



What does STARTTS need from schools?

- Permission to work on school grounds
- A safe and private room for counselling
- An appropriate space for group activities
- The teacher to provide information on the student's behaviour, achievements and barriers
- To obtain consent from the parents/carers
- For school staff to facilitate referrals of students

How STARTTS supports school personnel

- Clinical consultancy and advice to school counsellors and student welfare staff
- Information and training
- Free resources on STARTTS' website including the 'Hints for Healing' blog

STARTTS staff

STARTTS employs a dedicated School Liaison Officer, and specialist child and adolescent counsellors, and youth workers. All STARTTS staff undergo regular supervision and professional learning to maintain a high standard of service delivery.

Request STARTTS in your school

Contact STARTTS' School Liaison Officer on (02) 9794 1900.

About STARTTS

STARTTS is a specialist, non-profit organisation that for the past 30 years has provided culturally appropriate and cutting edge psychological treatment and support to help people heal the scars of torture and refugee trauma and rebuild their lives in Australia.

www.startts.org.au

Contact us

HEAD OFFICE CARRAMAR

152-168 The Horsley Dr
Carramar NSW 2163
P: (02) 9646 6700
F: (02) 9646 6710
F: (02) 9646 6801 (*Intake*)

FAIRFIELD

Level 2, Suite 203/204
25 Smart Street
Fairfield NSW 2165
P: (02) 9646 6555
F: (02) 9728 1821

LIVERPOOL

3rd Floor, 157-161 George St
Liverpool NSW 2170
P: (02) 8778 2000

NEWCASTLE

Newcastle TAFE Campus
Building M, Room MG.05
Tighes Hill NSW 2297
P: (02) 4923 7193/4
(*counselling*)
P: (02) 4923 7190
(*community*)

AUBURN

1st Floor, 44-50 Auburn Rd
Auburn NSW 2144
P: (02) 9646 6666

BLACKTOWN

Suite 2, Ground Floor
85 Flushcombe Rd
Blacktown NSW 2148
P: (02) 9854 7300

COFFS HARBOUR

14 Earl Street
Coffs Harbour NSW 2450
P: (02) 6650 9195

WAGGA WAGGA

12 Station Place
Wagga Wagga NSW 2650
P: (02) 6921 4403
(02) 6971 7640

WOLLONGONG

31 Auburn St
Wollongong NSW 2500
P: (02) 9057 7380

ARMIDALE

86 Rudsden St
Armidale NSW 2351
P: (02) 9057 7390

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



Information for
Schools



Students from refugee backgrounds

Refugees were forced to leave their country due to persecution in the context of political conflict, organised violence and human rights violations. Due to refugee trauma and the stressors of resettlement, children and young people from refugee backgrounds can have difficulties at school, including learning and behavioural problems, and making new friends.

How STARTTS helps schools

STARTTS helps students from refugee backgrounds through individual and group counselling, fun group activities and other types of services. This can lead to better mental health and resilience, and improved school performance. STARTTS also provides support to school personnel.

How much do services cost?

All STARTTS services to refugee students are free of charge.

My student doesn't speak English

Many STARTTS staff are bilingual, and all use professional interpreters when required.



How STARTTS helps students from refugee backgrounds

Individual interventions:

- Assessment of trauma symptoms and their impact on schooling and home life
- Trauma treatment using a range of child and adolescent appropriate psychotherapeutic approaches tailored to the student's needs
- Referrals to other STARTTS services: Psychiatrist, Physiotherapist, Acupuncturist, Nutritionist, Neurofeedback and more
- Referrals to external services as needed

Group programs:

- Group counselling
- Settling In
- Sports groups
- Capoeira
- Art groups
- Jungle Tracks
- Drum Beat
- Rock and Water
- Referrals to youth camps


Referrals of the family to other STARTTS services:


- Counselling
- Families in Cultural Transition (FICT)
- Early Childhood Clinic

Referring to STARTTS

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

To make a referral to STARTTS:

 **Call (02) 9646 6700**
(ask for Intake)

 **Email stts-intakegeneral@health.nsw.gov.au**
(referral form available on the STARTTS website)

Requesting consent

Consent must be obtained from the parent/guardian. It is helpful to explain services in a non-threatening way, e.g. "Someone to talk to about their difficulties at school".

Information to provide with the referral

Provide as much information as possible so the intake counsellor can assess the student's needs.

How soon will we follow-up with your student?

There is a waiting list, but we aim for all child and adolescent referrals to be allocated to a STARTTS counsellor within 2-3 weeks.

What feedback will you get?

The STARTTS counsellor allocated to the student will notify the school of this and when the intervention has concluded. Information will be shared with the consent of the parent/carer and child.

When a referral is not appropriate

Refer students in a crisis situation (e.g. psychotic disorders, suicide attempts) to the mental health crisis team or a hospital emergency department.