

ANNUAL REPORT

2009/2010



A publication of the NSW Service for Treatment And Rehabilitation of Torture and Trauma Survivors

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FOREWORD

In July 2009 the NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors (STARTTS) was established as an Affiliated Health Organisation (AHO) following more than twenty years of service to refugees through the auspices of the Sydney South West Area Health Service. STARTTS has a state-wide role to provide counselling, community development and other forms of assistance to refugees and those from refugee-like backgrounds who have suffered torture and traumatic experiences in their countries of origin and/or during the migration process.

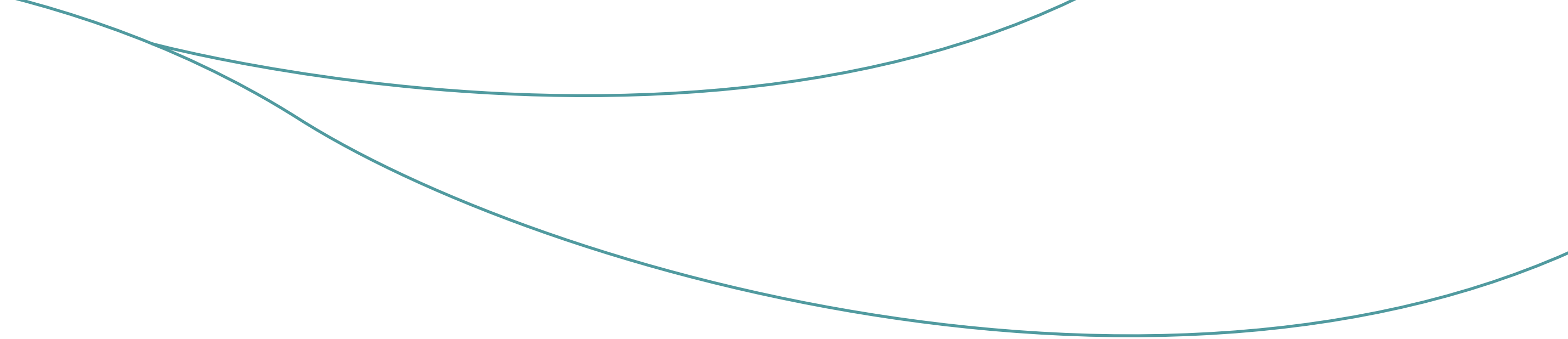
STARTTS employs 105 staff from over 25 countries speaking more than 30 languages. Additionally, STARTTS engages contractors to work on specific projects such as Families in Cultural Transition (FICT) and Communities in Cultural Transition (CiCT). The service is also supported by volunteers that assist in a range of ways including fundraising, teaching English and event organisation.

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.

STARTTS opened its doors in 1988 and since that time, our services have expanded rapidly to include counselling and psychotherapy, group therapy, group activities and outings, residential programmes for children and young people, various community development activities and projects such as Enterprise Facilitation, FICT and CiCT.

The following Annual Report for the year 2009/ 2010 sets out STARTTS activities in its first year of operation as an Affiliated Health Organisation and reports against the organisation's core values, its strengths, challenges and outcomes. The report is not necessarily in any order of importance but rather reports on the key program areas of the service.

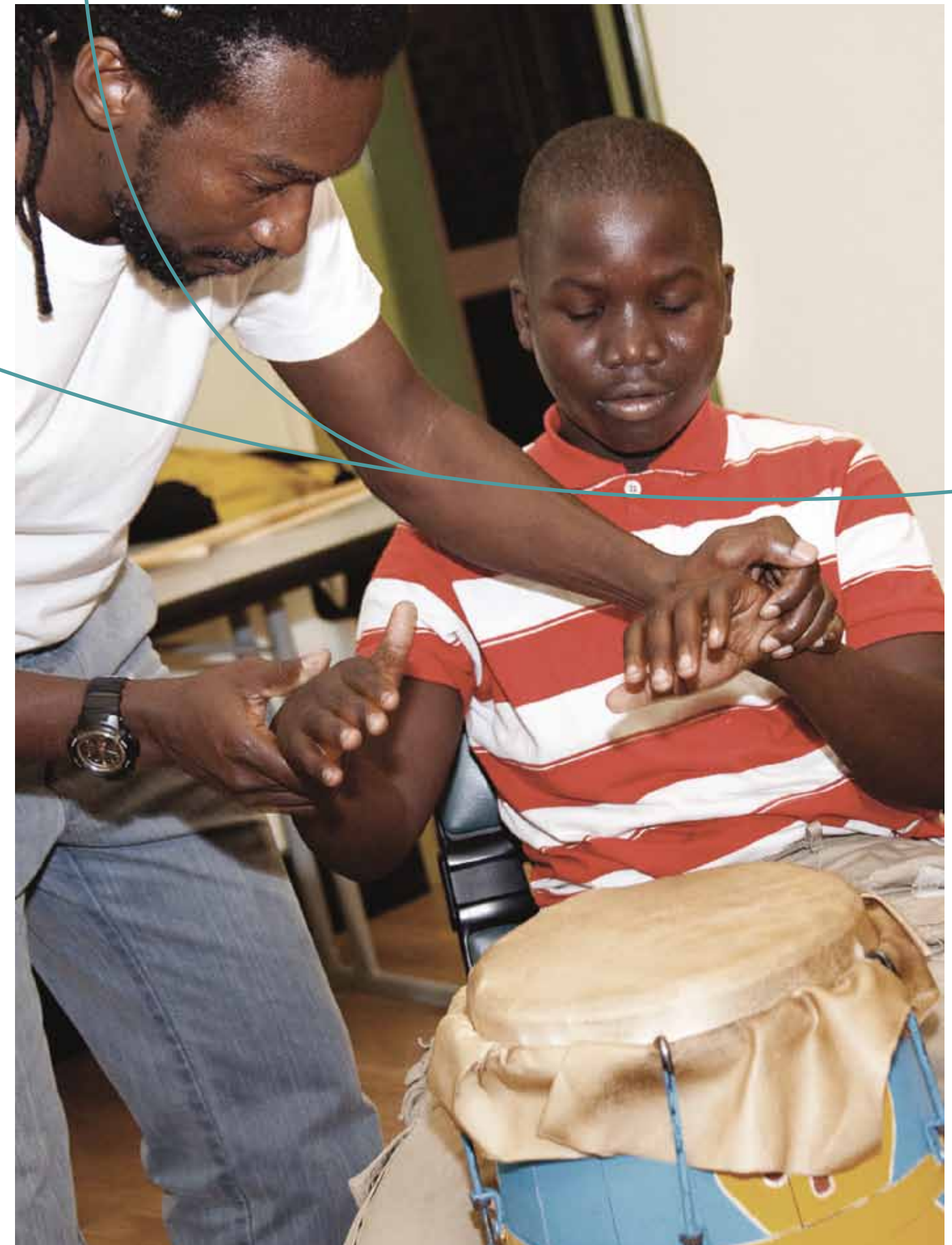


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MISSION STATEMENT

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.



CHAIRMAN

Twenty two years on and the demand for our services continues to grow. Due to our innovative staff, we continue to shape national and local programs and to receive increasing amounts of funding from governments and other sources. Most refugees who have survived and reached Australia have the characteristics of resilience and persistence that benefit our society in the longer term. We see the children of refugees from the Second World War, now retiring as captains of industry. We now see the children of refugees from Asia and South America excelling at school and university. Each wave of refugees from different parts of the world brings new challenges, but effectively meeting those challenges brings great rewards for the individuals and for our society. The investment in refugee re-settlement and mental health has brought great dividends for Australia. The lessons learnt have benefitted others coming as migrants under the points system.

This report covers the first year as a non-government Affiliated Health Organisation, which came about because the STARTTS complex business model no longer made a good fit with the Area Health Services structure and financial management methods. It is interesting that the current national health reform restructuring of NSW Health is moving in the same direction we have gone. Thanks go to SSWAHS for the support given to the work of STARTTS over many years and assistance during our transition to an Affiliated Health Organisation. We also sincerely thank the NSW Ministers Hatzistergos, Della Bosca, Tebbutt and Perry for their support and assistance in the process of incorporation and affiliation with NSW Health. We look forward to continuing our close association with both the NSW and Commonwealth governments, and thank our politicians for the multi-partisan support they give to STARTTS and its highly specialised holistic health work with traumatised refugees.

Through the efforts of the staff, STARTTS is receiving increased recognition as a centre of excellence. The Chief Executive, Jorge Aroche, was elected General Secretary of the International Society for Health and Human Rights (ISHHR) in 2008 and he continues in that role, ably supported on the Council by Mariano Coello, our Clinical Services Coordinator, with the secretariat provided by STARTTS. In August 2009, Jorge was also elected Vice-President of the International Rehabilitation Council for Torture Victims (IRCT), based in Denmark. There has been a growing demand for training and mentoring from Africa.



International experts in various therapies are going out of their way to visit, and leave impressed. STARTTS is increasingly organising educational events and short courses. These are clearly meeting local, inter-state and international needs, judging by the attendance numbers. Master Classes are being videocast around Australia and New Zealand, and continue to be available in a web based library through a deal with Psychevisual (www.psychevisual.com). Of particular interest is the ground breaking use of neuro-feedback therapy, to assist those with high anxiety due to trauma to control that anxiety themselves and so enable them to take advantage of cognitive therapies.

The community development activities, that have been a growing adjunct to clinical therapies, reinforcing them by assisting the re-settlement process and reducing stress through social connection, have reached a new phase with the successful addition of the Enterprise Facilitation Program, managed by Felix Ryan. A voluntary Resource Board has been established under the capable chairmanship of John Carrigan, and by the end of the year there were 28 clients in the program and 14 had commenced their businesses. The demand for this effective type of assistance is rapidly exceeding resources and it should be an attractive area for further investment by government. STARTTS strives for effectiveness and efficiency, and it seeks feedback through consultations with the refugee communities it serves and through scientific evaluation of outcomes. STARTTS initiated and took a lead role in developing national standards for refugee trauma services.

Since its inception, STARTTS has faced new challenges every year, and the 2010/2011 financial year brings changes in Commonwealth funding arrangements and an uncertain time for refugee policies in the new parliament and government. We hope that our shared humanity and political leadership will prevail over the base tribalism, conflict and cruelty our media like to exploit.

A/Prof. Roger Gurr

Chairman
STARTTS

CHIEF EXECUTIVE OFFICER

2009-2010 has been an amazing year for STARTTS. It was a year of great changes, but also full of accomplishments and various challenges, some successfully dealt with, others still a work in progress. The greatest changes, of course, were associated with STARTTS' new status as an Affiliated Health Organisation, effectively a Non-Government Organisation (NGO), incorporated as a company limited by guarantee yet still retaining a functional role within the NSW health system. This change had many practical implications, opportunities and challenges for every area of STARTTS operations, but particularly for our administration team.

Our new status meant that we had to develop more sophisticated financial and accounting systems, our own payroll, human resources and various other administrative systems previously provided or assisted by SSWAHS. I am very pleased with the results of our efforts in this area, and confident that these efforts have succeeded in developing solid foundations for STARTTS to pursue the strategic challenges and new opportunities that lie ahead for us.



STARTTS' achievements during 2009-10 have been many; far more than what can be highlighted in this rather lengthy annual report. We have extended the reach and the coverage of our direct services, and provided more direct services than perhaps ever before. We have developed new approaches and adapted existing ones, as exemplified by our enterprise facilitation project and our Capoeira program, and we have continued to ensure that our clients are able to benefit from cutting edge approaches influenced by the latest developments in neuroscience, as evidenced by the leading role we have played in the application of Biofeedback, Neurofeedback and programs such as Fast-For-Word to assist torture and trauma survivors.

We have also made great advances in our ability to extend our knowledge and expertise to others through an expanded training program, and to continue to add to it through an enhanced staff development program supported by evening clinical master classes and well-attended public seminars. In this endeavour, like in most other areas of STARTTS work, partnerships have been of paramount importance. Our partnership with Psychevisual, for example, has made it possible for STARTTS to have all its master class lectures streamed live to enable other torture and trauma services to participate, and also stored online to enrich our staff development resources. Similarly, our partnerships with other agencies, both government and non-government, and more importantly, with the many refugee communities we work with continue to provide STARTTS with a pivotal source of support and inspiration for our work. All this and more is covered in the report. Despite these successes, however, challenges still abound. Some are related to the dynamic interaction between international refugee issues and domestic public opinion and politics. Others are related to changes in funding programs that will become effective over the course of this financial year and changes in client demographics, that will need to be matched by changes in service practice and location and organisational structure. Many others, however,

are in fact intrinsically connected to the very successes highlighted in this report. The success of our school programs in helping to address some of the challenges affecting the prowess of young refugee students, for example, has generated a much bigger demand from schools than we can possibly address with our present resources.

The same applies to our Neurofeedback program, our Capoeira program and various other programs highlighted in this report. There is also a growing demand for training and mentorship from overseas, with formal requests received from colleagues in Zimbabwe, Sierra Leone and the sizeable Somali refugee community in Kenya.

I am confident that with its committed and capable staff, its dedicated and resourceful board of directors and its many generous supporters and allies, STARTTS is in a good position to meet these challenges head on in 2010-11.

Jorge Aroche

CEO
STARTTS

BOARD OF DIRECTORS

- 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
- Mr Anthony Schembri (until 28 June, 2010)

The full Board met on the following dates:

- 24th August 2009
- 26th October 2009
- 26th February 2010
- 3rd May 2010
- 28th June 2010

LOCATIONS OF STARTTS

The map below shows STARTTS facilities and outreach locations

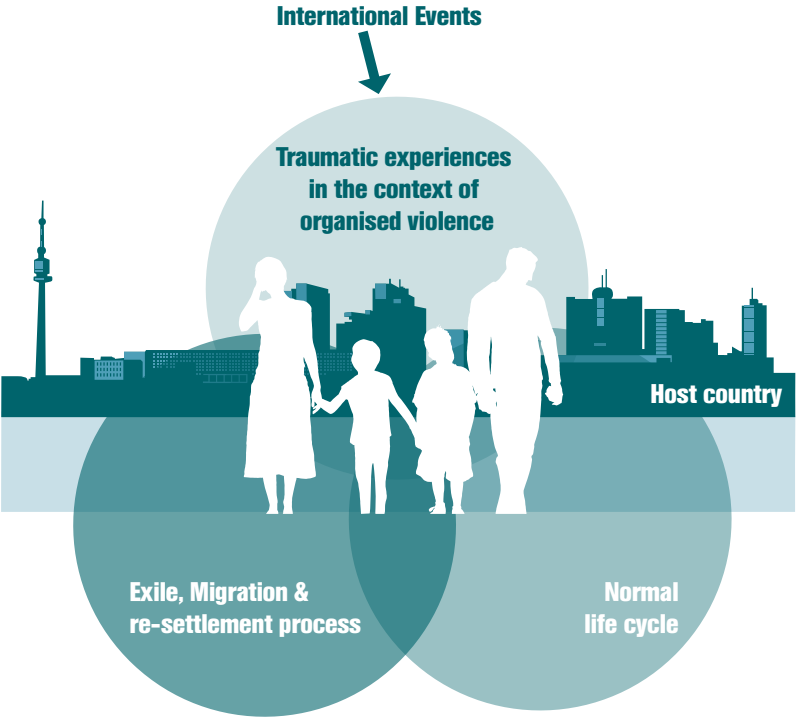
Address STARTTS Head office
152-168 The Horsley Drive
Carramar NSW 2163

Phone
+61 2 9794 1900

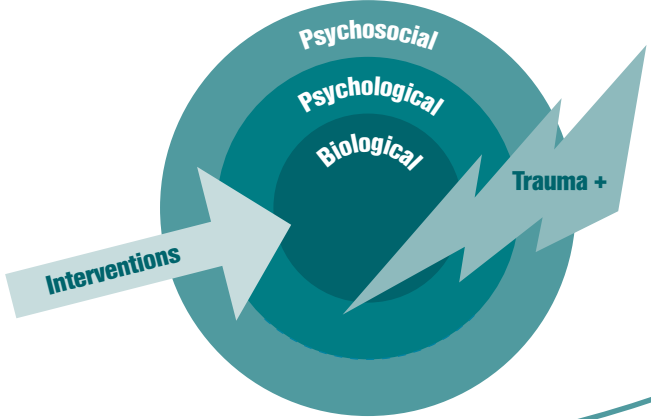


STARTTS SERVICE PROVISION MODEL

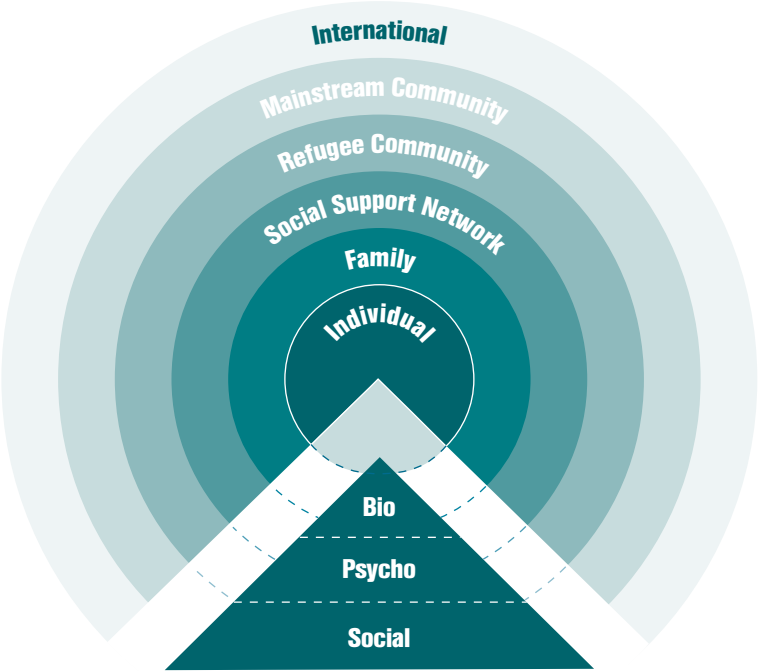
The service provision philosophy of STARTTS hinges on a conceptualisation of the problems experienced by torture and trauma survivors that recognises the socio-political, cultural and human rights context of the traumatic experiences undergone, and the complex interaction between the effects of these 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.

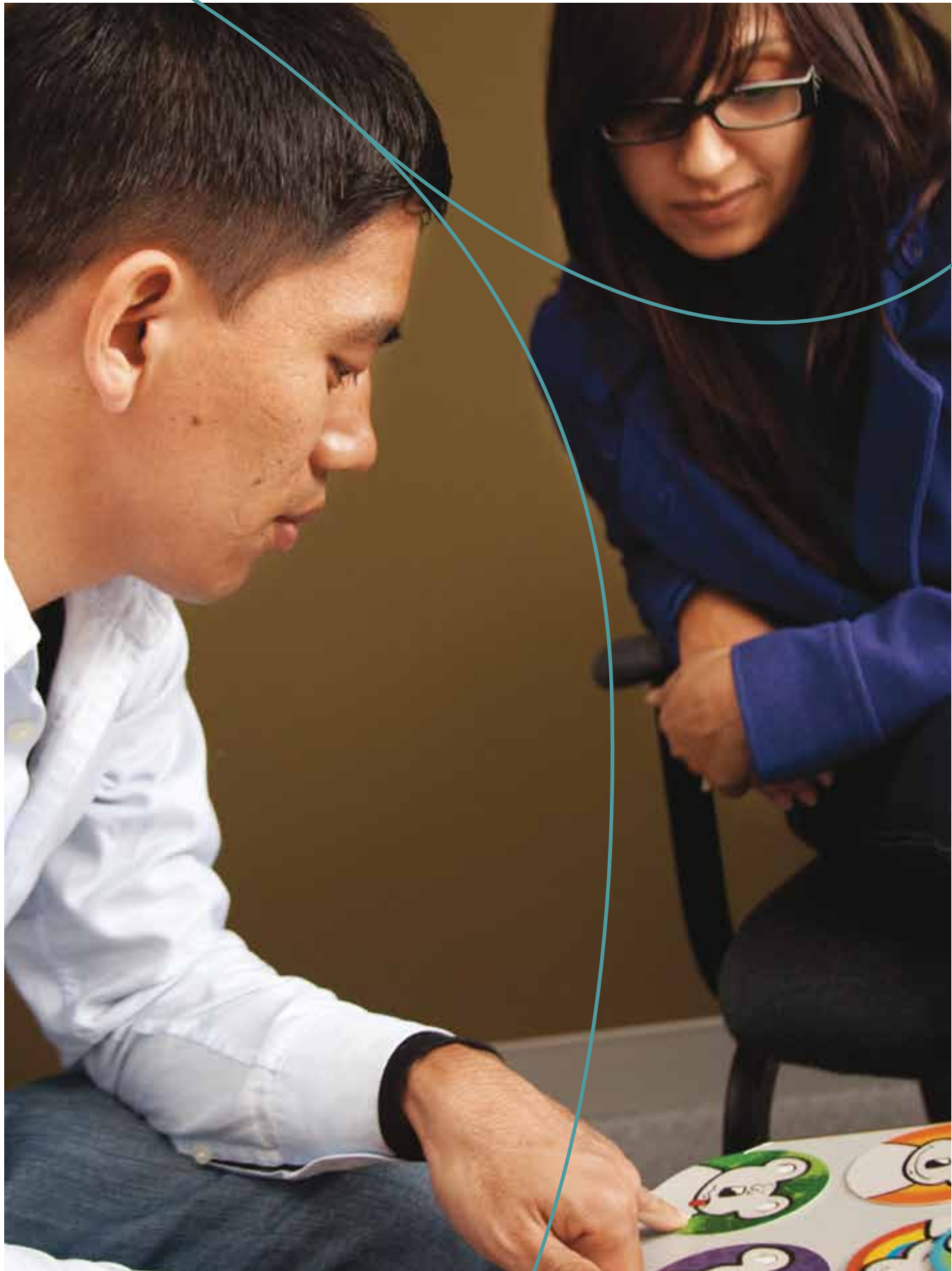


This translates into a Systemic Bio-Psycho-Social approach to service provision that contemplates early intervention, secondary prevention and capacity building strategies alongside clinical interventions at individual, family and group levels. Particular emphasis is placed on a client centred approach that recognises and addresses the importance of language, cultural, religious and sociopolitical issues to overcome access barriers and increase the effectiveness of both community development and clinical interventions.

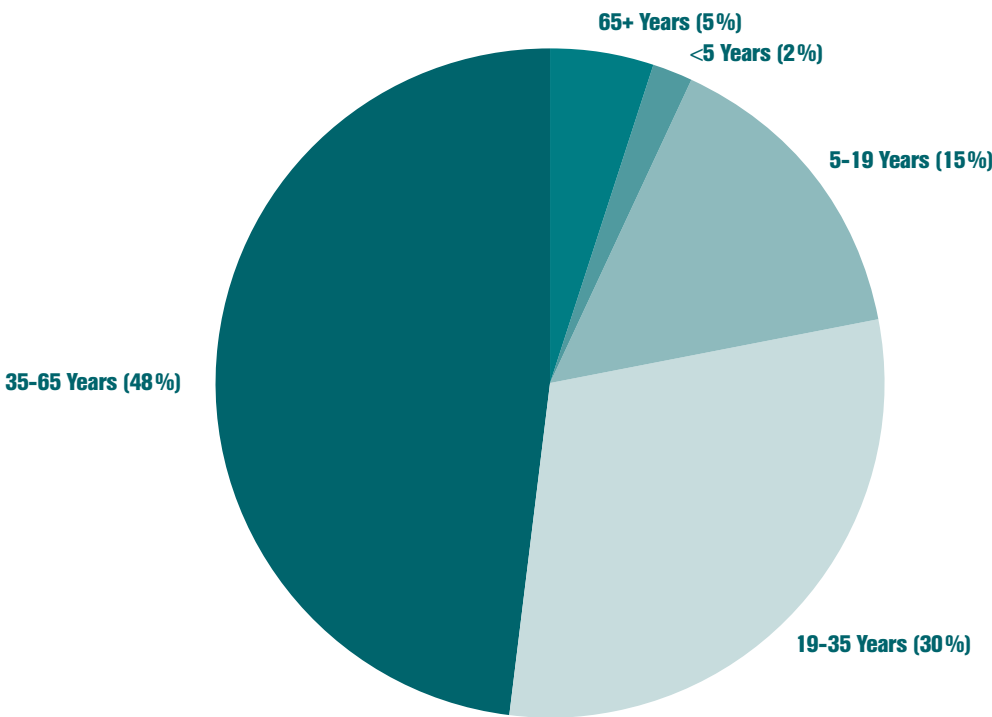


Based on this philosophy, the services provided by STARTTS are broad, and include assessment, counselling, psychiatric assessment and interventions, family therapy, group interventions, support groups, youth programs, child counselling, and various strategies to increase the capacity of support networks and refugee communities to sustain its members. In order to articulate this model, the service is organised in a matrix structure that supports counsellor/project officers involved in providing a service mix of clinical and community oriented services to their clients through teams specialised in each of these areas.

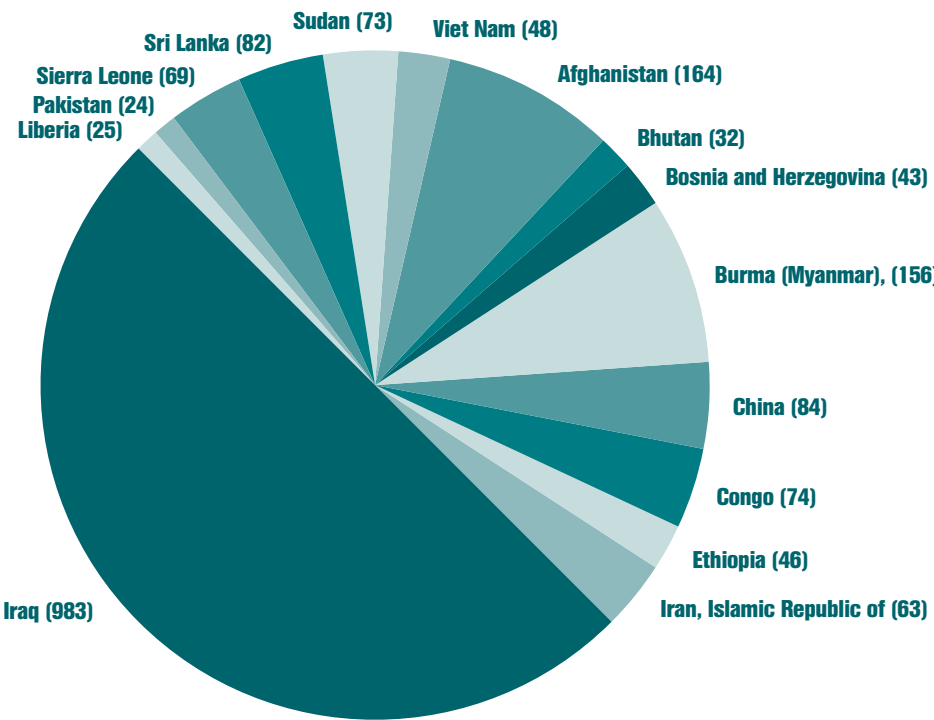




Direct Services Clients by Age Group



Direct Services Clients from Top 15 Countries (actual total countries 72)



THREE YEAR STRATEGIC PLAN (2009 – 2012) GIVES FOCUS TO STARTTS' FUTURE

On the first of July 2009 STARTTS reached an important milestone through establishment as an Affiliated Health Organisation (AHO) and a Public Benevolent Institution, thus becoming an independent legal entity while remaining affiliated to NSW Health.

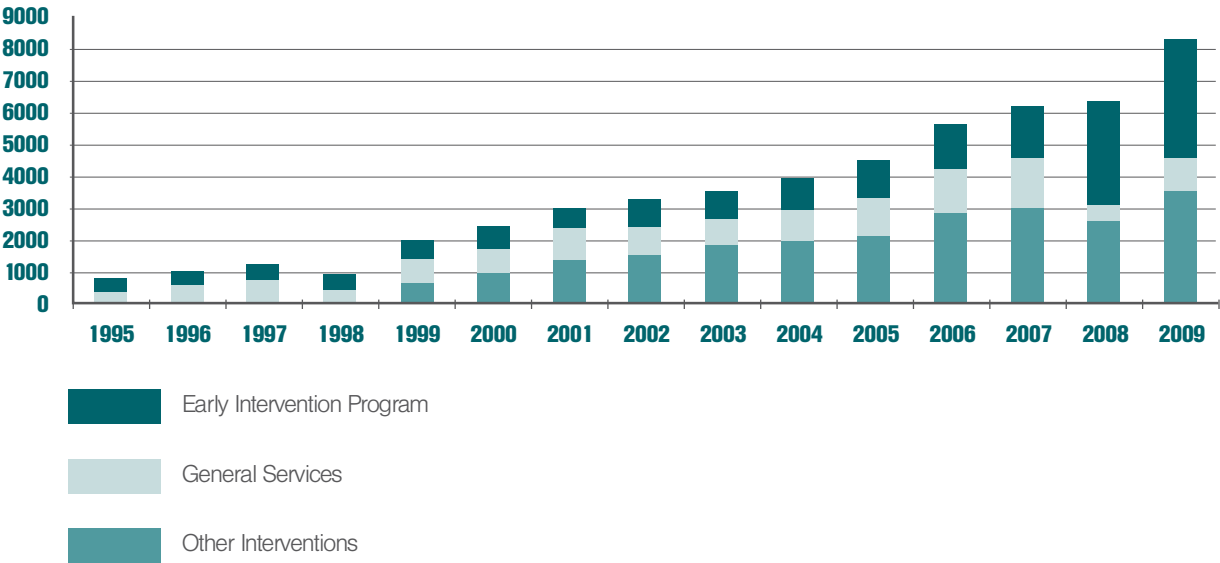
Taking into account this new, more independent, status, Management in conjunction with staff developed a three year strategic plan from 2009 to 2012. Reviewed annually, the plan is about pursuing excellence in the treatment and rehabilitation of refugees who have suffered torture and other traumatic experiences in the context of repression, persecution and war.

To achieve its mission, STARTTS needs to be culturally sensitive, innovative and provide services comparable to the best in the world. Management and staff developed a range of core strategies to fulfil this aim, which include:

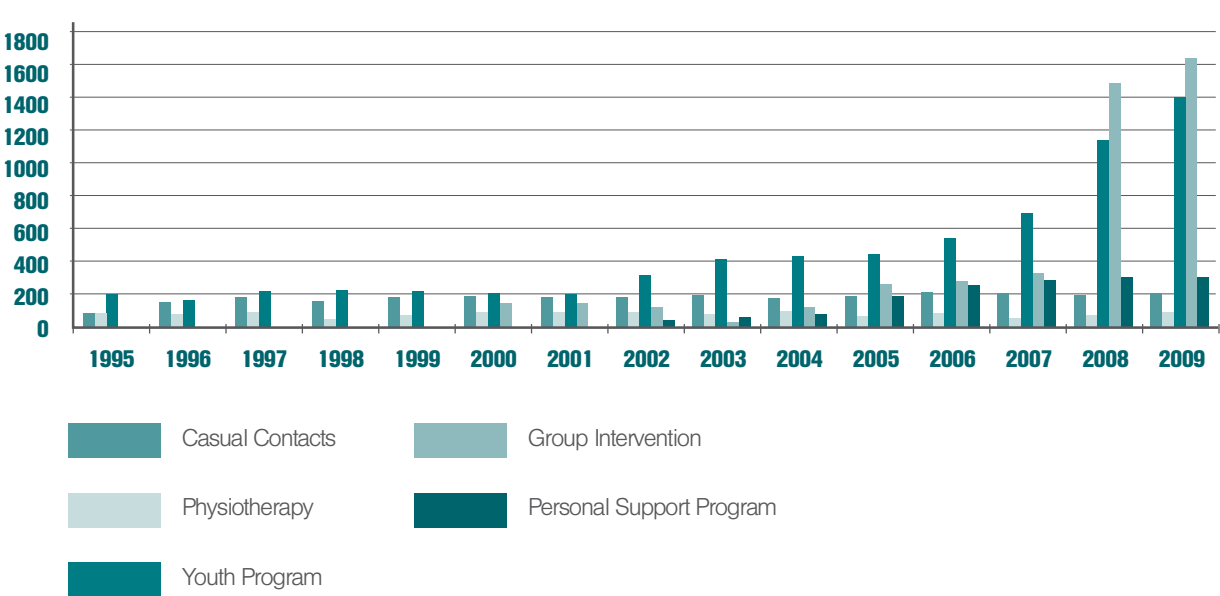
- Providing services that are relevant, sensitive and responsive to a growing and diverse refugee community
- Contributing to the existing body of knowledge on the treatment and healing of torture and trauma survivors.
- Effective governance and solid administrative infrastructure
- Increased collaboration with other organisations
- Creating a solid financial base



Number of clients assisted by STARTTS – major program areas



Number of clients assisted by STARTTS – breakdown of 'Other Interventions' category





GENERAL SERVICES

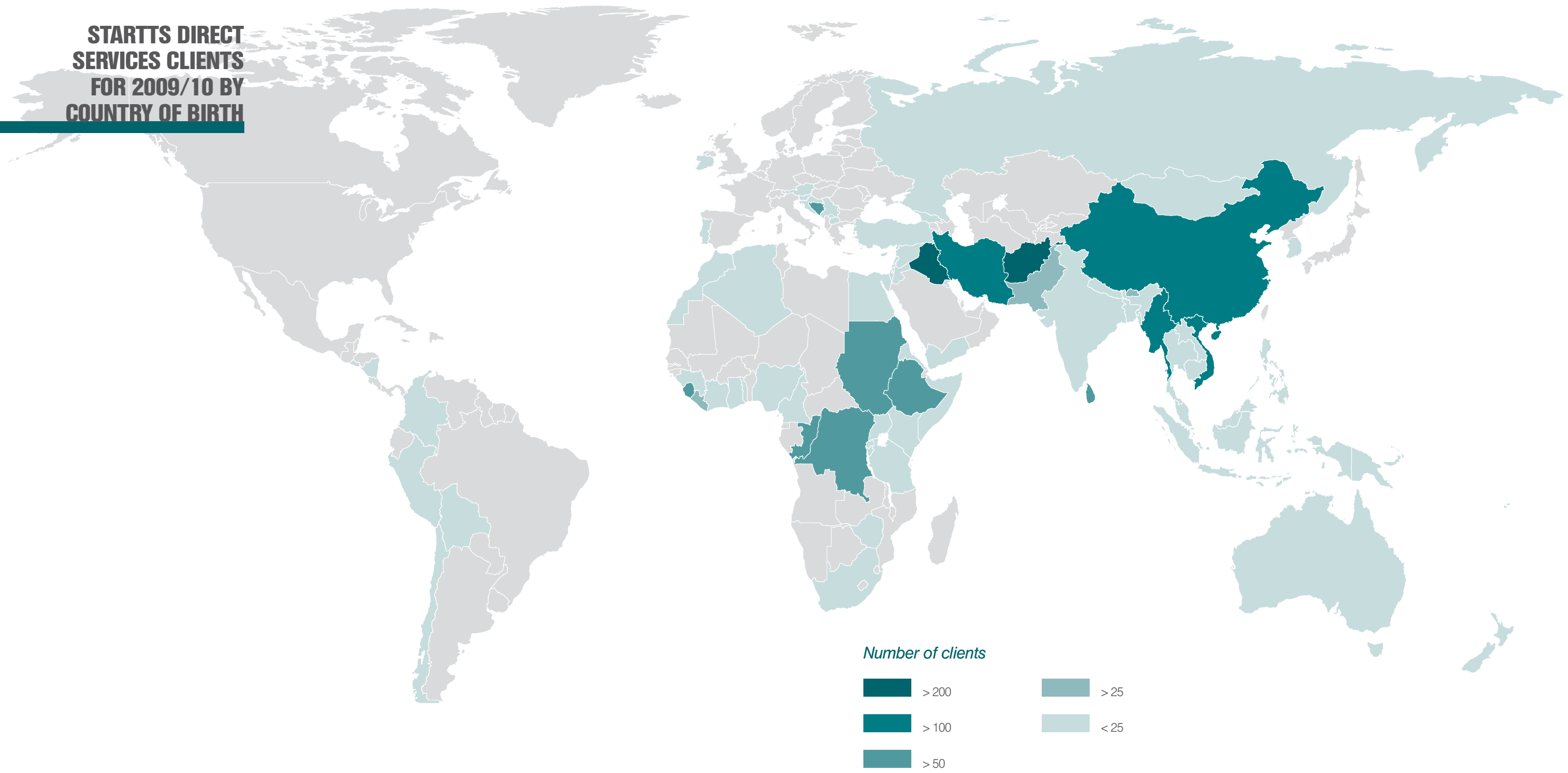
Working directly with clients lies at the heart of STARTTS' approach to treating the effects of trauma and the settlement process. The effects of trauma are often devastating and difficult to overcome, but with the help of a qualified and caring professional, STARTTS clients are able to move past these experiences and master their debilitating effects.

STARTTS 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, and this year General Services counsellors supported 1075 clients to overcome the symptoms of their trauma. 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 this year has seen an increasing focus on enabling participants to express themselves through creative interventions, such as music, dance or art (see box). Additionally, 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, massage and acupuncture, as well as a range of movement groups, to relieve pain and improve mood and general well-being.

Music Therapy

STARTTS currently has two music therapy programs serving members of the Mandaean and Assyrian communities. One is a women's group run jointly by a counsellor and music therapists which brings together psychoeducation, music therapy and group psychotherapy. This group uses singing to Iraqi music to encourage physical, emotional and social benefits. Vigorous singing can make people feel uplifted and at times euphoric, while slow rhythmic singing can relax people, slowing down their breathing and heartbeat. When a particular piece of music triggers strong emotional memories the music therapist and counsellor are able to assist the women to process these memories within the safety of the group. The second group is an early childhood group for parents with babies, toddlers or pre-school children that uses music, movement and literacy activities to enhance the child's development. Parents and children are supported as they sing, move and dance together to both Iraqi children's songs and Australian songs that the children will experience at pre-school and kindergarten. The program is building a bridge between parents' traditional culture and their new one in Australia. Understanding the power of singing and music and its connection to one's emotional well-being and relationships with others is one of the keys to successful music therapy.

**STARTTS DIRECT
SERVICES CLIENTS
FOR 2009/10 BY
COUNTRY OF BIRTH**





Additionally, STARTTS has been requested to assist in reducing the impact of detention on refugees, and counsellors currently work with some detainees to address their trauma issues. STARTTS provides psychological assessment and treatment to some Villawood Immigration Detention Centre (VIDC) clients. Clients which the Mental Health Team in VIDC identifies as being affected by their torture and trauma experiences are brought to STARTTS, where they are assessed and have the option to undergo further treatment. 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.

Other programs in General Services reflect STARTTS' goal to achieve clinical excellence. The Neurofeedback program is one of STARTTS' most innovative activities, combining psychology and neurology with advanced technology in an effort to teach clients how to modify their own physiological functions. Neurofeedback research represents the frontier of study into the effects of trauma on the brain (see box).

The STARTTS Student Placement Program & Student Clinic has continued to be in high demand, with keen interest and enquiries from students from NSW, interstate and overseas, and an impressive group of skilled and motivated students and interns joining 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 Sydney metropolitan area, Newcastle, Coffs Harbour, Wagga Wagga, Wollongong and beyond.

Neurofeedback – how does it work?

STARTTS' pioneering Neurofeedback program is breaking new ground in the treatment of torture and trauma patients, particularly children. Neurofeedback uses technology to extend sensory perception into an area where we would normally be unaware; the electrical activity in our brains. Whilst this may seem complex and intrusive, the process relies on a principle that most people would be familiar with, namely, that behaviour that is rewarded is likely to continue. In Neurofeedback, the brain is rewarded for making specific brainwaves, and will gradually learn to re-regulate its own functioning.

Sensors attached to the scalp record brain-waves while the client interacts with a computer game. Auditory and visual cues on the computer screen allow the child to receive moment-to-moment information about the rhythmic electrical activity in her brain. The information is not processed consciously but the brain becomes aware of the impact of particular electrical firings, with visible results in the game. With this feedback and learning, clients are soon able to induce positive changes in their brain wave patterns.

The practical implications for STARTTS' work are considerable, as Neurofeedback allows people to overcome negative brain patterns, manifested in things like anxiousness and aggression, which are often present in torture and trauma survivors. Clients gradually come to understand the relationship between sensations, thoughts and behaviours, enabling them to feel more in control of their responses and giving them a sense of grounding and confidence.



THE EARLY INTERVENTION PROGRAM

The Early Intervention Program (EIP) is STARTTS' specialist service designed to assist the newest and most vulnerable arrivals to Australia – those who have been in the country less than 12 months. EIP counsellors assess new arrivals for evidence of trauma, and can provide longer-term counselling and other assistance if necessary. The program has seen some significant changes this year, primarily driven by influences outside the organisation.

This year saw a significant increase in referrals to the EIP Program, with 1933 clients being seen by STARTTS staff. There has been a sustained increase in the overall number of clients being supported through the Integrated Humanitarian Settlement Strategy (IHSS) during the year which, combined with a group of clients waiting for assessment at the end of the previous contract year, added a particular challenge to delivery of EIP services.

Additionally, the composition of the client base altered significantly during the year. Refugees represented 27% of the total clients referred, whilst Special Humanitarian Program entrants represented 34%. The greatest change however was the significant additional numbers of Protection Visa holders (primarily from Christmas Island), representing 37% of clients seen. Trends also indicated growing numbers of individual clients rather than families, which led to a substantial increase in the number of assessments required.

Key achievements

Refugees are settling in more and more areas across NSW, and clients in regional areas are increasingly difficult to access. EIP has responded to this challenge by fine-tuning its capacity to allocate clients appropriately, and developing a better client database. Additionally, close collaboration with key interagency groups, particularly in regional areas, has allowed EIP to keep track of developing issues and combat the isolation that clients often experience due to the increasingly scattered nature of settlement locations.

Throughout NSW, the Early Intervention Program has continued to enhance knowledge and understanding of the issues of trauma survivors. In both metropolitan and regional areas, EIP has delivered training to many organisations, highlighting the barriers facing newly arrived refugees and supporting effective community engagement in the settlement process. The experience and expertise of EIP counsellors has contributed to policy development and added to the body of evidence on effective approaches to facilitate healing and recovery of torture and trauma survivors.



Rural and Regional NSW

In response to the increasing numbers of refugees settling in rural and regional NSW, STARTTS has established several outreach locations which can provide services including counselling, community development and advocacy and training. STARTTS' Northern NSW office is located in Coffs Harbour where the number of refugees resettling continues to grow, with eighty new arrivals during the 2009/10 period. However, refugees are settling in increasingly dispersed locations, and the Coffs Harbour office operates an outreach service which makes regular visits to Armidale, Lismore, Bellingen, Grafton and, most recently, Mullumbimby. STARTTS also offers services in the Hunter, through our Newcastle office, as well as in the Illawarra and Riverina. Increasing numbers of clients in these areas are being referred to STARTTS for counselling, particularly in regional centres such as Wagga Wagga. Additionally, STARTTS has provided regular supervision and training to staff of other organisations, supporting them in their work of providing torture and trauma counselling to refugees in regional NSW.





CHILDREN AND YOUTH

Over the past year the number of young refugees arriving has continued to grow. To address the particular needs of refugee children and youth, STARTTS has expanded its work in this area, with a number of youth-focussed programs now addressing those needs.

To support the psychological welfare of young people, STARTTS works in close partnership with the education system and directly with school communities through our Schools Program. With considerable success, the program is making STARTTS services more accessible to refugee young people, as well as providing high quality advice and assistance to those who work with them (see box). Additionally, STARTTS continues to run the successful Jungle Tracks program, a therapeutic storytelling and listening approach to assist in treating children and adolescents. Jungle Tracks has proved to be an excellent way to assist children to work through their challenging past experiences, and work is underway to develop a sequel.

What does the Schools Program do?

- provide clinical assessment and counselling interventions on school grounds
- support student welfare staff with trauma-recovery information and advice
- facilitate therapeutic groups in Intensive English Centres and in mainstream schools
- provide input at regular meetings with the Department of Education and with the Catholic Education Office
- work with TAFE and multicultural service agencies to provide psycho-social input to education pathway programs for young refugees
- produce Hints for Healing, a free electronic magazine that is distributed via the education system to most school counsellors in NSW and beyond. Topics covered include building resilience; the impact of refugee trauma; self-care issues; and the needs of refugees as young carers.

STARTTS continues to run its popular Youth Camp program (see box), as well as a number of other programs to address various needs and groups. This year the Linking New Arrivals with Community Support (LiNCS) project worked with Miller, Fairfield, Evans and Chester Hill Intensive English Centres (IECs) to provide students with information about service providers in their area. The new Iraqi Youth Wellbeing and Leadership Project, targeted at Iraqi young people aged between 13 and 25, provides a safe environment for participants to explore and process their experiences of exile, migration and settlement and has worked with two IECs so far. The Drumbeat program continued this year in three schools, using drum rhythms, rhythm based games and discussion to explore relationships, improve social skills and build self confidence through team work. Finally, the exciting Capoeira Angola project uses dance and movement to deal with the effects of trauma (see box).

Residential and Camp Program

STARTTS holds regular Youth Camps and Residential Programs. Camp activities are structured so that the participants have an opportunity to have fun, explore their feelings, enhance coping skills, and increase resiliency, communication, social skills and self-esteem. The camps provide opportunities for teamwork, sharing and support and allow for exploration of issues of concern faced by the participants. In 2009/10, STARTTS staff ran 7 Youth Camps including 2 mixed-gender camps, 2 young women's camps, 2 young men's camps and one mixed-gender Coffs Harbour Camp. STARTTS has also supported a number of refugee communities to organise their own camps including the Afghan Australian Hassanian Youth Association, Tibetan Community and the Aweil Community Association.

Capoeira Angola

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 2009/10, classes were held at five schools in Sydney's South West, and also at the STARTTS office. Through the Capoeira program, young people have also had the chance to attend a youth camp, go to the annual Capoeira Angola Encounter where they could learn from Capoeira Angola Masters from Brazil, and attend film making workshops.



COMMUNITY SERVICES

Trauma impacts communities as much as it impacts individuals. A vital element of the recovery process is to increase community strength and build social capital, and the Community Services team continues to be involved in a variety of projects to achieve these aims. The growing need to support communities has seen the team grow to eighteen members this year.

STARTTS community development work operates across three distinct levels. *Social network* projects aim to increase social capital and develop links of trust and mutual support, often the basis of community development work. *Refugee community* projects cover assistance with needs identified by a particular community, such as structure establishment, community education, and consultations. This work is based in a context of partnership with communities, assisting them to identify and use internal resources/strengths and access external resources, with the aim of building stronger communities. Work with *mainstream society/institutions* includes multicultural projects, advocacy, training, consultancy, and awareness-raising. As well as their own communities, refugees belong to the wider Australian community also, and it is important to engage with that community.

The Community Services team have worked on a diverse range of projects this year. The Families in Cultural Transition (FICT) program trains people from refugee backgrounds as FICT Facilitators who will deliver a series of workshops about Australian systems and society, trauma and coping strategies. FICT has experienced a period of significant growth this year. Already a large program, with 18 groups and approximately 270 participants, the success of the program has led to substantial further funding from DIAC.

*The **New Land, New Life** project focused on helping people to gain work in the agricultural industry, providing them with training at Campbelltown TAFE and work experience placements. It was initially designed to support the Karen community, but has since attracted participants from a number of communities. The project resulted in the employment of 9 people in 2009/10, and due to its success will continue running in 2010/11.*

The Communities in Cultural Transition (CiCT) Project commenced in September 2009 with the aim of assisting non-funded associations and groups from newly arrived, small and emerging refugee communities to develop and expand their governance and leadership capacity. With 32 consultants and 26 community associations already, the project is experiencing very high demand. This year also saw the beginning of the Refugee Enterprise Facilitation Project on the 1st July 2009 with funding from DIAC. The program aims to assist refugees to start small businesses by providing advice and support (see box over page). There was also the introduction of a new resource for measuring the effectiveness of programs, the Community Development Evaluation Manual.





What is Enterprise Facilitation?

Enterprise Facilitation is based on a one-on-one engagement where entrepreneurs learn the basics of running a business such as marketing, financial management and product development. The Facilitator works closely with new and existing businesses, without cost, to determine where the particular enterprise excels and where assistance is needed. Facilitators work with a volunteer based Resource Board to provide this assistance in the form of confidential business management and networking advice. In this way management, coaching and networking assistance helps build a business, captures the imagination and intelligence of individuals, and at the same time strengthens communities.

The STARTTS Enterprise Facilitator is currently working with 25 refugee entrepreneurs. Successful enterprises include:

Embroiderybaby: a group of Hazara women embroiderers and an Australian woman who makes baby booties.

Majok and Son Construction Services: providing Southern Sudanese labourers in the construction industry.

GTV Enterprises: retailing home and kitchenware to Sydney's Tamil and South Indian communities.

Another important project is the Mental Health Legal Services project, undertaken in partnership with the Public Interest Advocacy Centre (PIAC). STARTTS clients often have considerable difficulty understanding and accessing the Australian legal system, and a PIAC solicitor has been working at STARTTS with clients and counsellors, providing legal information, advice, advocacy, casework and referral services. So far this year, the solicitor has seen over 70 STARTTS clients and provided legal assistance and referrals in a wide range of areas, as well as working on policy and law reform initiatives and conducting community legal education.

TRAINING, EDUCATION AND CONTRIBUTIONS TO THE FIELD

This year, STARTTS continued to offer a unique program of training which assists and resources individuals and organisations to provide appropriate and culturally sensitive services and increases the knowledge and skills of people working with survivors of torture and refugee trauma.

STARTTS offered a revamped and updated Professional Development Program in 2009 and 2010. All workshops have been made more participatory and engaging, and key messages are made clear in a new participant workbook. "Core Concepts in Working with Survivors of Torture and Trauma" is the key workshop in the program, and due to its popularity STARTTS has increased the number delivered, training 102 workers in 2009-2010 (7 workshops). The key clinical workshop, "Clinical Practice and New Developments in Working with Survivors of Torture and Trauma", now includes sections on the latest research into impacts of trauma on the brain and new treatment approaches such as Neurofeedback. In 2009-2010 two of these two-day workshops were held and trained 31 clinicians, with excellent feedback from participants.

In March 2010 STARTTS hosted a two-day seminar with world renowned trauma expert Dr Bessel van der Kolk, Professor of Psychiatry at Boston University Medical School. The seminar, "Frontiers of Trauma Treatment: The Roles of Attention, Memory, Arousal Modulation and the Therapeutic Relationship" was attended by 259 people, including 68 staff. Participants gave STARTTS very positive feedback about its usefulness to their clinical practice.

Free Clinical Master Class Evenings held five times per year are another important way for STARTTS to promote excellence in clinical practice. Over the last year STARTTS hosted evenings on: 'Complex Trauma and Dialectical Behavioural Therapy' by Peter King; 'Transference in Supervising Trauma Work' by Daphne Hewson; and 'A Sensory Emotional Approach to Treating Trauma and Pain' by Mark Grant.





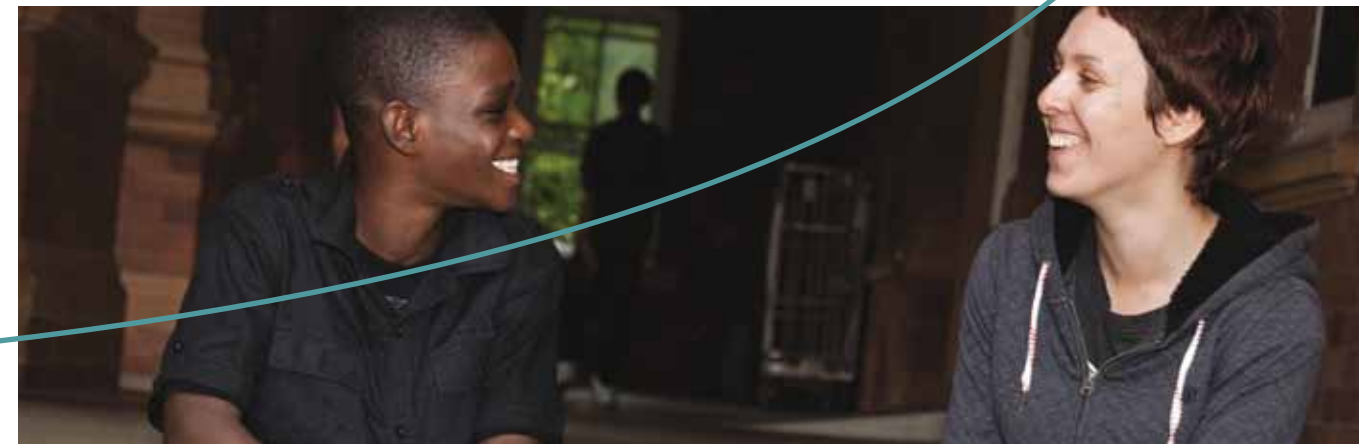
Broadcasts and training library

In recognition of the large training needs across services around the state and elsewhere, STARTTS has looked for new ways to share and disseminate knowledge. Following a successful trial in 2009, STARTTS now uses the Psychevisual website to regularly broadcast lectures, seminars and Clinical Evenings. Psychevisual not only allows the viewers to watch the presentation live, but also to participate in the discussion by sending their questions over the internet. Many torture and trauma services around Australia and New Zealand now tune in live to these events. So far we have recorded approximately 100 lectures given by STARTTS staff and invited speakers, with the average live broadcast attracting 30 to 50 online viewers. Additionally, the recordings are stored online and represent a comprehensive digital training library, an invaluable resource for those who work with trauma survivors.

STARTTS is committed to the ongoing professional development of its staff and regularly holds one-day workshops on a variety of topics that aim to extend their clinical and community development knowledge. Over the last year STARTTS has held staff development workshops on topics such as: Clinical Supervision; Dialectical Behavioural Therapy; Asset Based Community Development and Law for Non-Lawyers.

STARTTS continued to conduct Outreach Education, running information sessions and workshops in the workplace that raise awareness about our services and help mainstream organisations work more effectively with survivors of refugee trauma. The half-day introductory workshop 'Working effectively with people from refugee backgrounds' is the most popular and over the last year has been updated and standardised with a new presentation and a fact sheet style handout which is given to all participants.

Evaluations have consistently shown that organisations have found these workshops to be valuable and relevant to their work practices. STARTTS also created a new one-day 'Accidental Counsellor' workshop specifically for Settlement Case Workers. The workshop was delivered three times to ACL in 2010, and feedback suggested that participants left feeling more confident and prepared to do their work. In fact, many of the 43 participants indicated that this was the best workshop they had ever received!



Training Statistics

	No. Trainings	No. Hours	No. Participants
Overall	130	440	4114
EIP	64	222	2563
Non-EIP	54	136	1347
Rural and Regional	15	25	481

Trainings were delivered to professionals from a number of backgrounds, including health and allied health, education, legal, counselling, government, employment and community work.

Contributions to the Field

Both locally and internationally, STARTTS continues to make considerable contributions to the field of torture and trauma research. STARTTS has expanded its broader education program through published works at conferences and presentations, including workshops and presentations at FASSTT and papers presented at conferences in Darwin, Melbourne and Coffs Harbour. The Neurofeedback team in particular have been involved in several activities, including writing articles, conducting trainings and, through their work as the editors of the 'Advances in Neuroscience Online Journal' (Psychevisual), have liaised with several national and international experts to record high quality lectures and keynote presentations. Finally, with the STARTTS Chief Executive Officer, Mr Jorge Aroche, holding positions as the Secretary General of the International Society for Health and Human Rights (ISHHR) and Vice President of the International Rehabilitation Council for Torture Victims (IRCT), STARTTS is able to contribute to the development of torture and trauma rehabilitation internationally.

PUBLIC RELATIONS

Public relations activity at STARTTS ranges across many areas of the organisation and plays an integral 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.

Media stories about STARTTS clients or programs showcase the many positive contributions that refugees make to society. Stories have appeared across local, state and national media this year, with topics ranging from our role with the International Council for the Rehabilitation of Torture Victims through to a community development and employment program with refugees from Burma.

Organising community events is a critical public affairs role. A major event this year was the Refugee Week 2010 celebrations, which highlighted the importance of refugee-related issues and celebrated the resilience, talent and achievements of refugees in NSW. The event was attended by over 400 people and included an art exhibition of more than 20 refugee artists, the presentation of Humanitarian Awards to 12 outstanding individuals and organisations working in the field, and the Refugee Film Festival; 10 short films highlighting different aspects of the refugee experience.

Supporting communities

STARTTS continued to provide support to refugee community groups to help them promote a positive image of their community and/or to address issues discussed in the Australian political landscape. Examples include advice and support for the Afghan and Tamil communities in relation to the situation in their home countries, and awareness raising of human rights abuses in Burma. Additionally, STARTTS partnered with SydWest Multicultural Services to deliver five media training sessions to a total of approximately 80 participants, mostly leaders in different African communities. Workshops covered a broad spectrum of media work and equipped leaders with the skills to participate more fully in mainstream media debates.

Publications

STARTTS' main publication is *Refugee Transitions*, a twice yearly magazine that reports on a wide range of human rights issues. A broad range of topics are addressed, from conflict and human rights to therapeutic approaches to trauma. Two thousand hard copies of the magazine are distributed to service providers, refugees, advocates, politicians and others, with many more accessed through the STARTTS website. Additional articles have also appeared in external publications such as the *Law Society Journal*, *Synergy* and *Of Substance*, as well as a scrapbook of stories from Burmese refugees entitled *Nine Thousand Nights*.





GOVERNANCE AND ADMINISTRATION

The establishment of STARTTS as an AHO on 1 July 2009 led to significant changes to STARTTS' governance and administration.

Many of the day to day operations which were previously handled by Sydney South West Area Health Service and the NSW Health Support Service (HSS) were transferred to STARTTS under the new arrangements. Accounting and financial information were brought in-house, with STARTTS employing a part-time accountant to oversee financial reporting and information management. This included the processing of payroll, with a new payroll system commencing in February 2010. Human Resource management has also been brought within STARTTS with the employment of a Human Resources Officer to manage this area.

In the area of facilities, an extended Liverpool Office was opened on 29 April 2010 by the Hon. Paul Lynch MP, Minister for Local Government and Disability Services and State Member for Liverpool. Also in attendance was the Hon. Barbara Perry, Minister for Mental Health and Member for Auburn. The extended facility of over 400 square metres accommodates an increase in staff numbers to service the growing number of clients in the area.

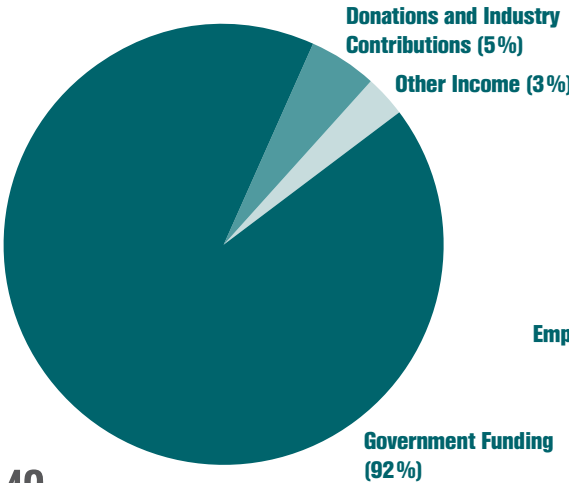
FINANCIAL REPORTS

Statement of Income and Expenditure
for the year ended 30th June 2010

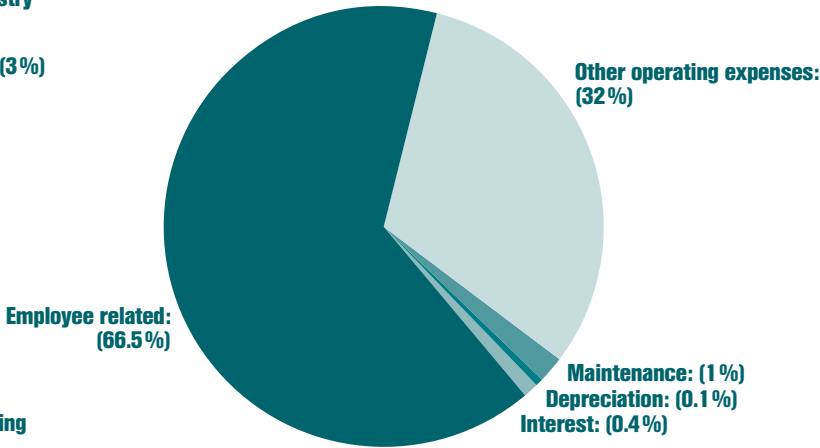
		2010	2009*
		\$'000	\$'000
Revenues	Government Funding	9689	nil
	Donations and		
	Industry Contributions	485	nil
	Other Income	359	nil
Total Revenues		10533	nil
Expenses	Employee Related	7,102	nil
	Other Operating Expense	3,424	nil
	Maintenance	111	nil
	Depreciation	12	nil
	Interest	48	nil
Total Expenses		10,697	nil
Surplus/(Deficit) for the year		(164)	nil

* There are no comparisons made with 2008/09 as STARTTS began operation as an independent entity from 1 July 2009.

Revenues



Expenses



Statement of Financial Position
as at 30th June 2010

Current Assets		2010	2009
		\$'000	\$'000
Current Assets	Cash and cash Equivalents	1,727	nil
	Receivables	4,305	2,955
	Other	6	nil
Total Current Assets		6,038	2955
Non- Current Assets	Property and equipment	885	nil
Total Non-Current Assets		885	nil
Total Assets		6,923	2955
Current Liabilities	Creditors	1,943	nil
	Provisions	265	nil
Total Current Liabilities		2,208	nil
Non-Current Liabilities	Provisions	1,924	nil
Total Non-Current Liabilities		1,924	nil
Total Liabilities		4,132	nil
Net Assets		2,791	nil
Equity			
Accumulated Surplus		2,791	2955
		2,791	
Total Equity		2,791	2955

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

GLOSSARY

STARTTS	NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors
AHO	Affiliated Health Organisation
SSWAHS	Sydney South West Area Health Service
ISHHR	International Society for Health and Human Rights
IHSS	Integrated Humanitarian Settlement Strategy
HR	Human Resources
VIDC	Villawood Immigration Detention Centre
FASSTT	Forum of Australian Services for Survivors of Torture and Trauma
CIDC	Christmas Island Detention Centre
DIAC	Department of Immigration and Citizenship
DoHA	Department of Health and Ageing
TOVA	Test of Variables of Attention
CD	Community Development
AHS	Area Health Service
EIP	Early Intervention Program
IEC	Intensive English Centre
FICT	Families in Cultural Transition
BRSG	Bathurst Refugee Support Group
CDSE	Community Development Support Expenditure
UNHCR	United Nations High Commissioner for Refugees
IHSS	Integrated Humanitarian Settlement Strategy
NF	Neurofeedback
PIAC	Public Interest Advocacy Centre

