

# STARTTS

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



## TRAINING PROGRAM

January to June 2021

We acknowledge the traditional custodians of this land over which sovereignty was never ceded. We acknowledge their elders, past, present and emerging. We acknowledge the ongoing trauma of colonisation and dispossession. We support social justice for Aboriginal and Torres Strait Islander peoples.

STARTTS would like to thank all of our clients who generously agreed to having their photo appear in STARTTS' publications.

Cover image of sand play by David Maurice Smith for STARTTS  
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## ABOUT STARTTS

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

### WHO STARTTS HELPS

STARTTS helps people from refugee backgrounds, including those seeking asylum, who were forced to leave their country due to persecution in the context of political conflict, organised violence and human rights violations. STARTTS helps people of all ages, from early childhood to older people from refugee backgrounds, no matter when they arrived in Australia. STARTTS also helps families and communities from refugee backgrounds.

### WHY STARTTS HELPS

Torture and refugee trauma and the stressors of resettlement or applying for protection in Australia can cause great stress, pain and fear, and negatively impact on people's health and everyday functioning. With timely and appropriate support people are better able to harness their own resources to heal and lead more healthy and productive lives.

### HOW STARTTS HELPS

STARTTS provides individuals with torture and trauma treatment using a range of psychotherapeutic approaches tailored to the client's needs, and other therapies such as psychiatry, physiotherapy, acupuncture, nutrition and Neurofeedback. STARTTS also offers a number of group programs, and activities to build social support networks and strengthen refugee communities.

STARTTS also provides resources, training and support to services, schools and community groups to better understand refugee trauma and resettlement issues.

### STARTTS STAFF

STARTTS staff are a multidisciplinary and multicultural team of professionals with strong community links. All STARTTS staff undergo regular supervision and professional learning to maintain a high standard of service delivery.





## STARTTS' TRAINING PROGRAMS

STARTTS trains thousands of workers, volunteers and community members in NSW every year to support them provide appropriate and culturally sensitive services to people from refugee backgrounds. STARTTS achieves this by bringing together a range of activities such as trainings by request in the workplace, calendar workshops, seminars, Clinical Master Classes, an annual research symposium and Owl Talks online lectures, which allow for the wide dissemination of knowledge and skills in this important field of work.

### **TAILORED WORKSHOPS BY REQUEST**

The trainings STARTTS offers to organisations in their place of work continue to be a core part of our training program. Workshops, seminars, presentations, lectures and reflective practice groups are delivered by STARTTS' experienced workers, and each is adapted to meet the needs of the organisation. Trainings can be delivered face-to-face or via Zoom.

### **CALENDAR WORKSHOPS**

Service providers also have the opportunity of sending individual staff and volunteers to STARTTS' public calendar workshops held in Carramar and via Zoom online.

### **SEMINARS**

STARTTS has a world class clinical seminar program and attracts highly regarded national and international speakers such as Dr Bessel van der Kolk, Dr John Briere, Dr Louis Cozolino, Dr Daniel Siegel, Dr John Arden, Dr Janina Fisher, Dr Karl Heinz Brisch and Dr Paul Gilbert.

### **CLINICAL MASTER CLASSES**

Our quality Clinical Master Class Program continues to attract very high calibre speakers and is broadcast live over the internet to audiences around Australia and the world.

### **ANNUAL RESEARCH SYMPOSIUM**

Every year we invite three researchers to update the sector about the latest research in the field of torture and refugee trauma.

STARTTS has a wide range of high quality training activities available and we are sure that you will find something in our training program relevant to you and your work.

We hope to see you at one of our training activities in 2021.

## TAILORED WORKSHOPS BY REQUEST

Upon request STARTTS delivers workshops, seminars, presentations, lectures, keynote addresses and reflective practice groups on working with refugees to service providers, educational institutions and volunteer groups at a location of their choice.

STARTTS Trainings:

- Delivered by STARTTS staff experienced in working with people from refugee backgrounds
- Tailored to the individual needs of each organisation and the participants
- Any of our workshops that appear in this booklet and on STARTTS' website can be adapted to suit your needs
- Delivered face-to-face or by Zoom

### RURAL AND REGIONAL NSW

As part of our rural and regional strategy, STARTTS provides training to workers and volunteers in a number of regions of NSW. In particular training is offered in those areas of rural and regional NSW that have received significant numbers of newly arrived refugees.

### TARGET GROUP

Relevant to all service providers, educational institutions and volunteer groups in NSW. A minimum of 8 participants is required.

### TO MAKE A REQUEST

Think carefully about your training needs and how you would like STARTTS to help you, and then fill out the training request form on STARTTS' website. All requests need to be made several months in advance as we do get booked out.

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

### COST

Health related services and health courses at educational institutions - FREE for a workshop of half day or less. Workshops of one day or more are fee for service.

All other organisations and courses – Trainings are fee for service. Refer to STARTTS' website for fees.

“

This workshop was exceptionally well tailored.....and allowed me to gain an insight into the mindset of a refugee/ asylum seeker. I believe this will have a huge impact on the way that I practice as a health professional in the future.

Workshop participant 2020

# WORKSHOP CALENDAR

2021	FEB	MAR	APR	MAY	JUN
Core Concepts in Working with People from Refugee Backgrounds		5 (C)	22-23 (Z)	21 (C)	17-18 (Z)
Core Concepts in Working with Children and Adolescents from Refugee Backgrounds	26 (C)			27-28 (Z)	
Accidental Counsellors: Responding to Refugee Trauma Related Behaviours			30 (C)		24-25 (Z)
Community Development with Refugee Communities		25-26 (Z)			
Clinical Assessment and Treatment of Torture and Refugee Trauma in Adults					10-11 (Z)
Responding to Suicide and Suicidality in People from Refugee Backgrounds		18 (Z)			
Self-Care, Transference and Countertransference in Working with People from Refugee Backgrounds	25 (Z)			6 (Z)	
Cultivating Connections Remotely: Building Social Capital with People from Refugee Backgrounds during the COVID-19 Pandemic	19 (Z)				

C = Carramar – this will be a face-to-face training held in STARTTS' Carramar office in Sydney  
 Z = Zoom – this training will be delivered online via Zoom

## CALENDAR WORKSHOPS

### REGISTRATION INFORMATION

Registration in advance is essential for all calendar workshops via STARTTS' website. All payments must be made by credit card.

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

### TRAINERS

STARTTS calendar workshops are delivered by STARTTS staff who are psychologists, social workers, counsellors, case workers and youth workers who are all experienced working with people from refugee backgrounds.

### CARRAMAR WORKSHOPS

STARTTS Head Office  
 152-168 The Horsley Drive  
 Carramar NSW 2163

One day  
 \$249 | 9am-4.30pm

Half day  
 \$149 | 9.30am-1pm

Includes:

- Refreshments at break times
- Certificate of completion
- Printed copies of slides

### ZOOM WORKSHOPS

One day  
 \$209 | 9.30am-1pm  
*Held over two consecutive days*

Half day  
 \$109 | 9.30am-1pm

Includes:

- Certificate of completion
- Electronic copy of slides

STARTTS' workshops conducted via Zoom are designed to give a 'participant experience' as close to a face-to-face workshop as possible with a maximum of 12 attendees. This means that all participants should have their video on so their face can be seen by everyone and at least their first name displayed with their video. Participants will be able to view the slides and video clips, ask questions, and participate in discussions, including breakout sessions using the Zoom breakout function. You will be sent a Zoom meeting link in advance of the workshop.

## CORE CONCEPTS IN WORKING WITH PEOPLE FROM REFUGEE BACKGROUNDS

### WORKSHOP OUTLINE

This completely revamped one-day workshop is designed to put a framework of understanding around working with people from refugee and asylum seeker backgrounds. It focuses on understanding the link between what refugees have been through, the impact of torture and other traumatic events, the stressors of detention, resettlement and cultural transition. It explores how to work in a trauma informed and culturally safe way that promotes recovery and fosters feelings of trust, safety and control, while minimising the risk of retraumatisation. Participants will be encouraged to think about how to apply the concepts to their own workplace, and will leave the workshop feeling more confident in utilising their skills and experience with people from refugee and asylum seeker backgrounds.

Content includes:

- Refugees and asylum seekers
- The global refugee situation
- Australia's Refugee and Humanitarian Program, visa types
- Impact of persecution, torture, refugee trauma and forced displacement
- Resettlement stressors and programs
- Issues and services for temporary visa holders and asylum seekers
- Refugee trauma recovery practice
- Cultural safety
- Engagement and using interpreters
- Trauma triggers
- Setting boundaries
- Vicarious trauma, burnout and self-care

### TARGET AUDIENCE

Relevant to anyone interested in the issues faced by people from refugee backgrounds and asylum seekers.

### DATES - CARRAMAR

5 March 2021  
21 May 2021

### DATES - ZOOM

22-23 April 2021  
17-18 June 2021

### REGISTRATION ESSENTIAL

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

### TAILORED TRAINING REQUESTS

Request this workshop to be tailored and delivered in your workplace as a short 1-2 hour presentation, or as a half day or one day workshop.

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

## CORE CONCEPTS IN WORKING WITH CHILDREN AND ADOLESCENTS FROM REFUGEE BACKGROUNDS

### WORKSHOP OUTLINE

This one-day workshop is designed to put a framework of understanding around the unique issues faced by children and adolescents from refugee backgrounds. It focuses on understanding the link between what refugees have been through, the impact of torture and other traumatic events, the stressors of detention, resettlement and cultural transition. It will look at the impact of war and violence from a developmental perspective, with attention paid to attachment and resilience. It explores how to work in a trauma informed and culturally safe way that promotes recovery and fosters feelings of trust, safety and control, while minimising the risk of retraumatisation. Participants will be encouraged to think about how to apply the concepts to their own workplace, and will leave the workshop feeling more confident in utilising their skills and experience with children and adolescents from refugee and asylum seeker backgrounds.

Content includes:

- Refugees and asylum seekers
- The global refugee situation
- Australia's Refugee and Humanitarian Program, visa types
- Impact of persecution, torture, refugee trauma and forced displacement
- Resettlement stressors and programs
- Issues and services for temporary visa holders and asylum seekers
- Refugee trauma recovery practice
- Cultural safety
- Engagement and using interpreters
- Trauma triggers
- Setting boundaries
- Vicarious trauma, burnout and self-care

### TARGET AUDIENCE

Relevant to anyone interested in the issues faced by children and adolescents from refugee backgrounds.

### DATES - CARRAMAR

26 February 2021

### DATES - ZOOM

27-28 May 2021

### REGISTRATION ESSENTIAL

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

### TAILORED TRAINING REQUESTS

Request this workshop to be tailored and delivered in your workplace as a short 1-2 hour presentation, or as a half day or one day workshop.

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

## 'ACCIDENTAL' COUNSELLORS: RESPONDING TO REFUGEE TRAUMA RELATED BEHAVIOURS

### WORKSHOP OUTLINE

An accidental counsellor is someone who is not working as a professional counsellor, and who needs to safely and effectively support people from refugee backgrounds 'on the spot' who are experiencing distress or a crisis. This workshop will cover the practicalities of how the accidental counsellor contributes to the client's recovery and empowerment, acts as a buffer against strong emotions, makes sure the person is okay in the moment and safe to leave the session, and offers immediate support, assistance and appropriate referral. It is assumed that participants have attended an introductory workshop by STARTTS such as the Core Concepts or equivalent.

Content includes:

- Recognising torture and refugee trauma responses to the complexity of resettlement and seeking protection
- Trauma recovery and culturally safe practice
- Empathic listening
- Active listening – reflecting feelings, paraphrasing
- Asking appropriate questions
- Containment skills
- Acknowledging and normalising
- Re-establishing boundaries
- Grounding skills
- Moving towards a resolution
- Building resilience
- Identifying supports and referrals
- Suicide risk assessment
- Ending the session

### TARGET AUDIENCE

Suitable for people working in a range of non-clinical settings such as casework, advocacy, teaching, youth work, welfare work and community development.

### DATES - CARRAMAR

30 April 2021

### DATES - ZOOM

24-25 June 2021

### REGISTRATION ESSENTIAL

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

### TAILORED TRAINING REQUESTS

Request this workshop to be tailored and delivered in your workplace as a short 1-2 hour presentation, or as a half day or one day workshop.

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

## GROUP FACILITATION WITH PEOPLE FROM REFUGEE BACKGROUNDS

### WORKSHOP OUTLINE

This workshop will give participants a greater understanding of the impact of torture and refugee trauma on group participation and dynamics, and how it can be effectively managed. It will cover the general principles of group facilitation in a cross-cultural context; and the things to be aware of and techniques to create a safe and engaging learning experience, to encourage a meaningful exchange of ideas, and to involve each member in thinking through different issues. Group facilitation tools and practical exercises to encourage meaningful participation will also be covered

Content includes:

- The refugee experience
- Benefits of group work
- Torture and refugee trauma and group dynamics
- Stages of group development
- Recovery principles
- Effective cross-cultural communication
- Fostering participation
- Managing conflict and other issues

### TARGET AUDIENCE

Suitable for community workers, social workers, project and team leaders, trainers and educators interested in facilitating groups with people from refugee backgrounds.

### TAILORED TRAINING REQUESTS

Request this workshop to be tailored and delivered in your workplace as a half day or one day workshop.

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



## WORKING WITH FAMILIES FROM REFUGEE BACKGROUNDS

### WORKSHOP OUTLINE

This workshop is designed to put a framework of understanding around working with families from refugee backgrounds. It focuses on understanding the link between what refugees have been through, the impact of torture and other traumatic events on children, parents and the whole family, attachment, resettlement and cultural transition. It explores how to work in a trauma informed and culturally inclusive way that promotes recovery and secure attachment, and fosters feelings of trust, safety and control, while minimising the risk of retraumatisation. Participants will be encouraged to think about how to apply the concepts to their own workplace, and will leave the workshop feeling more confident in utilising their skills and experience.

Content includes:

- The refugee experience
- Impact of torture and other traumatic events
- The stressors of resettlement and cultural transition
- Attachment and refugee trauma
- Cultural inclusiveness
- Working within a recovery framework
- Vicarious trauma and self-care

### TARGET AUDIENCE

Suitable for anyone working with or interested in working with families from refugee backgrounds.

### TAILORED TRAINING REQUESTS

Request this workshop to be tailored and delivered in your workplace as a half day or one day workshop.

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

## COMMUNITY DEVELOPMENT WITH REFUGEE COMMUNITIES

### WORKSHOP OUTLINE

This workshop is based on the experience of over 30 years of STARTTS experience and theoretical frameworks developed by eminent practitioners such as Dr Jim Iffe; as well as the essential community development models: social capital development; asset based community development; and collective narrative approaches. It will include practical examples and experiential activities that participants can use and adapt in their own work. Participants will leave the workshop with a strong understanding of how persecution, organised violence, forced displacement and resettlement can create unique challenges for refugee communities, and how they can work with and alongside communities to enhance their strengths, heal from trauma and rebuild in Australia.

Content includes:

- Torture and traumatic experiences, resettlement and refugee communities
- Community development: Definitions, models and processes
- Application of community development principles with groups from refugee backgrounds
- The challenges of working with refugee communities
- Case studies

### TARGET AUDIENCE

Suitable for community workers and social workers wishing to develop professional skills in community development with refugee communities in Australia. Participants will need to have an existing understanding of basic community development principles.

### DATES - ZOOM

25-26 March 2021

### REGISTRATION ESSENTIAL

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

### TAILORED TRAINING REQUESTS

Request this workshop to be tailored and delivered in your workplace as a short 1-2 hour presentation, or as a half day or one day workshop.

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

## CLINICAL ASSESSMENT AND TREATMENT OF TORTURE AND REFUGEE TRAUMA IN ADULTS

### WORKSHOP OUTLINE

This workshop incorporates close to 30 years of STARTTS' experience working with torture and refugee trauma in the context of resettlement and is based on the latest research in the trauma field. It aims to provide counsellors with a framework of the essentials of best practice in moving beyond symptoms to the context of clients from refugee backgrounds which includes socio-political aspects, cultural transition, resettlement and collectivism. It will cover the distinct biopsychosocial sequelae of torture and refugee trauma, including on the nervous system and memory; ways to overcome barriers to engaging clients from refugee backgrounds in therapy; and the importance of utilising a combination of body and mind approaches in a phased trauma treatment approach. It will emphasise the importance of incorporating family and community; and working with other professionals to achieve desired clinical outcomes.

Content includes:

- The refugee experience
- Considerations and challenges of refugee trauma work
- Clinical implications of torture and refugee trauma manifestations
- Effective cross-cultural engagement
- Comprehensive refugee clinical assessment
- Formulating a case and treatment plan for torture and refugee trauma
- Psychoeducation
- Trauma treatment strategies
- Ending treatment and measuring clinical outcomes
- Self care in the face of highly traumatised clients

## CHILDREN AND ADOLESCENTS: CLINICAL ASSESSMENT AND TREATMENT OF REFUGEE TRAUMA

### WORKSHOP OUTLINE

This clinical workshop incorporates close to 30 years of STARTTS' experience working with refugee trauma and is based on the latest research in the trauma field. It aims to provide counsellors with a framework of the essentials of best practice in moving beyond symptoms to the context of children and young people from refugee backgrounds which includes cultural transition, resettlement, integrating into a school community and collectivism. It will cover the distinct biopsychosocial sequelae of torture and refugee trauma, including on the developing nervous system, memory and attachment; ways to overcome barriers to engaging young clients from refugee backgrounds in therapy and groups; and the importance of utilising a combination of expressive and body and mind approaches in a phased trauma treatment approach. It will emphasise the importance of incorporating family, the school and community; and working with other professionals to achieve desired clinical outcomes.

Content includes:

- The refugee experience
- Considerations and challenges of refugee trauma work
- Clinical implications of torture and refugee trauma manifestations
- Effective cross-cultural engagement
- Comprehensive refugee clinical assessment
- Formulating a case and treatment plan for torture and refugee trauma
- Psychoeducation
- Trauma treatment strategies
- Ending treatment and measuring clinical outcomes
- Self care in the face of highly traumatised clients

### TARGET AUDIENCE

Suitable for clinicians only (psychologists, social workers, counsellors, psychiatrists, etc).

### DATES - ZOOM

10-11 June 2021

### REGISTRATION ESSENTIAL

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

### TAILORED TRAINING REQUESTS

Request this workshop to be tailored and delivered in your workplace as a short 1-2 hour presentation, or as a half day or one day workshop.

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

### TARGET AUDIENCE

Suitable for clinicians (child psychologists, social workers, school counsellors, psychiatrists, etc).

### REGISTRATION ESSENTIAL

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

### TAILORED TRAINING REQUESTS

Request this workshop to be tailored and delivered in your workplace as a half-day, one-day or two-day workshop.

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



## TRAINING DESCRIPTIONS

# EARLY CHILDHOOD WITH FAMILIES FROM REFUGEE BACKGROUNDS: CLINICAL AND COMMUNITY INTERVENTIONS

### WORKSHOP OUTLINE

This workshop is informed by STARTTS' research and is focused on the unique challenges of working clinically with children from refugee backgrounds under six years of age and their parents/caregivers who have experienced war and violence. It will explore how direct and indirect traumatic experiences impact on the mother and child pre- and post-natally. Consideration will be given to influences such as the developing nervous system, memory and attachment, potential delays in all areas of development as a result of the complex interactions of refugee-related trauma, ways to overcome barriers to engaging young children from refugee backgrounds and their parents in therapy; the importance of balancing structure with child-centred / relationship based following of the child, regulating emotions, using play, music and movement. Attention will also be given to how to act as a role model, mentor and supporter for parents. The workshop will discuss incorporating the family's cultural beliefs in therapy and how to integrate an interpreter into sessions.

Content includes:

- The refugee experience
- Considerations and challenges of refugee trauma work
- Clinical implications of torture and refugee trauma manifestations
- Effective cross-cultural engagement
- Comprehensive refugee clinical assessment
- Formulating a case and treatment plan for refugee trauma
- Psychoeducation
- Trauma treatment strategies
- Ending treatment and measuring clinical outcomes
- Self care in the face of highly traumatised clients

### TARGET AUDIENCE

Suitable for clinicians and other people working in different capacities in community or early childhood roles.

### TAILORED TRAINING REQUESTS

Request this workshop to be tailored and delivered in your workplace as a half day or one day workshop.

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

## SELF-CARE, TRANSFERENCE AND COUNTERTRANSFERENCE IN WORKING WITH PEOPLE FROM REFUGEE BACKGROUNDS

### WORKSHOP OUTLINE

Refugee trauma work often attracts staff that have strong beliefs in ideals such as the goodness of people, the ability to create a better world, the conviction that justice will prevail, and in their own power to make a difference. These beliefs may become eroded in this field of work and the worker, particularly clinicians, may become overwhelmed with a sense of disappointment, failure and hopelessness. This half day workshop will explore the complex dynamics and the impacts of working with people traumatised by refugee experiences, and how the worker can practically recognise and self-manage their stress, feelings of countertransference, vicarious trauma and burnout. Participants will leave the workshop feeling empowered to take care of themselves in their professional and personal lives.

Content includes:

- Vicarious trauma
- Vicarious posttraumatic growth
- Burnout
- Transference and countertransference
- The rescuer-victim-persecutor dynamic
- Self-care assessment
- Self-care strategies

### TARGET AUDIENCE

Anyone working closely with people from refugee backgrounds and people seeking asylum, such as counsellors, psychotherapists, psychologists, psychiatrists, school counsellors, teachers, and case workers.

### DATES - ZOOM

25 February 2021  
6 May 2021

### REGISTRATION ESSENTIAL

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

### TAILORED TRAINING REQUESTS

Request this workshop to be tailored and delivered in your workplace as a short 1-2 hour presentation, or as a half day or one day workshop.

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

## RESPONDING TO SUICIDE AND SUICIDALITY IN PEOPLE FROM REFUGEE BACKGROUNDS

### WORKSHOP OUTLINE

People from refugee backgrounds may be at increased risk of suicide due to past traumatic experiences, resettlement stressors, and the prolonged uncertainty of seeking asylum, which includes living in limbo and feelings of hopelessness. This workshop will help you explore your own beliefs about suicide and to understand the warning signs of suicide in your clients, including subtle changes in behaviour and emotional state, and verbal expressions. Participants will come away with skills in preparing a suicide first aid action plan to maximise the safety of the client, while ensuring their own self-care.

Content includes:

- Beliefs about suicide
- Suicide in Australia
- Suicide amongst refugees and asylum seekers
- Risk factors
- Recognising suicidal ideation
- Self-harm vs suicidality
- Suicide first aid action plan
- Vicarious trauma, burnout and self-care

### TARGET AUDIENCE

Suitable for anyone working with people from refugee backgrounds, particularly those who are not trained as counsellors.

### DATES - ZOOM

18 March 2021

### REGISTRATION ESSENTIAL

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

### TAILORED TRAINING REQUESTS

Request this workshop to be tailored and delivered in your workplace as a short 1-2 hour presentation, or as a half day or one day workshop.

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

## CULTIVATING CONNECTIONS REMOTELY: BUILDING SOCIAL CAPITAL WITH PEOPLE FROM REFUGEE BACKGROUNDS DURING THE COVID-19 PANDEMIC

### WORKSHOP OUTLINE

The COVID-19 pandemic and related social restrictions place individuals and communities at higher risk of social isolation. This is especially true for individuals and communities from refugee backgrounds. It is now more important than ever to identify ways to build and maintain connections, while remaining safe. This workshop unpacks the concept of social capital, its heightened importance at this time, and how social capital is impacted by the experiences of torture, trauma, resettlement and the COVID-19 pandemic. It also explores innovative ways in which social capital and feelings of connectedness can be cultivated remotely, particularly within the resettlement context.

Content includes:

- Refugees and the impact of persecution, organised violence, torture and refugee trauma on communities
- The complex challenges of resettlement in Australia
- Social capital, refugee trauma and resettlement
- Social capital and its heightened importance during the COVID-19 pandemic
- Case studies of STARTTS' remote engagement with refugee communities
- Discussion of how attendees are/can cultivate social capital remotely within their specific contexts

### TARGET AUDIENCE

Suitable for anyone working with people from refugee backgrounds, particularly those who work with groups and communities.

### DATES - ZOOM

19 February 2021

### REGISTRATION ESSENTIAL

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

### TAILORED TRAINING REQUESTS

Request this workshop to be tailored and delivered in your workplace as a short 1-2 hour presentation, or as a half day or one day workshop.

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

## WORKING EFFECTIVELY WITH PEOPLE SEEKING ASYLUM

### WORKSHOP OUTLINE

Asylum seekers need to cope with prolonged uncertainty and the fear of being sent home associated with their protection claims, while dealing with the impact of persecution, organised violence, torture, forced displacement, a sometimes dangerous journey to Australia, and detention in Australia; all in the context of an Australian political and media environment that can be unsupportive of asylum seekers. This workshop will discuss the global situation of displaced people, the history of asylum seeker policy in Australia, the legacy caseload and the situation of offshore detention on Nauru and Manus Island. It will explore the complex challenges with seeking protection in Australia, and help participants understand how they can support asylum seekers to be able to contain their emotions and feelings, cope with what they are going through in Australia, and prepare for what may come in the future, whether that means obtaining a protection visa or being returned.

Content includes:

- Asylum seekers globally and their journey
- Australia's asylum seeker policy
- The impact of torture and other traumatic experiences including detention
- The complexity of issues facing asylum seekers
- Services available
- How to support asylum seekers
- The impact of the work on you and self care

### TARGET AUDIENCE

Relevant to anyone interested in the issues faced by people seeking asylum.

### TAILORED TRAINING REQUESTS

Request this workshop to be tailored and delivered in your workplace as a short 1-2 hour presentation, or as a half day or one day workshop.

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



## INCLUSIVE PRACTICE STRATEGIES FOR WORKING WITH PEOPLE FROM REFUGEE BACKGROUNDS WITH DIVERSE GENDERS, SEXUALITIES AND BODIES

### WORKSHOP OUTLINE

This workshop focuses on building understanding of the specific issues faced by people with asylum seeker and refugee backgrounds who are LGBTIQ+, including strengths, vulnerabilities and the risks experienced in their home countries, during the journey and resettling in Australia. It will highlight the multiple oppressions faced, and explore the diversity of needs and experiences that are grouped under the LGBTIQ+ framework. Coming In will increase awareness of how to identify assumptions or biases that may impact negatively on the provision of effective assistance, and how to enhance the ability to work in partnership with LGBTIQ+ clients with the aim of enabling services to become more safe and welcoming for all their clients.

Content includes:

- Expectations and guiding principles
- Definitions, identity and diversity
- Who are LGBTIQ+ refugees and asylum seekers?
- The biopsychosocial and systemic impacts of refugee trauma and torture
- The complex challenges of refugee trauma, dislocation, resettlement and cultural transition
- Worker skills: Key principles and techniques
- Self-reflection

### TARGET AUDIENCE

Relevant to anyone interested in the issues faced by refugees and asylum seekers who identify as LGBTIQ+.

### TAILORED TRAINING REQUESTS

Request this workshop to be tailored and delivered in your workplace as a short 1-2 hour presentation, or as a half day or one day workshop.

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

## PROVIDING GRIEF COUNSELLING ASSOCIATED WITH REFUGEE TRAUMA AND RESETTLEMENT

### WORKSHOP OUTLINE

Loss and associated grief are defining characteristics of the refugee experience. This clinical workshop will give participants a greater awareness of the key components of loss and grief counselling when assessing and treating refugee survivors of torture and trauma. It will introduce participants to a model of cross cultural grief treatment and its relevance to the refugee resettlement context associated with the loss of loved ones and homeland, change of social status, and a loss of a sense of belonging, meaning and purpose. It will give participants practical strategies for how to treat grief, including traumatic grief, and assist clients rebuild their lives in Australia.

Content includes:

- Challenges of working with loss and grief
- Loss, grief, bereavement and mourning in the context of refugee trauma
- Stages of grief in the context of refugee experiences
- Cultural bereavement
- Mourning across cultures
- Cross-cultural interventions and practical strategies
- Transference and countertransference

### TARGET AUDIENCE

Suitable for clinicians only (psychologists, social workers, counsellors, psychiatrists, etc).

### TAILORED TRAINING REQUESTS

Request this workshop to be tailored and delivered in your workplace as a half day or one day workshop.

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



## TRAINING DESCRIPTIONS

### THERAPEUTIC STORYTELLING FOR CHILDREN AND ADOLESCENTS FROM REFUGEE BACKGROUNDS: JUNGLE TRACKS

#### WORKSHOP OUTLINE

This one-day workshop is designed to equip participants with appropriate knowledge and skills to run Jungle Tracks within an integrated therapeutic model. Jungle Tracks is a program that includes five short stories that mirror real life struggles related to the lives of children, adolescents and parents with a background of refugee trauma. The stories promote hope and empowerment and assist the reader/listener to process and reconcile their past experiences and ongoing difficulties in transition.

Content includes:

- The refugee experience and its impact on children and adolescents
- Therapeutic storytelling
- The therapeutic strategy in jungle tracks
- The Road Ahead – Outcomes and integrating therapeutic approaches

#### TARGET AUDIENCE

Suitable for school counsellors, school teachers, clinicians and other staff interested in applying the Jungle Tracks storytelling approach in their work with children and adolescents from refugee backgrounds.

#### TAILORED TRAINING REQUESTS

Request this workshop to be tailored and delivered in your workplace as a one day workshop.

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

## EFFECTIVE MONITORING AND EVALUATION OF GROUP AND COMMUNITY DEVELOPMENT PROJECTS

### WORKSHOP OUTLINE

Monitoring and evaluation is integral to good community development and not something that should be left only to an outsider or an 'expert'. When done properly, evaluation facilitates an ongoing process of learning among all involved in group and community development projects. It also enables the continual development of projects and programs to be more effective and successful. This workshop will introduce the central concepts of community development evaluation with refugee communities.

Content includes:

- Setting Project Goal, Objectives and Activities
- Clarifying Evaluation Purpose and Scope
- Defining the Evaluation Questions
- Identifying the Information we Need
- Deciding on Data Collection Methods
- Using the Data

### TARGET AUDIENCE

Suitable for community workers and social workers wishing to develop professional skills in community development with refugee communities in Australia. Participants will need to have an existing understanding of basic community development principles.

### TAILORED TRAINING REQUESTS

Request this workshop to be tailored and delivered in your workplace as a one day or two day workshop.

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

## CONSIDERATIONS FOR ASSISTING PEOPLE RESETTLE WHO ARE MUSLIM AND OF A REFUGEE BACKGROUND

### WORKSHOP OUTLINE

Muslim refugees comprise over 70% of the world's refugees with a growing number resettling or seeking asylum in western countries. In the context of a secular Western society, effective work with Muslim clients is greatly enhanced by an intimate knowledge of the client's religious and cultural background. Recent acts of terrorism have further complicated the situation for Muslims with a refugee background through the association of terrorism with Islam and being Muslim. It has become common to hear reports of stigmatisation, fear, rejection, harassment and discrimination experienced by Muslims. This workshop will enhance the participant's knowledge about the history, culture, values and beliefs of Muslim clients. It will demonstrate a cross cultural approach on how to work effectively with Muslims who have a refugee background to foster a positive recovery environment aiming for successful resettlement and integration in Australia.

Content includes:

- History of and the branches of Islam
- Islamic values and beliefs
- Persecution of Muslims worldwide and its impact
- Refugee intake of Muslims in Australia
- History of Muslims resettling in Australia
- The complex challenges of resettlement
- Cultural implications for the workplace
- Promoting recovery

### TARGET AUDIENCE

Relevant to anyone working with or volunteering with people who practice the Islamic faith and come from a refugee background.

### TAILORED TRAINING REQUESTS

Request this workshop to be tailored and delivered in your workplace as a half day workshop.

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

## REFUGEE TRAUMA RECOVERY AND CULTURALLY SAFE PRACTICE

### WORKSHOP OUTLINE

This half day workshop will clearly outline the key practical aspects workers should be aware of to be able to work with people from refugee backgrounds including those seeking asylum. It will explore exactly what refugee trauma recovery and culturally safe practice actually means and how it can be applied to the workplace. Participants will leave the workshop feeling more confident about working with people from refugee backgrounds in a way that minimises the risk of re-traumatisation, promotes trauma recovery, is culturally safe for the client, and allows the worker to take care of themselves.

Content includes:

- The refugee experience
- The impact of torture and trauma in the workplace
- Refugee trauma recovery principles
- Cultural safety
- The key principles of refugee trauma informed and culturally safe care
- How to apply these principles to the workplace

### TARGET AUDIENCE

Relevant to anyone interested in or working or volunteering with people from refugee backgrounds.

### TAILORED TRAINING REQUESTS

Request this workshop to be tailored and delivered in your workplace as a half day workshop.

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

## CLINICAL MASTER CLASSES

STARTTS' Clinical Master Classes are held five times per year and aim to provide an opportunity for clinicians working with people from refugee backgrounds to extend their understanding of torture and refugee trauma by inviting expert speakers to present on interesting and practical topics. These presentations are followed by a case study presentation by an experienced STARTTS clinician and a panel discussion.

### LIVE WEBINAR

This event is broadcast live via Zoom.

### PRESENTATION RECORDINGS

These events are published by Owl Talks Lectures and are available for viewing on the internet at a later date for a fee. Please see the Owl Talks website: [lectures.owltalks.org](http://lectures.owltalks.org)

**For the 2021 Clinical Master Class Program please check STARTTS' website at [www.startts.org.au/training/clinical-master-classes/](http://www.startts.org.au/training/clinical-master-classes/).**

### TARGET AUDIENCE

Suitable for all interested clinicians, students and service providers.

### DATES

For the 2021 program go to: [www.startts.org.au/training/](http://www.startts.org.au/training/)

### TIME:

6.30-8pm

### COST

Free

### RSVP ESSENTIAL

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

## ANNUAL RESEARCH SYMPOSIUM

STARTTS' annual research symposium aims to summarise the latest information and research in the field of torture and refugee trauma by bringing together the expertise of three well known researchers whose work has gained international recognition. Each speaker will present and this will be followed by a panel discussion.

### LIVE WEBINAR

This event is broadcast live via Zoom.

### PRESENTATION RECORDINGS

These events are published by Owl Talks Lectures and are available for viewing on the internet at a later date for a fee. Please see the Owl Talks website: [lectures.owltalks.org](http://lectures.owltalks.org)

**For the 2021 Research Symposium Program please check STARTTS' website at [www.startts.org.au/training/research-symposium/](http://www.startts.org.au/training/research-symposium/).**

### TARGET GROUP

Suitable for all interested clinicians, students and service providers.

### DATES

For the 2021 program go to: [www.startts.org.au/training/](http://www.startts.org.au/training/)

### TIME:

9.30am-12.30pm

### COST

Free

### RSVP ESSENTIAL

**To attend in person:**  
[www.startts.org.au/training/](http://www.startts.org.au/training/)

## CLINICAL SEMINARS

As a part of STARTTS' commitment to promoting excellence in clinical practice in working with refugees, we invite international and national speakers recognised as experts in their field to conduct high quality clinical seminars per year on cutting edge topics relevant to the treatment of trauma.

In past years we have hosted Dr Bessel van der Kolk, Dr John Briere, Dr Janina Fisher, Dr John Arden, Dr Daniel Siegel, Dr Stephen Porges, Dr Louis Cozolino, Dr Paul Gilbert and many more.

Refer to STARTTS' website for the 2021 clinical seminar program.

### TARGET GROUP

Relevant to clinicians including psychiatrists, clinical psychologists, psychologists, counsellors, psychotherapists, social workers and other health professionals working with traumatised clients.

### REGISTRATION ESSENTIAL

Please register online at STARTTS' website:  
[www.startts.org.au/training/](http://www.startts.org.au/training/)



## STUDENT PLACEMENTS

STARTTS has been actively involved in providing opportunities for student learning for many years, aiming to increase the number of health, social and behavioural sciences professionals in the field who are specialised in working with trauma and refugee communities. STARTTS provides opportunities for students currently engaged in both undergraduate and post-graduate programs in Psychology, Social Work and other appropriate disciplines, as well as individuals who are currently completing a Psychology Registration Program. Availability of placements is dependent on a number of factors including the availability of appropriate supervision and the nature and appropriateness of the projects which are taking place at the time.

### STUDENT GENERAL PLACEMENTS

To be eligible to participate in STARTTS' General placements, students need to be engaged in a nationally accredited educational institution completing a graduate or a post-graduate course in health, social and behavioural sciences professions. Students doing courses in an area relevant to assisting refugees (individuals and communities) in their settlement and development in Australia (e.g. Social and Welfare work, Research, Organisational and Enterprise Development, International Studies, relevant Allied Health professions and others) are also eligible to apply.

### STUDENT CLINICAL PLACEMENTS

In addition to General student placements, the opportunity for those wishing to undertake Clinical placements at STARTTS is available. Students doing a clinical placement will be providing assessment and psychotherapeutic interventions to our clients and will have access to professional clinical consultation from Clinical Psychologists, Psychologists or other senior clinicians as required/appropriate.

To be eligible to do a STARTTS clinical placement, students need to be engaged in a post-graduate program of Masters in Clinical or Forensic Psychology; Social Work, or other relevant Allied Health professions. Other relevant post-graduate or masters programs in psychology/counselling/psychotherapy or creative/expressive therapies will also be considered. Individuals completing an approved **Psychology Registration program** are also eligible to apply (See below).

**Note:** A STARTTS clinical placement is not suitable as the student's first external placement. To be eligible to participate, this must be the student's third or final clinical placement.

### HOW TO APPLY

For more information about how to apply and closing dates go to: [www.startts.org.au/student-placements/](http://www.startts.org.au/student-placements/)

## AUSTRALIAN NEUROFEEDBACK INSTITUTE

The Australian Neurofeedback Institute (ANFI) is a program of STARTTS that was initiated in early 2019 to provide a variety of specialised courses on topics related to Neurofeedback, Heart Rate Variability (HRV) Biofeedback and Quantitative EEG (qEEG) assessment, in work with clients presenting with trauma related symptoms, anxiety, depression and issues related to attention and learning. STARTTS was one of the first specialised services that introduced Neurofeedback and HRV Biofeedback in work with trauma affected refugees. After more than 15 years of experience in using Neurofeedback and HRV Biofeedback with STARTTS' clients, we have gained the knowledge and expertise that we can share with other clinicians interested in the interface between mind, brain and body.

ANFI courses are taught by highly skilled clinicians who are BCIA-A certified Neurofeedback mentors and qEEG Diplomate, as well as Senior Psychologists with over 15 years of teaching and training experience.

ANFI courses are both theoretical and hands-on. To ensure a high-quality learning experience, we have a limit on the number of attendees in our training sessions. Please check our Training Calendar for our upcoming courses and live webinars: <https://anfi.org.au/training/>

### All our trainings can be modified and personalised to your needs.

We can provide training at your service that ranges from one hour to one or two days depending on your requirements.

For more information please email us at [training@anfi.org.au](mailto:training@anfi.org.au) or call +61 (0)2 9646 6700.



## RELAXATION RECORDINGS

Regular use of this relaxation recording and visualisation helps decrease tension and improves self-regulation by helping you better understand the connection between body and mind.

Languages available:

- English
- Arabic
- Bosnian
- Cantonese
- Dari
- Khmer
- Serbian
- Spanish
- Tamil
- Vietnamese
- French
- Karen
- Somali
- Kiswahili
- Assyrian
- Kurdish (Sorani)

**COST:** \$12 per USB  
(includes postage)

Purchase a copy from STARTTS' website [www.startts.org.au](http://www.startts.org.au)

## JUNGLE TRACKS KIT

The '**Jungle Tracks**' kit contains a facilitator's guide and five story books in which the characters in the stories encounter many of the events and issues that refugee children and young people face including grief and loss, depression, emotional outbursts, low self-esteem, sleep difficulties and fear and anxiety. These, together with the themes of hope and empowerment, are addressed in the stories.

The detailed facilitator's guide describes how the storytelling approach is used in Jungle Tracks. It outlines the objectives of each story together with its themes. The facilitator's guide includes suggestions to guide children and young people's reflection. It also has an appendix with handouts and exercise.

The kit also contains a USB with relaxation/visualisation recordings in English and some other languages. Please enquire about the most up-to-date list of languages available.

### The five stories in the program are:

1. **Sam and Sonia**, a story about orphaned children which helps to introduce the concept of counselling and the Jungle Tracks program.
2. **Colours of the Wind** which follows a monkey named Charlie who is forced to leave his home to save his life. The main focus of this story is dealing with bereavement and loss and finding peace.
3. **Deano Learns to Smile Again** which features a young deer whose home is destroyed by fire. When he arrives at his new place he is ridiculed because of he is different. The focus of this story is learning to deal with discrimination and building self-esteem skills.

4. **Enter the Lion** is a story about a metaphorical lion that lives with Sam, the orphan from our first story. Sam learns how to tame the beast and wave him good bye. The focus of this story is learning to manage anger and stress as well as dealing with flashbacks. It also introduces relaxation techniques.

5. **Chui and Teeter** follows a leopard and turtle dove who appear in the orphan Sonia's dreams. She learns how to take control of her dreams and not be afraid of them. The focus of the story is on improving sleep and addressing distressing dreams.

The stories and program are relevant for a broad range of ages from early primary and possibly younger to older high school students. The stories are suitable for use in individual and group therapy. Reading the stories may also help parents and children to share their thoughts and feelings.

**COST:** \$110 per kit  
(includes postage)

Purchase a copy from STARTTS' website [www.startts.org.au](http://www.startts.org.au)

## 'SETTLING IN' KIT (3RD EDITION)

'**Settling In**' is a group program for newly arrived refugee and migrant students which aims to help students adjust to life in Australia. Although it is most often used with school students, **Settling In** can be used in a range of community settings. The kit has recently been revised and updated through a collaborative process with key stakeholders, including the NSW Department of Education.

### DURING THE TEN WEEK PROGRAM STUDENTS

1. Have their reactions and feelings normalised
2. Build emotional literacy and coping strategies
3. Build trust and familiarity with school support staff
4. Build respectful relationships with each other
5. Are supported in their recovery from trauma

It is recommended that the **Settling In** program be delivered by at least two facilitators (including one qualified counsellor). Both facilitators should have experience in running groups and have experience in cross-cultural issues and helping people who have survived trauma. It is also recommended that facilitators attend STARTTS' *Settling In Facilitator Training* (one day).

### THE REVISED SETTLING IN KIT CONTAINS

A **Facilitator Guide** with essential background information for delivering the program successfully.

A **Student Workbook** to help reinforce students' key learnings in each session.

A **Program Manual** that includes permission notes, handouts, relaxation scripts, evaluation measures and guides for facilitating ten 50-minute sessions, on topics such as:

- Feelings about resettlement/seeking protection
- Likes and dislikes about Australia and country of origin
- Dealing with anger, anxiety and depression
- People and places that can help
- Working through challenges and settling goals
- Self-confidence and personal strengths

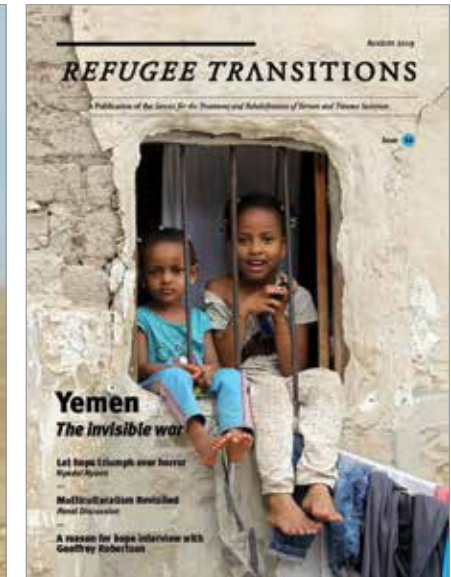
Sound recordings of relaxation and visualisation exercises for use.

Permission notes and selected handouts are available in English, Arabic and Farsi.

**COST:** \$70 for the complete 3rd edition of the Settling In Kit on USB (includes postage)

Purchase a copy from STARTTS' website [www.startts.org.au](http://www.startts.org.au)

## REFUGEE TRANSITIONS MAGAZINE



Refugee Transitions is a magazine produced by STARTTS with over 30 issues published. Refugee Transitions reports on a wide range of refugee and human rights issues which are relevant to our work. The magazine focuses attention on the impact of organised violence and human rights abuses on health and provides ideas on intervention models to address the health and social needs of refugees. It debates and campaigns for changes necessary to assist, empower and strengthen refugee communities in their settlement process.

To learn more, read articles from previous editions or to subscribe to Refugee Transitions, visit STARTTS' website [www.startts.org.au](http://www.startts.org.au).

# STARTTS

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**Healing** refugee trauma. **Rebuilding** lives.