



Information for

Service Providers



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

About STARTTS

STARTTS is a specialist, not-for-profit organisation that was established in 1988. It provides culturally relevant psychological treatment and support, and community interventions, to help people and communities heal the scars of torture and refugee trauma and rebuild their lives in Australia. STARTTS also fosters a positive recovery environment through the provision of training to services, advocacy and policy work.

www.startts.org.au

Contact us

HEAD OFFICE CARRAMAR

152-168 The Horsley Drive
Carramar NSW 2163
(02) 9646 6700 (Reception) | (02) 9646 6800 (Referrals)

OTHER OFFICE LOCATIONS

Albury	Armidale	Auburn
Blacktown	Coffs Harbour	Fairfield
Liverpool	Newcastle	Wagga Wagga
Wollongong		

Go to www.startts.org.au/contact/
for office location details.

STARTTS also provides counselling and other types of services at outreach locations in Sydney and across NSW such as Bankstown, Parramatta, Dee Why, Lakemba, Penrith, Campbelltown, Rockdale, Tamworth, Griffith and Albury. These locations change according to the needs of our clients. Please contact STARTTS for further information.

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Where STARTTS sees clients

STARTTS is a NSW based service and sees clients in Sydney and regional locations at:

- STARTTS' offices
- STARTTS' outreach locations such as TAFEs and community health centres
- Schools

How STARTTS can support you

- Access free resources on our website
- Request a training for your workplace (free for health related organisations)
- Attend STARTTS' workshops, seminars and presentations on refugee trauma
- Debriefing, clinical consultation and supervision available in particular instances

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.



Who STARTTS helps

STARTTS helps people from refugee backgrounds, including asylum seekers, who were forced to leave their country due to persecution in the context of political conflict, organised violence and human rights violations.

Why STARTTS helps

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.

Age groups STARTTS helps

STARTTS helps people of all ages, from early childhood to older people from refugee backgrounds.

It doesn't matter when or how a client came to Australia

STARTTS helps all people from refugee backgrounds no matter when or how they arrived in Australia.

Cost of services

All STARTTS services to clients from refugee backgrounds are free of charge.

My client doesn't speak English

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



Individual interventions

- Assessment of trauma symptoms and their impact on daily functioning
- Trauma treatment using a range of psychotherapeutic approaches tailored to the client's needs
- Referrals to other STARTTS services: Psychiatrist, Physiotherapist, Acupuncturist, Nutritionist, Neurofeedback and more
- Referrals to external services as needed

Group programs

- Group counselling
- Information sessions
- Social support groups
- Families in Cultural Transition (FICT)
- Youth camps
- Sports and art groups
- Excursions

Referring to STARTTS

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

To make a referral to STARTTS:

- 📞 **Call (02) 9646 6800**
- ✉ **Email STTS-IntakeGeneral@health.nsw.gov.au**
(referral form available on the STARTTS website)

Requesting consent

Consent must be obtained from clients or the parent/guardian for clients 16 years and under. Explain services in a non-threatening way, e.g. "Someone to talk to about your worries and difficulties".

Referral information to provide

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

When we follow-up with clients

STARTTS has a managed waiting list and clients with the highest needs are prioritised. Most clients are allocated to a counsellor within 2-4 weeks.

Feedback you will get

You will be notified when the client is allocated a counsellor. STARTTS will share relevant information with service providers only if the client gives consent.

When a referral is not appropriate

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