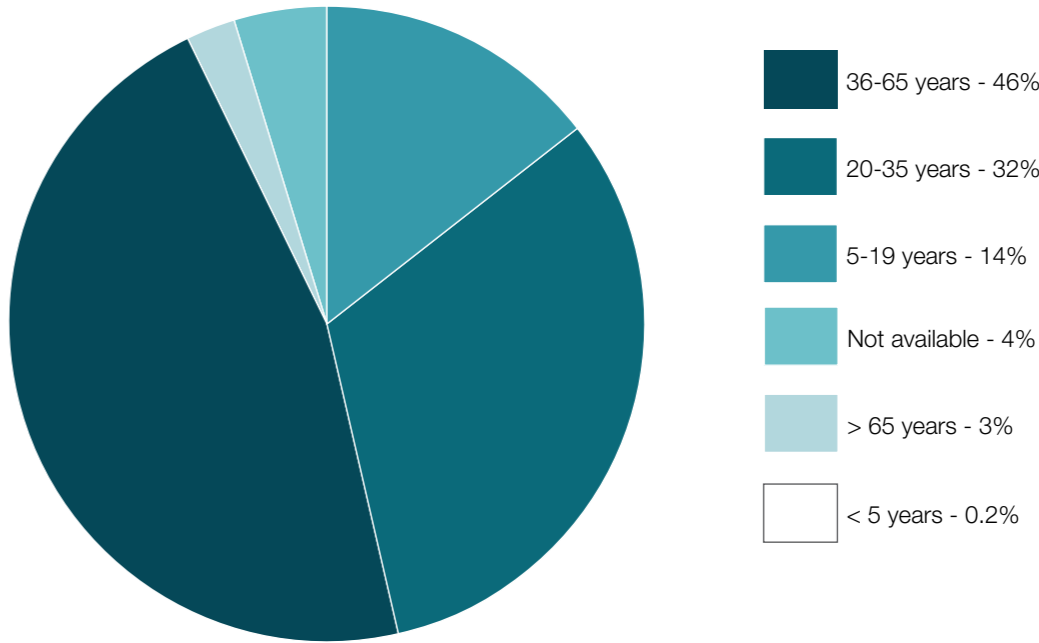


# STARTTS SERVICE PROVISION MODEL

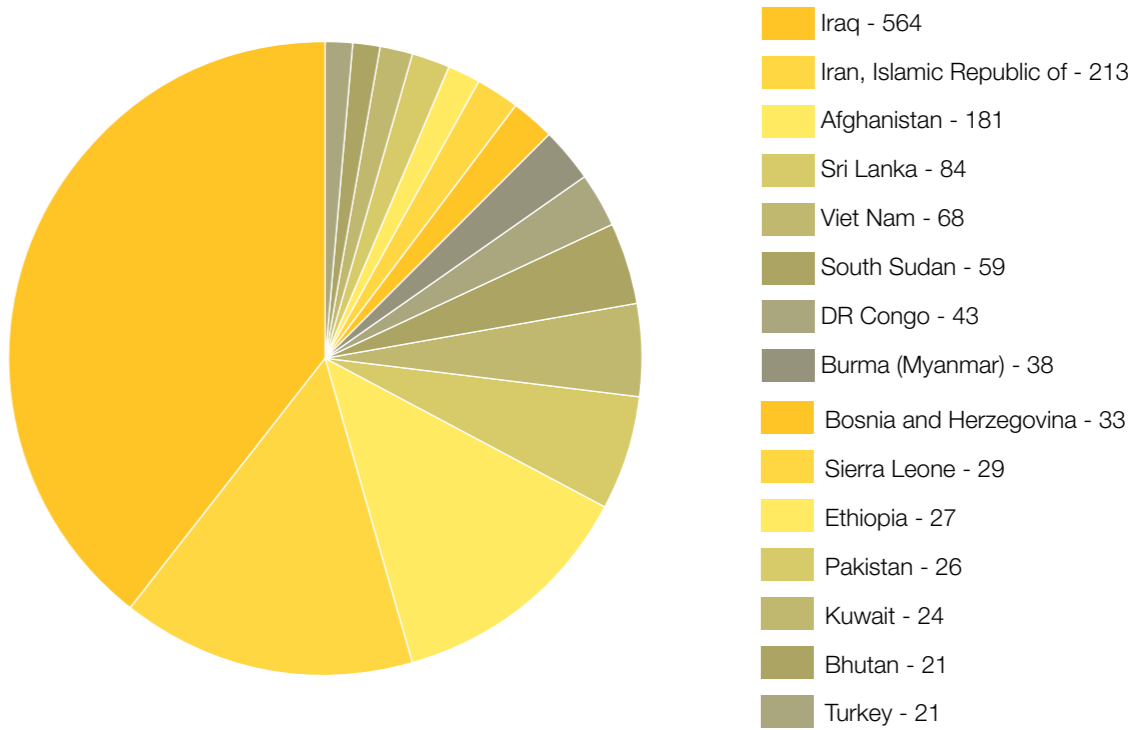
Based on the above philosophy, the services provided by STARTTS are broad, and include assessment, counselling, psychiatric assessment and interventions, family therapy, group interventions, support groups, youth programs, child counselling, and various strategies to increase the capacity of support networks and refugee communities.



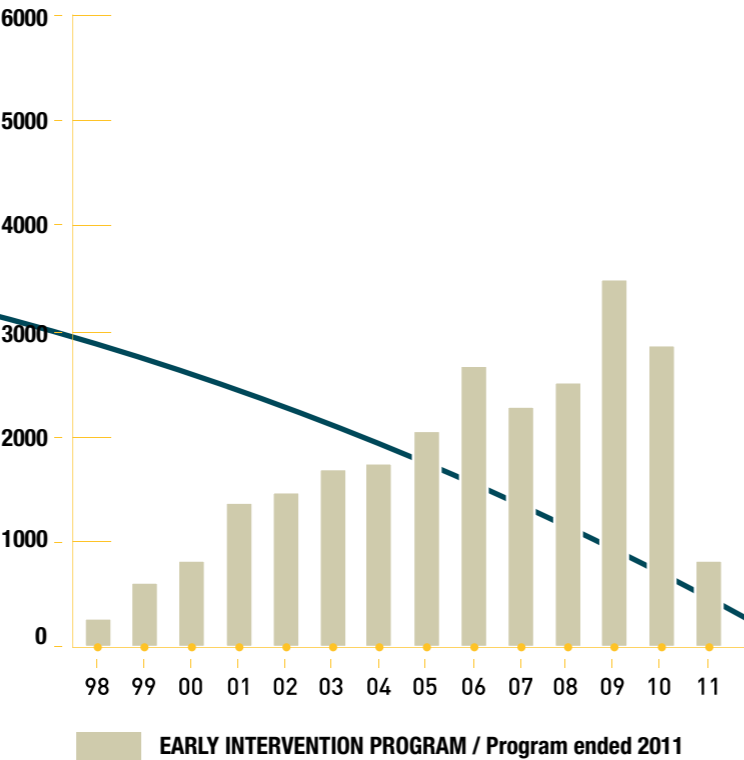
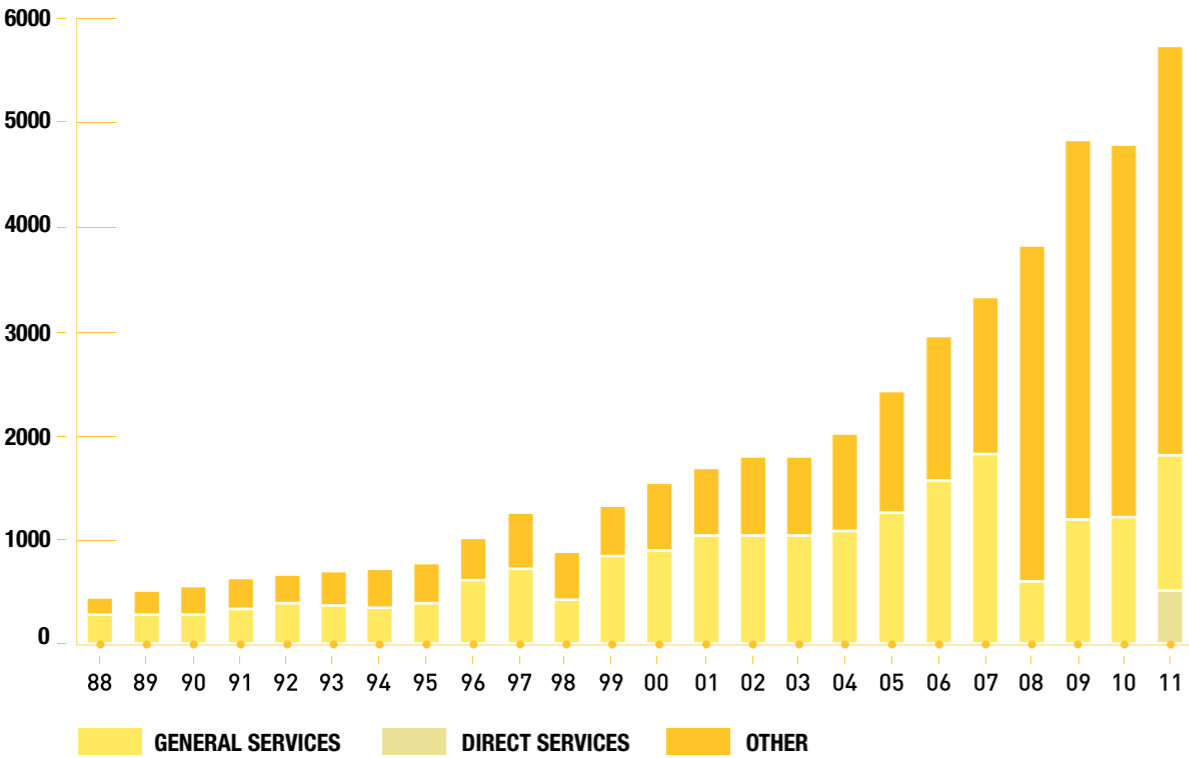
## DIRECT SERVICES CLIENTS BY AGE GROUP



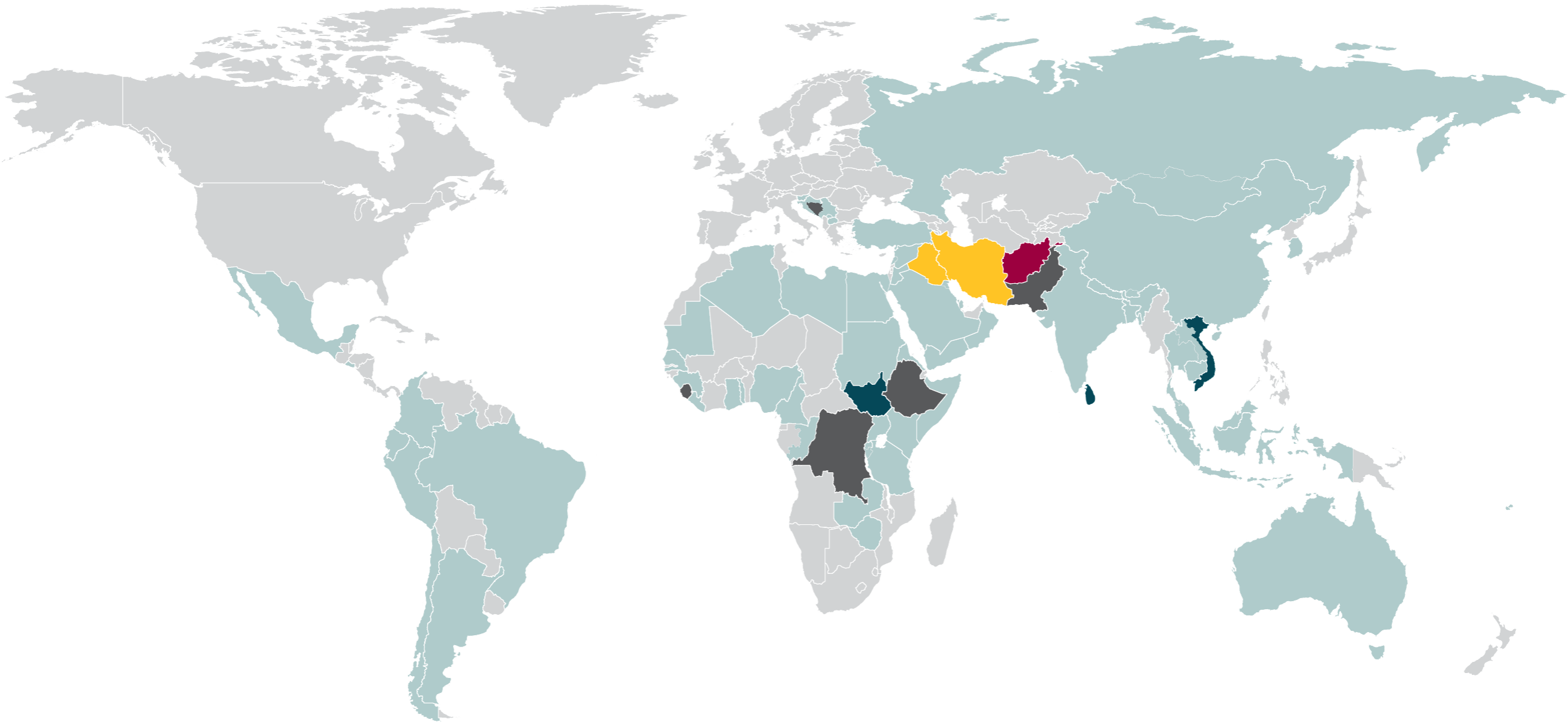
## DIRECT SERVICES CLIENTS FROM TOP 15 COUNTRIES



# NUMBER OF CLIENTS ASSISTED BY STARTTS - MAJOR PROGRAM AREAS



STARTTS DIRECT SERVICES CLIENTS FOR 2011/12  
BY COUNTRY OF BIRTH



WHY WE OFFER SPECIALIST COUNSELLING FOR TRAUMA SURVIVORS

The majority of refugees have experienced traumatic events before coming to Australia. Many have been brutally tortured, others have seen loved ones killed, or have escaped from a war zone. Many have experienced all three, and all have fled for their lives.

The physical and psychological effects of trauma are often devastating and difficult to overcome and, combined with the challenges of settling into life in an unfamiliar country, many people face severe and complex challenges.

But refugees are also resilient, and with the help of a counsellor it is possible to overcome traumatic experiences and rebuild lives that have been impacted by torture, brutality and exile.



The Direct Services program lies at the heart of STARTTS' approach to treating torture and trauma at the most basic levels – the individual and the family. STARTTS' team of Direct Services counsellors work face-to-face with clients who have survived horrific experiences, using a client-centred approach and a wide range of interventions and approaches (see box, over page).

In 2011-12 STARTTS has seen an increased need for assistance among some of the most vulnerable groups – children and adolescents, asylum seekers, and those in Community Detention. Direct Services counsellors have worked closely with the other key agencies providing services to these groups – St. Vincent de Paul, the Jesuit Refugee Service and the Asylum Seeker Centre – by providing outreach assessment and treatment, support for staff, and through a number of joint projects.

In addition, STARTTS has continued working with clients in immigration detention, to reduce the impact of detention and address their underlying trauma issues. STARTTS provides psychological assessment and treatment to some Villawood Immigration Detention Centre (VIDC) clients. STARTTS extended its program to community detention clients and unaccompanied minors, who are a particularly vulnerable population. STARTTS provided 2208 sessions in total and all such services are provided on STARTTS premises. STARTTS is also active on this issue at a policy level through various avenues, including representation at the Detention Health Advisory Group on behalf of FASSTT.

*“Coming here was a relief for all of our suffering, sadness, depression, difficulties – it was a relief for all these negative feelings.”*  
– Group therapy client



WHAT KIND OF SERVICES DO WE OFFER?

STARTTS believes in using a variety of different therapeutic interventions – some will work for some clients, and not for others. This approach – which we call ‘informed eclecticism’ – means that clients are assisted to manage and overcome their trauma in a variety of ways.

- Individual psychotherapy and counselling has always been a cornerstone of STARTTS’ work. Our expert counsellors help people to understand their feelings, and assist them to manage their reactions to extreme trauma, and ultimately help people gain control of their lives.
- STARTTS also works with groups and families, which for many clients is more appropriate and effective than individual counselling. Group work aims to increase self esteem and motivation and can help across all age groups, from early childhood to the elderly.
- STARTTS acknowledges that the direct physical impact of torture and trauma is often stored in the body. This is addressed by the physical therapy program, which uses a number of therapies including physiotherapy, ortho-bionomy, massage, acupuncture and aromatherapy as well as a range of movement groups, to relieve pain and improve mood and general well-being.
- Alongside effective traditional approaches, STARTTS also uses a range of innovative approaches to treating trauma. The Neurofeedback program combines psychology and brain science with advanced technology in an effort to teach clients how to modify their own physiological reactions. Eye Movement Desensitization and Reprocessing (EMDR) is another newer approach that we use at STARTTS that has shown good results for treating trauma. Narrative Exposure Therapy (NET) combines ideas from a number of traditional approaches in a focussed therapeutic intervention that can be used with Adults and Children who have experienced trauma.

*“...because of the trauma that we went through, we lost all those abilities, we can see that it’s only black and white, we can’t sense even the food that we’re eating. But because of all the activities that [our counsellors] did during the sessions, they brought back all of these things, all of those lovely senses, playing music, drums and drawing – you are still alive, you can enjoy your life, it’s very important to us.” - Group therapy client*

STARTTS’ popular Student Placement Program & Student Clinic provides students with the unique opportunity to work with STARTTS clients under the supervision of staff. We continue to have enquiries from students from NSW, interstate and overseas, and an impressive group of skilled and motivated students and interns joined STARTTS this year. The Clinical Supervision program, acknowledged as a vital self-care strategy for staff, has been extended and is now accessed by professionals across the Sydney metropolitan area, Newcastle, Coffs Harbour, Wagga Wagga, Wollongong and beyond.

STARTTS: CHANGING AND EXPANDING

CHANGE:

Since our last report there have been significant changes in the way STARTTS counselling services are organised, with two separate programs now merged into one. Due to changes in funding arrangements, the General Services program and the Early Intervention Program were amalgamated into the Direct Services Program. Direct Services is divided into five location-based teams – one for each of the STARTTS office locations as well as a Rural and Regional team. Using location-based teams allows us to see clients in a location that is convenient for them, as well strengthening the relationship between STARTTS and services in the local area.

EXPANSION:

STARTTS has established two new offices this year. In November 2011 the Blacktown office was established to respond to the growing number of refugees living in this part of Sydney and the need to provide better and more accessible services to them. The newly established Blacktown team have been working hard to reach clients in this area and to establish better links with local services.

Additionally, the Wagga Wagga office, with outreach to Albury and Griffith, was established in 2012. Although for many years STARTTS has provided outreach services in Southern NSW, the significant, and increasing, population of people from a refugee background has made it necessary for STARTTS to have a continual presence in the area.

THE EARLY INTERVENTION PROGRAM AT STARTTS – A LASTING LEGACY

STARTTS has operated the Early Intervention Program, one of our most long-running, successful and important projects, since 1998. However due to changes in funding arrangements the Early Intervention Program (EIP) at STARTTS concluded in 2011 after close to fourteen years in operation.

The program made a vital contribution, assisting newly arrived refugees to deal with their past trauma experiences, and providing assessment, referral, counselling, physiotherapy and support groups. Early identification and treatment of trauma related problems offers clients the best opportunity to overcome their experiences and rebuild their lives in a new country.

Over fourteen years, STARTTS EIP counsellors developed extensive skills and knowledge in working with recently arrived refugees – understanding their needs, dealing with their concerns and treating the impact of past trauma. All former EIP staff continue to work as counsellors at STARTTS, and as such this knowledge is retained within the organisation.

STARTTS recognises the importance of intervening early, wherever possible offering services to torture and trauma survivors at a time when they will most benefit. These services continue to be offered to new and recent humanitarian arrivals through our Direct Services Program, and the Early Intervention Program has left a lasting legacy, and a strong foundation for our future work.

Traumatic experiences have an adverse effect on children and young people, and can make their adjustment to life in Australia far more difficult. STARTTS continues to work in close partnership with youth agencies and the education system to address the psychosocial needs of refugee children and youth and to make our services accessible to all refugee young people and those who work with them.

CLINICAL SERVICES FOR YOUNG PEOPLE

A core aspect of STARTTS' approach to assisting children and young people to overcome the impact of trauma is through providing counselling and psychotherapy. This is provided at STARTTS offices and also in schools and other outreach locations such as youth services when appropriate. These interventions utilise different approaches including play therapy, sand tray, music and art therapy, and are provided to a range of age groups from infants to adolescents and includes work with parents. A range of group work interventions are also provided including the innovative Jungle Tracks program which uses storytelling to help children work through their trauma experience.



STARTTS' School Program has seen increasing demand for the specialised consultancy service that it provides to schools and the Department of Education. The Schools Program supports student welfare staff through telephone and email support, presentations in schools on the impact of the refugee journey, and the production and distribution of Hints for Healing. Additionally, STARTTS counsellors continue to provide clinical assessment and counselling interventions on school grounds and collaborate with TAFE and multicultural agencies on education pathway programs for young refugees.

STARTTS continues to hold its popular Youth and Residential Camp program, where, through a series of activities involving arts, sport, stress management, outdoor education, teamwork, sharing and communication, participants are able to explore their feelings, learn new things, increase resiliency and self-esteem and have fun. In 2011/12, STARTTS staff ran 8 Youth Camps including two mixed-gender camps, two young women's camps, two young men's camps, one Newcastle camp and one Coffs Harbour Camp. STARTTS has also supported refugee communities and other services to organise their own camps including the Afghan Australian Hassanian Youth Association and Fairfield High School.

*"...it's like an open door. You start saying the way you feel. It's good because you start to say how you're feeling, you let it out."*  
- young STARTTS client

STARTTS' innovative groupwork programs to engage young people in 2011/12 included Drumbeat, Team of Life (a narrative strengths based approach) and Rock and Water. STARTTS staff also ran mentoring groups and worked with groups that encourage youth independence and facilitate access to employment and education.

Capoeira Angola/Project Bantu continued to grow this year. Capoeira Angola is an Afro-Brazilian dance-based, strictly non-contact, martial art. Due to its unique focus on empowerment and overcoming adversity through the development of individual strength and teamwork, Capoeira Angola effectively promotes resilience and addresses some of the impacts of exposure to trauma in young people. In 2011/12, the program reached over 150 students in various locations. As an example of how well the program works for young people, some of the participants who have been involved in Capoeira Angola for a significant length of time have now started to take on teaching roles, instructing newer students and leading by example.

*"I think it's been the best program we've ever had for refugee students."*  
- School Counsellor talking about the Capoeira program

WHY DO COMMUNITY DEVELOPMENT?

Trauma impacts communities as much as it impacts individuals. When groups of people are exposed to organised violence and terror, the bonds of trust that hold a community together are damaged. Therefore, whilst it is important to work on an individual's own symptoms of trauma, a vital element of the recovery process is to increase community strength and build social capital.

Added to this, the considerable challenges for a community in settling in to a new country threaten those connections that may exist. The Community Services Team attempts to build on these connections and use the strengths of refugees – resilience, adaptability and motivation – to help communities to overcome their trauma, empower themselves and create a better life in Australia.

The Community Services team have worked on a diverse range of projects this year. Additionally, with the integration of General Services and the Early Intervention program into the Direct Services Program, an increased number of counsellors became available to take part in community development work.

The Families in Cultural Transition (FICT) program recruits and trains people from refugee backgrounds as bi-cultural FICT facilitators who deliver a series of modules about Australian systems and society, trauma and coping, families and parenting. Through their community contacts and understanding, the facilitators invite newly arrived refugees to attend the program. FICT has continued to grow this year with 21 groups run for around 300 participants in Sydney, Newcastle, Coffs Harbour and Wollongong. Evaluation of the program provided evidence that taking part in FICT supports recovery from trauma for individuals, families and communities.

*“We were very isolated and now we have access to a broader world and community. Now I feel that in the future I can actually have a positive life in this country.” - Tamil FICT participant*

AMAZING FAMILY DAY CARE

Amazing Family Day Care opened its doors a year ago as Sydney's first multicultural family day care service catering mainly to Sydney's multicultural population. Amazing FDC was originally started as a way to help women of refugee background find meaningful work in the community. It has expanded rapidly and now employs about 150 family day carers, almost all of whom are refugee women.

Most of these women have had limited access to education and had significant difficulties finding employment. Now, all have regular work, and some have even been able to put a deposit on their own house with the money they have made!

The story of how the Enterprise Facilitator worked with, mentored and supported the founder of Amazing Family Day Care demonstrates the effectiveness of the method and its potential impact on the wider community.



The Refugee Enterprise Facilitation Project continued working with refugee entrepreneurs to assist them in establishing viable enterprises. Some of the enterprises that the Facilitator has been involved in include the African Village Market that formally opened in a shop in Parramatta; “Gara Project”, a traditional Sierra Leonean tie-dyeing business; a Sri Lankan small goods shop; a Bollywood movie; and the set-up of a security company. However, the most notable success of the program was its involvement in the establishment of Amazing Family Day Care (see box).

Evaluation of program and service outcomes is an increasingly important aspect of STARTTS’ commitment to best practice. STARTTS has continued to develop its evaluation capacity over the past year, with a new training on monitoring and evaluation provided for external service providers. A number of evaluation projects continued in 2011-12. One of these is assessing the impact of arts projects on social capital within various refugee communities over the next two years. STARTTS has partnered with the UNSW Centre for Refugee Research to develop an appropriate methodology to measure social capital within refugee communities. This is a highly innovative and unique development. Another evaluation project will measure the psycho-social outcomes of the Capoeira Angola program on students from refugee backgrounds over a 12-month period.

*“Events like this help our community, because it reunites our community by sharing our traditional dance.” - Dancing in Harmony participant*

STARTTS continued to expand its involvement in Community Cultural Development activities this year. The Dancing in Harmony project continued in 2011-12, commencing work with dance professionals from African backgrounds, a South Sudanese Women’s group and a Sierra Leonean Women’s Dance group. Furthermore, STARTTS received funding from the Australia Council for the Arts through the Creative Communities Partnership Initiative to implement a variety of arts projects with refugee communities and assist refugee artists to pursue artistic careers in Australia. The project supported the launch of 2 books of women’s writing from the Tamil and East Timorese Communities, and also supported the formation of a new Kurdish/Iranian music group that debuted with great success at the launch of the Refugee Week 2012.

COMMUNITY CONSULTATIONS

STARTTS believes that community consultations are an essential tool to improve STARTTS services and build our relationships with refugee communities. In 2011-12, STARTTS held two large community consultations. The Chaldean consultation was held in September 2011 and identified a range of pressing issues for the community: social isolation, employment and education, housing, English language, family conflict, the need for more health information, counselling, patients’ rights and community leadership challenges. The Liberian Consultation, held in November 2011, identified similar issues, with community leadership being the most significant priority. Since the consultation, community leaders and elders worked on building a sustainable, effective and unified leadership structure which was finalised in June 2012.

COMMUNITY PARTNERSHIPS

As part of the process of engaging with and building the capacity of refugee community groups, STARTTS has partnered with and provided support to many community groups undertaking their own projects, events and initiatives. STARTTS’ close involvement in these projects is evidence of the position of trust and close relationships that STARTTS has developed with local communities, and is one of our key strengths.

Some highlights of these partnerships include:

- **African Leaders and Elders Mental Health Learning Circle** – the idea for the learning circle was born during the visit by Dr. Edward Nahim, the only psychiatrist in Sierra Leone. The purpose of the Circle is to enable mutual learning and sharing between African leaders and elders and mental health services. The Circle met a number of times and received guests from the local Mental Health Team and the NSW Transcultural Mental Health Centre. They are currently preparing to host an event with the Director of the torture and trauma service in Burundi.
- **Hazara Community** – this year, two Hazara Trainee Counsellors/Project Officers commenced working for STARTTS. Thanks to this development, STARTTS was able to partner with the Hazara community to implement Hazara Future Planning – a strategic planning process for the Hazara community. The meetings were extremely successful in allowing a broad cross-section of Hazara community members to articulate their concerns and priorities, and will lead to real developments in pressing community issues.
- **South Sudanese Community** – STARTTS continued working with the Community of Southern Sudan and Other Marginalised Areas Association on various initiatives together with 20 community associations representing groups from various parts of South Sudan. STARTTS is supporting groups to start their own community building projects and empowering them to take charge of their future.

These are only three examples of the many partnerships that STARTTS undertakes with communities. Amongst many others, we have also worked with and auspiced the African Women’s Group, the Great Lakes Mental Health Conference auspiced by the Federation of Congolese Councils of Australia, the Australian Afghan Hassanian Youth Association and the Karen Community.



WHY DOES STARTTS PROVIDE TRAINING?

The experiences that refugees have faced are often a distant reality to people living in Australia, and their stories are difficult to comprehend. But for refugees those stories are very real – in fact in many ways they are defining – and it is vital for people working with refugees and trauma survivors to understand these experiences.

The STARTTS Training program aims to assist people to appreciate the experiences and needs of refugees and trauma survivors, and also attempts to provide some useful strategies on how to undertake work with them that is effective, appropriate and culturally sensitive. Overall, STARTTS training provides a framework that people can use to understand, and work well with, refugees and trauma survivors.



This year, STARTTS’ unique program of training continued to be in high demand, with STARTTS trainers providing 160 workshops and seminars to 4023 participants.

STARTTS provided many organisations with trainings in their workplace during the year and we saw a dramatic increase in the number of requests for workshops about asylum seekers in general, asylum seekers living in community detention and unaccompanied minors. Workers and volunteers working with asylum seekers were particularly interested in the training package “Accidental’ Counsellors: Responding to Refugee Trauma Related Behaviours’. Overall STARTTS provided 109 trainings to 2753 participants of organisations in their place of work during the last year.

STARTTS’ Professional Development Program continued to grow in strength this year with the expansion of the workshops into regional areas of NSW. Six ‘Core Concepts in Working with People from Refugee Backgrounds’ workshops were scheduled in the 2012 calendar, in Lismore, Coffs Harbour, Newcastle, Wollongong, Orange and Wagga Wagga. The workshops in Coffs Harbour and Newcastle have already been held, were fully booked and received extremely positive evaluations. Overall STARTTS held 19 workshops and 288 workers, volunteers and students attended.

STARTTS’ Clinical Seminar program continued to present first-class international speakers to an Australian audience. In March 2012 popular university professor, international conference presenter and prolific author Dr John Briere, presented a two-day workshop called ‘Treating Complex Trauma in Adolescents and Young Adults’. Dr Briere’s seminars regularly sell out and this was the biggest seminar hosted by STARTTS to date with 300 people in attendance.

*“Thoroughly enjoyed today’s training session, it was very relevant and useful to my role”. - Training participant*

TRAINING, EDUCATION AND CONTRIBUTIONS TO THE FIELD

STARTTS also presented a program of incredible speakers at our Clinical Master Class Evenings this year. These events have become very popular and we reached a larger audience via the live internet broadcast of the events and the publication of the lectures on the Psychevisual website. The events held were: ‘Sleep Disturbances and Trauma: Current Treatments and Techniques’; ‘Clinical Implications of Ethnic Cleansing and Genocide’; ‘Impact of Trauma on Language Development’; and ‘When Trauma Disrupts Attachment: Issues and Clinical Implications for Refuge Infants’.

The Home and Community Care Program, ‘Working with HACC Clients from Refugee-like Backgrounds’, which is funded by Ageing, Disability and Home Care, was greatly expanded over the last year. A total of 19 workshops were held with 225 people in attendance. All participants were provided with a free HACC Resource Kit and this kit is available for free download from STARTTS’ website.

The Community Sector Training Project which is funded for three years by Community Services, steadily gained momentum during the last year. Workshops such as ‘Accidental Counsellors: Responding to Refugee Trauma Related Behaviours’ and ‘Community Development with Refugee Communities’ were the most popular, with approximately 100 workers and volunteers participating. A workshop called ‘Community Development Evaluation’ was developed and will be a complement to the Community Development Evaluation Manual soon to be published by STARTTS.



STARTTS continued develop the skills of its staff by training the counsellors in two practical techniques, Narrative Exposure Therapy (NET) and Eye Movement Desensitisation and Reprocessing (EMDR). NET is an evidence-based, standardised short-term approach based on the principles of exposure therapy and testimony therapy. It is particularly suited to STARTTS’ refugee clients, many of whom have experienced multiple traumatic events. EMDR is an evidence-based eight phase treatment which helps trauma survivors reprocess disturbing thoughts and memories. The staff were also provided with community development training to support STARTTS’ systemic approach to working with refugees, such as ‘Asset Based Community Development’, ‘Group Work Supervision’, and ‘Writing Funding Submissions’

TRAINING STATISTICS

	No. Trainings	No. Hours	No. Participants
Overall	160	341.5	4023
Health Related in the workplace	53	111.75	1307
Rural and Regional	31	70.75	599

*“It gave me an excellent overview of the key issues and challenges of refugees and how to work with refugees on their recovery”  
- Participant in STARTTS’ introductory workshop*

CONTRIBUTIONS TO THE FIELD

Both locally and internationally, STARTTS continues to make considerable contributions to the field of torture and trauma research. STARTTS clinicians have presented widely at international conferences, particularly about Neurofeedback, as well as contributing to workshops, presentations and published papers. The International Society for Health and Human Rights (ISHHR), the Secretariat of which is based at STARTTS, hosted its ninth conference, with the theme of “Doing Justice, Building Capacity”. In addition to his role as Secretary General of ISHHR, STARTTS CEO Mr Jorge Aroche holds the position of Vice President of the International Rehabilitation Council for Torture Victims (IRCT), ensuring that STARTTS continues to make a significant contribution to human rights on an international scale.

Public relations activity at STARTTS plays a crucial role in promoting the expertise of STARTTS, raising awareness about refugee issues in the broader Australian community and ensuring that refugee communities have a voice in mainstream debates.

Organising community events is a critical public affairs role. Once again, STARTTS’ major event for the year was the NSW Launch of Refugee Week 2012, held in partnership with the Refugee Council of Australia and the Australian Refugee Film Festival. The event highlighted the importance of refugee-related issues and celebrated the resilience, talent and achievements of refugees in NSW. The event was attended by over 300 people and included an art exhibition of 21 refugee artists, the presentation of Humanitarian Awards to 12 outstanding individuals and organisations working in the field, and the Australian Refugee Film Festival, 10 short films highlighting different aspects of the refugee experience.

The other major event for the year was the third annual Refugee Ball, STARTTS’ main fundraising event. It was a huge success with more than 320 guests enjoying the celebrations – our largest number ever. The spectacular Dockside venue at Cockle Bay Wharf hosted a wide variety of guests, including politicians, advocates, volunteers, refugee community leaders and other supporters. Our keynote speaker for the evening was the well-respected mental health expert and 2010 Australian of the Year Professor Patrick McGorry, who spoke of the devastating effects of immigration detention on mental health. Riz Wakil complemented Professor McGorry’s remarks by poignantly reflecting on his own experience in the Curtin detention centre. More than \$10,000 was raised on the night, all of which will go towards STARTTS programmes to support refugees.

*“I feel very proud that people really understand the issues and the problem of refugees... this celebration has a lot of meaning for me”.*  
- Refugee Ball guest





STARTTS continued to provide support to refugee community groups to help them promote a positive image of their community by engaging with mainstream media and society. Examples include a partnership with SydWest Multicultural Services to deliver media training sessions to leaders in different African communities, and sessions with the Dinka Literacy Association. Workshops covered a broad spectrum of media work and equipped leaders with the skills to participate more fully in mainstream media debates. The African Women's Group was assisted with media contacts and event management related to their two major events – the Celebration of African Cultures Festival and the African Women's Dinner Dance.

**REFUGEE TRANSITIONS**

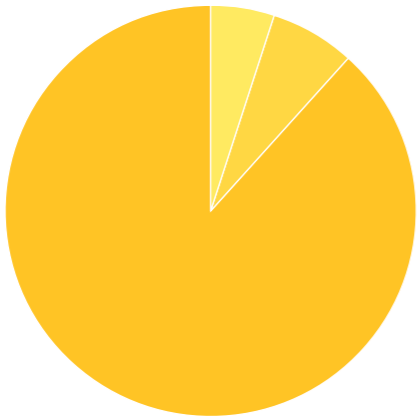
Refugee Transitions is a twice-yearly magazine that has been published by STARTTS since 1998. Refugee Transitions reports on a wide range of health and human rights issues, including ongoing conflicts, developments in advocacy and assistance to refugees, and therapeutic approaches to trauma. The magazine is currently read by a broad audience, ranging from service providers, refugees, advocates, politicians and others.

Refugee Transitions recently underwent a significant re-design. The modernised new look uses compelling imagery to accompany the high standard of journalism for which Refugee Transitions is renowned, and has cemented the magazine's position as a vital voice in the field of refugees, health and human rights.



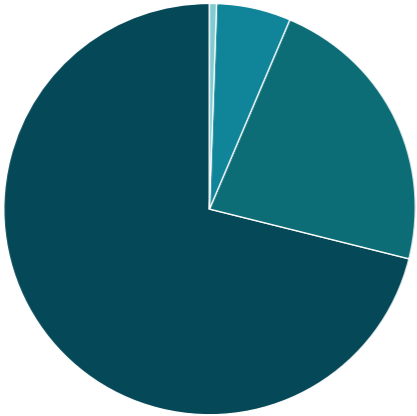
STATEMENT OF INCOME & EXPENDITURE FOR THE YEAR ENDED 30TH JUNE 2012

	2012	2011
	\$'000	\$'000
Revenues		
Government Funding	9,598	10,467
Other Project Funding	727	647
Other Income	572	559
TOTAL REVENUES	10,897	11,673
Expenses		
Employee Related	7,943	7,576
Interpreter Costs	647	631
Other Operating Expense	2,535	2,517
Depreciation	79	42
TOTAL EXPENSES	11,204	10,766
SURPLUS/- DEFICIT FOR THE PERIOD	-307	907



REVENUES

- Government Funding - 88%
- Other Project Funding - 7%
- Other Income - 5%



EXPENSES

- Employee Related - 71%
- Other Operating Expense - 23%
- Interpreter Costs - 6%
- Depreciation - 0.7%

STATEMENT OF FINANCIAL POSITION AS AT 30TH JUNE 2012

	2012	2011
	\$'000	\$'000
Current Assets		
Cash and Cash Equivalents	5,400	5,268
Receivables	1,950	1,152
Other	61	52
TOTAL CURRENT ASSETS	7,411	6,472
Non-Current Assets		
Property and equipment	1,150	1,050
TOTAL NON-CURRENT ASSETS	1,150	1,050
TOTAL ASSETS	8,561	7,522
Current Liabilities		
Creditors	667	670
Provisions	1,581	1,196
Funding Carried Forward	1,766	818
TOTAL CURRENT LIABILITIES	4,014	2,684
Non - Current Liabilities		
Provisions	1,402	1,402
TOTAL NON-CURRENT LIABILITIES	1,402	1,402
TOTAL LIABILITIES	5,416	4,086
NET ASSETS	3,145	3,436
Equity		
Accumulated Surplus	3,145	3,436
TOTAL EQUITY	3,145	3,436

The full Financial Statement can be obtained free of charge by writing to the Chief Executive Officer, STARTTS, Po Box 203, Fairfield NSW 2165.

