



Who are CLS-R Staff?

CLS-R staff are trained professionals who come from different cultures and backgrounds. They are specialised in helping people experiencing difficult things. These difficult things may relate to a person's past experiences or current situation.

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

CLS-R staff speak many languages, and all use professional interpreters when needed.

Will the person's information be kept private?

All support through CLS-R is confidential. New Horizons and STARTTS will only share information about a person if they give us permission and it is to help them. However, if the person tell us they might hurt themselves or hurt someone else, then CLS-R staff would need involve other services to protect the person and others. People currently accessing CLS-R may be contacted to volunteer to help evaluate the program.

About STARTTS

STARTTS is a specialist, non-profit organisation that for over 30 years has provided 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 STARTTS : **02 9646 6666**
(Go to www.startts.org.au/contact for office location details)

About New Horizons

New Horizons supports people to improve their wellbeing and realise their potential through a broad range of services and supports. For half a century New Horizons has helped thousands of Australians from all walks of life to enhance their wellbeing. New Horizons specialise in disability, mental health and aged care, and offer a wide range of supports to improve wellbeing, from specialist advice to practical support with daily living skills. New Horizons' experience and extensive network of more than 400 partners means they have the connections and expertise to make a difference to your wellbeing. www.newhorizons.org.au

Contact New Horizons: **1300 726 372**



COMMUNITY LIVING SUPPORTS FOR REFUGEES AND ASYLUM SEEKERS (CLS-R)



Building Confidence.
Improving Wellbeing.
Connecting With Others.



CLS-R is funded
by NSW Health



Who is the CLS-R Program for?

Community Living Supports for Refugees and Asylum Seekers (CLS-R) works with people who are experiencing challenges relating to their wellbeing that severely impact on their daily lives and activities. These challenges could relate to a person's difficult situations in the past or in Australia.

CLS-R is for people from refugee backgrounds and people seeking asylum of any age who have arrived in Australia in the last 10 years.

People do not need to have a diagnosed mental illness to receive support through CLS-R, however they must have been facing ongoing issues relating to their well-being that severely impact on their daily lives and activities.

Why might a person need help from CLS-R?

The common challenges a person might be experiencing could include:

- Staying in hospital multiple times
- Being recently discharged from hospital
- Feeling distressed for a long time
- Feeling lonely, helpless and hopeless
- Having difficulty dealing with everyday tasks and routines
- Not feeling in control of one's life, and having difficulty taking care of oneself
- Headaches and pain
- Sleeping problems and bad dreams
- Problems with negative thinking, concentration and memory.

How can the CLS-R Program help?

CLS-R provides individual support to help people set goals, build confidence, and improve their health, wellbeing and connection with others.

CLS-R aims to help people live stable and meaningful lives with support being guided by the person and involving the whole family if needed.

CLS-R will also provide support connecting and collaborating with other people or services in a person's life.

Services might include:

Some examples of practical support that could be provided include:

- Support to help with everyday life tasks such as: shopping, transport, cleaning, medication management and support to attend medical appointments.
- Support with finding and keeping a place to live.
- Community and recreational support such as linking people to: cultural events, community activities, sports and physical health activities.

How will CLS-R staff understand a person's challenges?

CLS-R staff are interested in listening to and understanding a person's unique situation and challenges.

CLS-R workers are from different cultural backgrounds and have a good understanding of the experience and cultures of people from refugee backgrounds.



Referring to CLS-R

CLS-R accepts referrals from any source, including self-referrals.
To make a referral or for more information:

Call New Horizons: **1300 726 372**
Or STARTTS: **02 9646 6666** (ask for CLS-R)
Email: **STTS-CLSRintake@health.nsw.gov.au**

What will happen after a referral is made?

All referrals will have access to an in person intake assessment before being accepted into the program.

How much does the CLS-R cost?

All CLS-R services for the people we help are free.

Where can people get help through the CLS-R?

STARTTS and New Horizons CLS-R locations include:

- Inner West Sydney
- South West Sydney
- Newcastle
- Armidale
- Coffs Harbour



Where does the person need to go?

CLS-R staff will meet people wherever they are comfortable, whether it be in their homes, in the community or at a STARTTS or New Horizons office.

Please call the phone numbers provided above for further details about the program in different areas.