



Karen Community Garden Project



152-168 The Horsley Drive, Carramar NSW 2163 P. (02) 9646 6700 W. www.startts.org.au

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### **About STARTTS**

### NSW SERVICE FOR THE TREATMENT AND REHABILITATION OF TORTURE AND TRAUMA SURVIVORS

STARTTS, the NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors, helps people from refugee backgrounds deal with their past experiences and build a new life in Australia.

STARTTS provides expert services to assist people recover from torture and refugee trauma, including counselling, physiotherapy, group therapy, programs for children and young people, and community development activities.

In 2017-2018 STARTTS provided clinical and community development interventions to a record number of over 8000 individuals and families, and also worked with refugee communities to encourage self-support in adapting to a new environment.

STARTTS' clients are people living in NSW who came to Australia as refugees or asylum seekers, or who have a refugee-like background. Some clients have suffered and survived torture.

We also work with other organisations and individuals to help them work more effectively with people from refugee backgrounds. Opened in 1988, STARTTS is one of Australia's leading organisations for the treatment of torture and refugee trauma survivors.

#### **Our Mission**

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.



Since 1988 STARTTS has assisted 65,275 people from 166 countries heal the scars of torture and refugee trauma



### **Chairman's Report**

### A/PROF. ROGER GURR



Approaching 30 years working to support refugees in New South Wales who have experienced torture and trauma, we remain unwavering in commitment and dedication to meeting the needs of a growing group of clients, while ensuring our services continue to evolve and adapt to remain effective. 2017-18 has been another successful stage in making a difference to the lives of over 60,000 clients.

Globally the situation of refugees and displaced people has never been more critical. At 68.5 million refugees and displaced people, more people have been uprooted from their homes than at any time in history. Conflicts in Syria, Iraq, Afghanistan and South Sudan continue to produce large numbers of refugees. More than one million Rohingya live in precarious circumstances on the border with Bangladesh, as a result of the actions of the Myanmar security forces.

At a time when geopolitical forces are making the reception of asylum seekers and refugees in various developed countries around the world increasingly tenuous, there is also a concerning risk of reduced commitment to resettle some of the world's most vulnerable refugees. The global availability of treatment resources, to assist those affected by torture and other traumatic experiences, is also at great risk.

Thankfully Australia has responded by increasing the size of our refugee and Special Humanitarian program, with a special additional intake of Syrian and Iraqis in 2016-17, resulting in a record number receiving services.

Australia has grappled with the phenomenon of irregular asylum-seeking migration to our shores and has introduced regional processing, as part of a suite of deterrence measures. It is hoped that the situation of those held in Nauru and Manus Islands can be resolved, with an outcome that respects human dignity and holds prime the importance of meeting the health and welfare needs of a vulnerable and traumatised population.

STARTTS continues to innovate and progress the science of understanding and restoring brain function after trauma. There are always several university research projects underway through research partnerships. More staff are being trained in effective new methods, including EEG assessments and neurofeedback treatment. We are privileged to be part of the ongoing investment in refugee re-settlement and mental health that has brought great dividends for Australia at local, state and national levels. Our Board is immensely proud of the contribution that STARTTS has continued to make this year, not just to the health, wellbeing and quality of life of the thousands of clients we have assisted, but also to the capacity of the sector at large, at national and international levels.



Winners of the STARTTS 2018 Humanitarian Awards: Leonie Dyer, Alison Battison, Saba Vasefi, Sajeda Bahadurmia, Dulce Muñoz, Burhan Zangana, Fairvale High School, Hilal Tawakal

### **Chief Executive Officer**

### MR JORGE AROCHE



2017-2018 has been another exceedingly successful but also very complex year for STARTTS. The organization has been on a steady growth curve for a number of years, so the adjustments required as the significant increase of revenue and services associated with the Special Additional Humanitarian Intake from Syria and Iraq tapered down were a new and challenging experience. It was also a year where many of the programs that were developed or expanded as part of the NSW and Commonwealth governments funding enhancements really came to fruition. These include our work with young people and schools, both Public and Private, our enhanced FICT program, our increased presence in rural and regional NSW and key areas of Sydney, and our enhanced Neurofeedback program, to name a few.

I am also incredibly proud of the ground breaking progress that STARTTS has continued to make in terms of research, clinical development and training in 2017-18. We can truly be said to be leading the world in many of these areas. We are implementing models of clinical and psychosocial intervention,

as well as developing new evaluation and research tools that are not only assisting our clients to achieve better psychological health outcomes, but have also tremendous potential to contribute to how torture survivors in other parts of the world are able to heal.

This, of course, can only be possible when you have a skilled, dedicated and motivated staff group, a supportive and discerning board, and a lots of supporters, friends and partners among the refugee communities we work with and the many public and non-government agencies that support and complement our work from different perspectives and skill sets. My thanks to you all! I am incredibly proud of the work that we do together to make possible the dream of a life after torture for the amazing people whose healing journey we have the privilege to assist and be part of. They have been a constant source of inspiration for the last 30 years of STARTTS, and the centre and focus of everything contained in this report.



### **Board Of Directors**

### STARTTS BOARD OF DIRECTORS 2017/2018

A/Prof. Roger Gurr (Chair)

Ms Ezel Jupiter (Deputy Chair)

Mr Colin Hickling (Treasurer)

Mr Jorge Aroche (CEO and Secretary)

Prof. Abd-Elmasih Malak Ms Anne Harvey

**Prof. Derrick Silove** 

Mr George Lombard

Mr John Richardson

Mr Michael Kakakios

#### Dates of STARTTS Board of Director Meetings 2017-2018

Executive of the Board of Directors

24 July 2017 6 December 2017 5 February 2018 26 March 2018 28 May 2018 Full Meeting of the Board of Directors

28 August 2017 30 October 2017 12 March 2018 16 April 2018 25 June 2018

### Locations

### **LOCATIONS OF STARTS OFFICES**

#### STARTTS Head office

152-168 The Horsley Drive Carramar NSW 2163

Phone: (02) 9646 6700

Email: stts-startts@health.nsw.gov.au

Web: startts.org.au

#### Major locations from which STARTTS provides services

Armidale

Auburn

Blacktown

Carramar (main office)

Coffs Harbour

Dee Why

Fairfield

Liverpool

Newcastle

Wagga Wagga

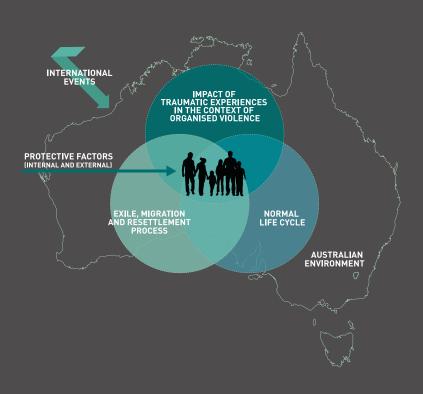
Wollongong

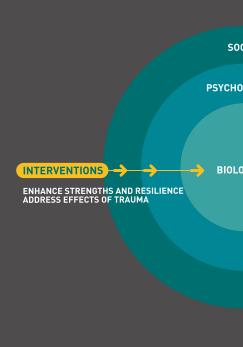
STARTTS also provides outreach services in a range of locations across the Sydney metropolitan area and regional NSW. Please contact us for outreach locations.

Wagga Wagga



### **STARTTS Service Provision Model**





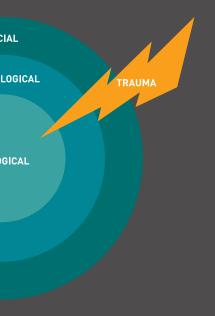
# FRAMEWORK 1: THE COMPLEX INTERACTION

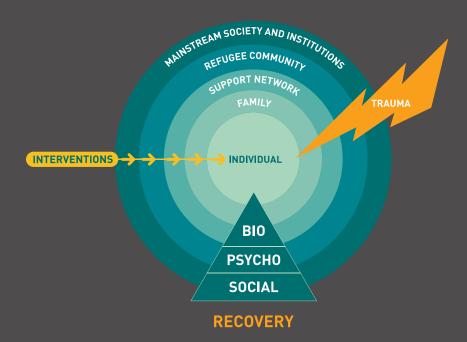
STARTTS provides services to torture and trauma survivors using a model that recognises the socio-political, cultural and human rights context of the traumatic events that people have experienced. The model also acknowledges the complex interaction between the effects of these traumatic experiences and subsequent stresses associated with the migration and settlement processes.

# FRAME\ BIOPSYCHOS

The model recognises at biological, psycholo and social levels, and i developments in the trauma and the grow on interventions and the stress related problem.

Based on the above philosop STARTTS are broad, and inclu psychiatric assessment and inte interventions, support groups, you and various strategies to increase and refugee of





### VORK 2: OCIAL MODEL

s the impact of trauma gical and interpersonal is informed by scientific the neuroscience of ing body of evidence reatments for traumatic tems and disorders.

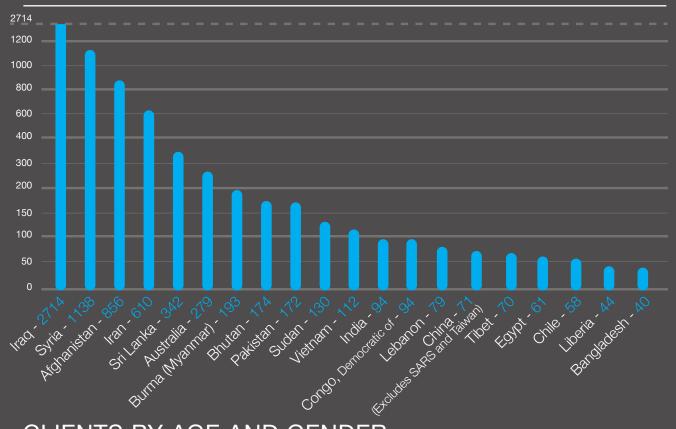
### FRAMEWORK 3: SYSTEMIC APPROACH

This translates into a Systemic Bio-Psycho-Social approach to service provision that uses early intervention, secondary prevention and capacity building strategies alongside clinical interventions at individual, family and group levels. STARTTS emphasises a client centred approach that recognises the importance of language, cultural, religious and socio-political issues to overcome access barriers and increase the effectiveness of both community development and clinical interventions.

ohy, the services provided by ude assessment, counselling, erventions, family therapy, group outh programs, child counselling, the capacity of support networks communities.

### **STARTTS' Clients**

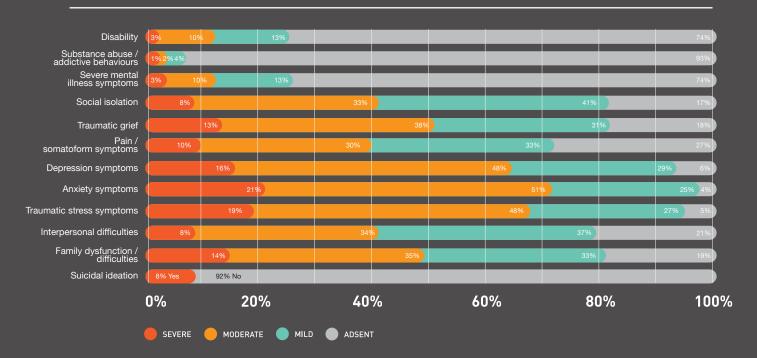
### STARTTS ASSISTED 8178 CLIENTS IN 2017-2018



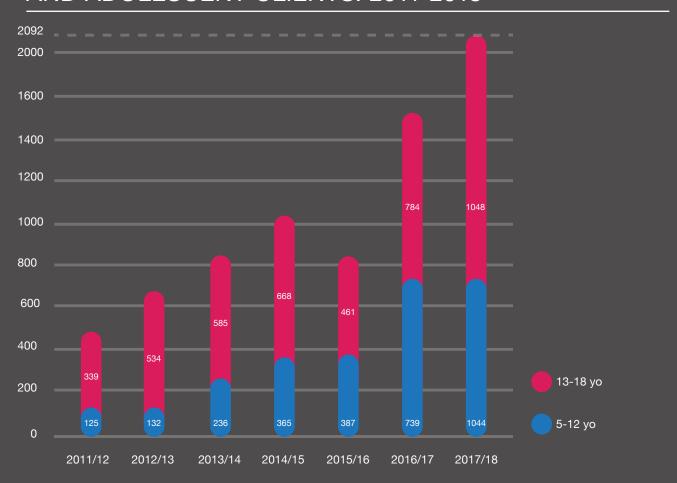
### **CLIENTS BY AGE AND GENDER**



### SYMPTOM CATEGORIES FOR ADULT CLIENTS



# INCREASING NUMBERS OF SCHOOL AGED CHILD AND ADOLESCENT CLIENTS: 2011-2018



#### CLINICAL SUPPORT AND INTERVENTIONS

The challenges for people of a refugee background resettling in a new country, learning a new culture and often a new language, and creating a sense of meaning and belonging, can be complicated by the impact of torture and other traumatic experiences. During the last year over half of STARTTS' clients presented with severe or moderate symptoms of traumatic stress, traumatic grief, anxiety and depression. A bit under half reported difficulties in their relationships with family and friends, while almost one in ten expressed severe suicide ideation.

STARTTS' clinicians provided individual and group interventions such as counselling, psychiatry, physiotherapy, lifestyle advice, Neurofeedback and therapeutic groups which were provided from STARTTS' offices across NSW, and from an increased number of outreach locations and schools. These interventions assisted clients manage their symptoms, build on their strengths, and gain a sense of control over their own lives.



I am a new woman. I am not afraid to get out and get involved in the community

- STARTTS client

### Highlights of 2017/2018

A record number of 3281 clients received individual counselling this year. An eclectic mix of modalities was used according to the individual needs of the client such as: short-term Solution Focused Therapy; Cognitive Behavioural Therapy (CBT) approaches; Eye Movement Desensitisation and Reprocessing (EMDR); Narrative Exposure Therapy (NET); Dialectical Behavioural Therapy (DBT); grief counselling; Acceptance and Commitment Therapy (ACT); mindfulness; relaxation techniques; and Biofeedback Heart Rate Variability (HRV) training.

A new pain management group, facilitated by a psychologist and a body focused therapist, helped clients develop a better relationship to their pain and learn to live well. Unresolved trauma is a major factor in persistent pain, and people can feel isolated in trying to cope with its debilitating effects. This group provided its members with a warm supportive environment where they could receive information about the relationship of pain to traumatic experiences, share with others and laugh together, practice mindfulness and meditation, learn and do exercises to help regulate their pain, as well as learn about healthy living. For most the pain still comes and goes; however the group fostered resilience and a better understanding of their pain, and all are keen to continue.



### CHILDREN AND YOUTH

STARTTS continued to provide a wide variety of individual and group interventions integrating clinical and community development approaches to very young children and their families, and school-aged children in a variety of locations including schools in 2017-2018. The number of school aged children to whom STARTTS provides services has been steadily increasing for years and jumped by a third this year to 2092 clients. STARTTS saw 242 children under six years and their families as a part of our successful Early Childhood Clinic.

Our services to young people are supported by the School Liaison Program which works across the state in partnership with Government and Non-Government Schools to provide both strategic and responsive support to schools enrolling students from refugee backgrounds. Established in early 2017, as result of the increased Syrian intake of 12,000 people, this program has provided professional learning to some 3,000 educators and welfare staff across NSW.

"

A truly tremendous experience, filled with fun. Just what we needed as we approach the HSC exams.

- STARTTS client

### Highlights of 2017/2018

#### The Seasons for Growth group program,

developed by the organisation Good Grief, was run by STARTTS in a number of schools, both primary and secondary, to help children and adolescents from refugee backgrounds deal with loss and grief, a universal theme amongst this client group. Seasons for Growth is an evidence-based change, loss and grief education program that draws on the metaphor of the seasons to understand the experience of grief. STARTTS will continue to run this successful program in schools as it has been proven to be effective in assisting young people from refugee backgrounds along their journey of healing.

The Swimming and Water Safety program gave 811 newly arrived children, young people and their parents across NSW confidence to participate safely in the great Aussie pastime of hanging out at the beach and swimming pools. This increased sense of connection to Australian culture helped the participants develop a sense of belonging, attachment and integration to their new society, an important part of the healing process and rebuilding in a new country. We are proud that six young people from Bankstown Senior College trained as lifesavers and now have a job at their local swimming pool in the Auburn area of Sydney.



### **COMMUNITY SERVICES**

Trauma impacts communities as much as it impacts individuals. When groups of people are exposed to organised violence and terror, the bonds of trust that hold a community together are damaged. Whilst it is important to work on an individual's symptoms of trauma, a vital element of the recovery process is to increase a community's strengths and capacities. Recognising and building on these strengths is an essential element of STARTTS' work assisting communities to overcome trauma, empower themselves and create a better life in Australia. STARTTS' work is based in the Asset Based Community Development (ABCD) framework. In 2017-18 this work included Enterprise Facilitation; Families in Cultural Transition (FICT); Mental Health Literacy work with Hazara, Tamil, Arabic speaking, South Sudanese and wider African communities; many social support groups (eg Tamil, Afghan, Hazara, Tibetan, Spanish and Arabic speaking, Assyrian and Mandaean), Communities in Cultural Transition (CiCT); art and cultural development projects such as Musical Odyssey, and other initiatives developed and owned by refugee communities themselves.

#### "

Community centred, great showcase of the relationships STARTTS has built with refugee communities

- CiCT Forum participant

### Highlights of 2017/2018

This year saw a continued increase in Families in Cultural Transition (FICT) groups and activities. New communities were engaged and community-specific training was held for Rohingya community in Sydney and Yazidi community in Coffs Harbour. First Yazidi groups were also held. In total, the team supported 74 FICT groups and 19 OPICT groups. Of the 93 groups, 36 were held in rural and regional areas and 57 in the Sydney metropolitan area. A new FICT module on parenting and attachment was completed and successfully trialled. A new resource, We can do this, containing self-care activities to promote mental health and wellbeing was completed and launched.

The Forum "Sharing our stories, sharing our successes; Newly arrived and emerging refugee communities reflect on their journeys", held in October 2017, was organised by the Communities in Cultural Transition (CiCT) Program. This successful event was attended by over 230 people with majority coming from refugee communities with some service providers. The speakers included Peter Shergold, NSW Coordinator General for Refugee Resettlement, and Mary Minns, Acting State Manager NSW/ACT Department of Social Services. There were seven presentations by refugee community organisations highlighting their strengths and successes. The afternoon program included an African dance session, a Middle Eastern choir, a Capoeira presentation and a networking activity.



#### **RURAL AND REGIONAL**

The year was marked by a period of challenge and growth for STARTTS' rural and regional services. The numbers of people from refugee backgrounds being settled in regional NSW continued to increase, with Yazidis from northern Iraq and Syria comprising a significant proportion of these. In response, STARTTS has expanded its services: three new counsellors and one community development officer joined the service, and the number of regional offices increased to five, with the establishment of a new STARTTS office in Armidale. In our regional offices we provide the same counselling and community development services as in the Sydney metropolitan centres, in addition to providing outreach services to other towns in the regions where refugees and asylum seekers are located. Training was conducted across all five regions, primarily in accidental counselling, core concepts and working with people from refugee backgrounds.

"

Coming in here helps my mind, which is helping me get some rest to be better for my family

- STARTTS client

### Highlights of 2017/2018

In **Wollongong**, STARTTS opened a new standalone office in late 2017, which enhanced our presence in the region and helped to promote a stronger regional identity for STARTTS. We have continued to play an important role in the resettling of people from refugee backgrounds from Syria, Iraq, Afghanistan, Congo, Burma, Ethiopia and Eritrea. Many Families in Cultural Transition (FICT) groups were conducted in our new offices. The School Liaison Program expanded its role from the previous year, which facilitated a greater role for STARTTS in several schools, and the Capoeira program became more established.

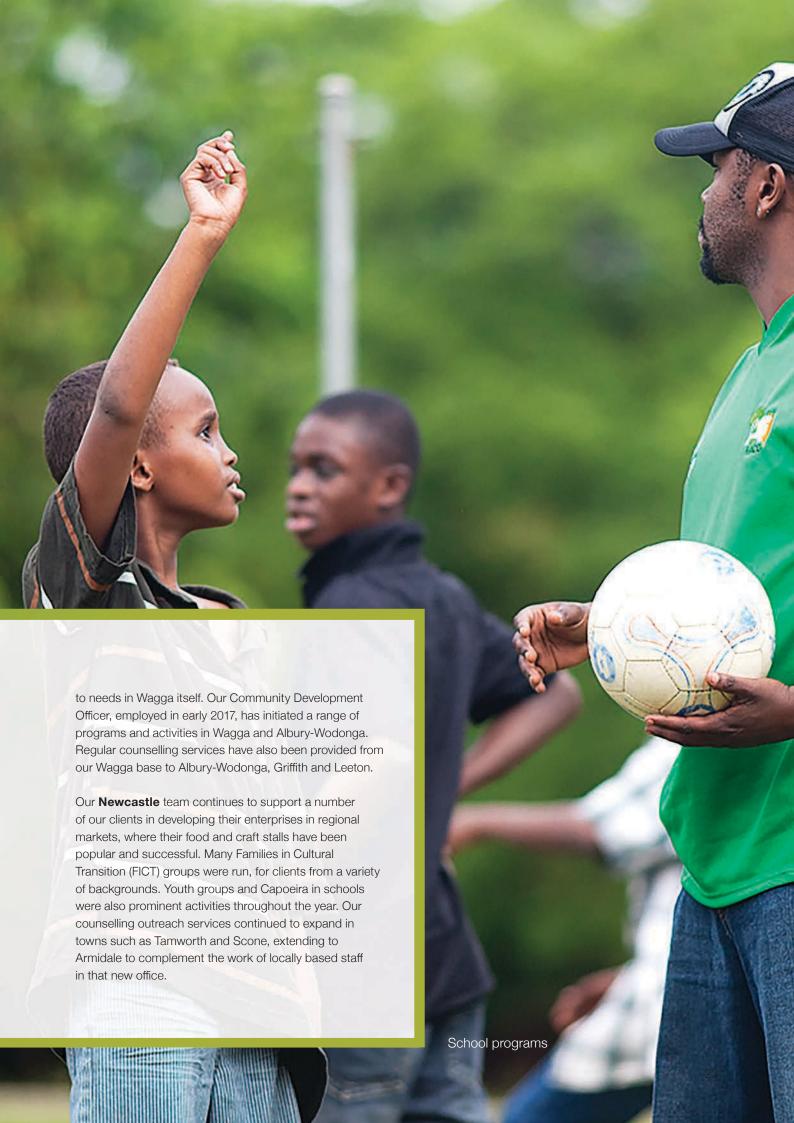
In **Coffs Harbour**, high numbers of Yazidi people from Syria and northern Iraq continued to be referred to us. The weekly youth group was enthusiastically attended throughout the year, and we also established a group for 9-12 year-olds after school. The local team doubled in size, to respond to the

increased demand on our services, with the recruitment of a new Counsellor, and a generalist Community Development worker; bodywork therapy was added as a modality in our local services, with the recruitment of a contractor who works one day per week. Counselling outreach activity extended to other towns, especially Armidale and Lismore.

#### A new STARTTS office was established in

**Armidale** in 2018, and several Counsellors are working from there. Our activities to date have focused on counselling for refugees from the newly arrived Yazidi community, and providing training and support for other services who have sought STARTTS' expertise in order to enhance their response to refugee clients.

**Wagga Wagga** saw the recruitment of an additional Counsellor, who has established a strong presence in Griffith and has increased our capacity to respond



#### RESEARCH AND INNOVATION

STARTTS is committed to exploring innovative interventions, and creating an evidence base for the best treatment for torture and refugee trauma. This year STARTTS initiated or collaborated in 16 joint research projects with a number of universities and other organisations nationally and globally, such as: University of New South Wales, University of Sydney, University of Western Sydney, University of New England, Auckland University of Technology, Seoul University South Korea, Lund University Sweden, Competence Centre for Transcultural Psychiatry Denmark, Mensia Technologies France, Institute of the Human Brain of Russian Academy of Sciences, Association for Services to Torture and Trauma Survivors, Refugees As Survivors New Zealand, Phoenix Australia, St John of God Hospital, Victorian Foundation for Survivors of Torture, Sydney Children's Hospital Network, South Western Sydney Local Health District, Transcultural Mental Health, Settlement Services International, Black Dog Institute, SDN Children's Services, and UNISSON Disability.



We are very happy with our son's improvement. He speaks, he is learning every day and he is happy.

### Highlights of 2017/2018

Three articles in peer reviewed journals were published by STARTTS. The first, published in Australian Psychiatry, consisted of two case studies giving evidence of the success of Neurofeedback as an adjunct treatment of chronic posttraumatic stress disorder related to refugee trauma and torture experiences. The second, published in Children Australia, outlined how STARTTS has been able to engage refugee families and communities through relationship building, collaboration and flexible service delivery. The third, published in HIM Interchange, explored the global refugee crisis from the perspective of a health information manager.

Improving the clinical assessment process with clients who have limited literacy has been an important focus at STARTTS. The Computer Assisted Multi-Lingual Assessment Platform (CAMLAP) has been under development by STARTTS. CAMLAP is designed to expand on the MultiCASI application (Multilingual Computer Assisted Self Interview) and provide a new, dynamic platform that will allow the administration, composition and translation of questionnaires with both visual and audio presentation. In collaboration with UNSW and centres within both Denmark and Sweden, CAMLAP will permit greater flexibility when using self-report tools, and will be suitable for use with the latest wave of computer tablets. Additionally, a new refugee assessment tool, the Screening of Refugee Self-Report (ScoRe-SR), was significantly progressed as part of this collaboration.



### TRAINING, EDUCATION AND INFLUENCE

STARTTS had an extremely busy year training, resourcing and supporting our increased numbers of staff, as well as workers, students and volunteers across the health, education, welfare, human rights, law and many other sectors assisting people from refugee backgrounds rebuild their lives in Australia. Supporting service providers to better understand the context of torture and refugee trauma, and its impacts on resettlement and integration into a new society is part of STARTTS' commitment to promoting a positive recovery environment for refugee resettlement. Overall STARTTS organised the delivery of over 300 training sessions to staff and external service providers, amounting to over 700 hours of training for over 4000 participants. This included workshops, seminars, Clinical Master Classes and our 2017 Annual Research Symposium. Again STARTTS made significant contributions to the torture, refugee trauma and health fields through conferences and presentations, both across Australia and internationally.



This placement deepened insights into the social work role and the practice. I was supported in developing deeper self-reflection.

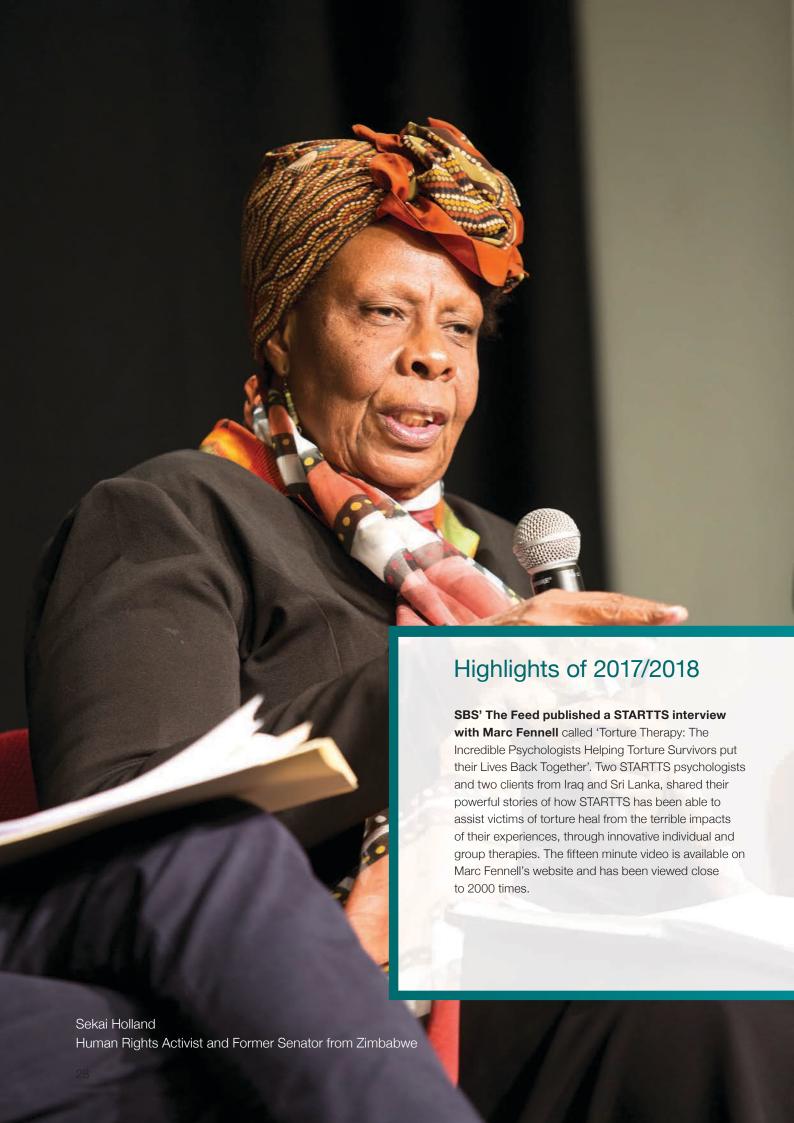
- STARTTS student

### Highlights of 2017/2018

A record number of 39 students participated this year in the **STARTTS Student Placement Program**, a crucial program that prepares future workers in the torture and trauma field. Students came from a variety of disciplines, but were primarily from Master degrees in psychology, social work, counselling, human rights and international relations. Eight universities took part in the program including: Australian Catholic University; Charles Sturt University; Newcastle University; Macquarie University; University of New South Wales; University of Sydney; and Western Sydney University.

STARTTS' Suite of Video Lectures, housed on the Psychevisual online psychological journal, were made available to over 160 torture and refugee trauma services globally who are members of the International Rehabilitation Council for Torture Victims (IRCT). STARTTS negotiated a deal whereby the IRCT took out a subscription for all of its members. This means that the hundreds of lectures by STARTTS and our guest speakers from our Clinical Master Classes, Clinical Seminars, Annual Research Symposium and the 1st Australia and New Zealand Refugee Trauma Recovery in Resettlement Conference, can assist thousands of services with their important work.





### MEDIA AND PUBLIC RELATIONS

STARTTS has enjoyed an increased presence in the media this year following the employment of a full-time Communications Officer in late 2017. We featured in many stories in a range of media such as:

- Television/ documentary: SBS World News, ABC TV The World, SBS The Feed
- Radio: ABC Radio National, SBS Community Radio, Bay FM North Coast Positive, Skidrow Community Radio
- Online stories: ABC and SBS online news
- Newspapers: El Pais, Fairfield Advance and Fairfield Champion, Canterbury Bankstown Torch, The Daily Advertiser Wagga Wagga, and The Advocate Coffs Coast

Many of the stories featured centred on the 26 June event to commemorate the UN International Day in Support of Victims of Torture, including insightful and moving interviews with Sekai Holland; a former Senator in the Zimbabwean government, a survivor of torture and a former client of STARTTS.

"

The provision of rehabilitation services is..... one of the best investments that receiving societies can do to guarantee integration.

- STARTTS' CEO, El Pais

#### STARTTS was interviewed on ABC Radio

National's Life Matters program in March 2018 for an episode called 'Refugees Rebuilding Their Lives'. The NSW Coordinator General of Refugee Resettlement and STARTTS' School Liaison Program Team Leader, discussed how refugees recover from the trauma of the past and build a new life. The interview highlighted the important work STARTTS is doing to support to schools in NSW and our interventions to treat trauma amongst children from refugee backgrounds.

Spanish newspaper *El Pais*, 'The Situation of Torture in the World is Getting Worse', based on an October 2017 interview with the CEO of STARTTS, who is also the President of the International Rehabilitation Council for Torture Victims (IRCT). The article focused on concern at the changing global political discourse towards populism and nationalism, and an increasing tolerance of political violence and torture in the name of national security. The interview highlighted the right of torture victims to access

specialist rehabilitation services such as STARTTS,

An article was published in the reputable



3 November 2017 for a night of inspiring speeches, performances, music, dancing and socialising at the fantastic new venue, the Hyatt Regency, Darling Harbour. Dorothy Hoddinott AO, then Principal of Holroyd High School, gave an impassioned speech about the importance of education. Hani Abdile, Spoken Word Poet and former asylum seeker from Somalia, inspired with her story of survival. Our generous guests donated money to go towards a scholarship program for young asylum seekers to

realise their dream of attending university.

26 June 2018 panel discussion with the Hon. Michael Kirby AC CMG, Rabia Siddique, Sekai Holland, Richard Ackland, Sekai Holland and Jorge Aroche

### **EVENTS AND CELEBRATIONS**

We also held a number of public events and celebrations to promote the work of STARTTS and foster a positive recovery environment for refugee settlement. A key event in our calendar is the **Humanitarian Awards** presented every year in June at the launch of Refugee Week. The 2018 event was held at Customs House, Sydney, and the award winners in each category were:

- Best Project Leonie Dyer, House of Welcome, Jesuit Refugee Service
- Government and Legal Alison Battison, Human Rights for All
- Media Saba Vasefi, Former refugee from Iran,
   Film maker, Poet
- Refugee Community Worker Sajeda Bahadurmia,
   Former Rohingyan Refugee, Volunteer
- Refugee Supporter Dulce Muñoz, Mums4Refugees
- Rural and Regional Burhan Zangana, Former Refugee from Iraq, Volunteer
- Schools Fairvale High School
- Youth Hilal Tawakal, Former Refugee from Afghanistan, Youth Ambassador CHILOUT

"

It's been an absolutely fantastic night here at STARTTS' Ball. There's lots of dancing, lots of fun...

- STARTTS Guest

The panel discussion 'Dangerous Times:

Perspectives on Torture, Shifting Global

Politics and Respect for Human Rights' was
held by STARTTS to commemorate the annual UN
International Day in Support of Torture Victims on
26 June 2018. We were delighted by the attendance
of over 300 people at the Sydney Town Hall. Our
incredible panellists included: Former Zimbabwean
Senator Sekai Holland; Former High Court Justice
Michael Kirby AC CMG; Criminal and Human Rights
Lawyer Rabia Siddique; Journalist and Lawyer
Richard Ackland; and STARTTS' CEO and IRCT
President Jorge Aroche.

The one year anniversary celebration of the STARTTS Fairfield office, which was opened in response to the increased arrivals of people from the wars in Syria and Iraq, was held in November 2017. Everyone enjoyed speeches by the Honourable Tania Davies, NSW Minister for Mental Health, who announced the *Community Living Support for Refugee Program*; and Frank Carbone, Mayor of Fairfield City Council, testimonials by two young Iraqi girls, and a performance by Fairvale Public School, followed by a multicultural lunch. The STARTTS Fairfield office is staffed by three counselling teams and has been extremely busy since it opened in late 2016.



#### **RESOURCES**

STARTTS has a wide range of resources and publications to raise awareness about STARTTS' services and to assist other services working with refugee trauma. We have brochures explaining STARTTS for service providers, schools, GPs and for clients in six community languages.

Over this last year we significantly updated the Jungle Tracks kit. The Jungle Tracks program includes five short stories that promote hope and empowerment and assist children and adolescents to reconcile their past experiences and ongoing difficulties in transition. The kit now includes a USB with relaxation/visualisation recordings in multiple languages and new carry pack for the guide and story books.

We also made the *Cultural Competence in Working* with People from Refugee Backgrounds workshop booklet developed by STARTTS publically available. It can be downloaded from the resources section of STARTTS' website.



We liked the activity 'Morning is wiser than evening'. We like talking about how we feel in the morning before our busy day starts.

#### The 'We Can Do This' Group Facilitator

Resource contains a set of short, easy and memorable group facilitated activities that assist people struggling with the challenges of resettling in a new country to improve their mental health and wellbeing. Originally it was developed to enhance STARTTS' successful Families in Cultural Transition (FICT) program. However this beautifully designed resource can be used by any group facilitator who finds useful the method of creating a space for participants to learn and share practical ways to support and strengthen personal and community mental health and wellbeing.

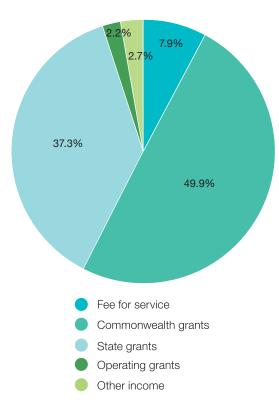
STARTTS' new **Relaxation Recordings** were launched by the NSW Minister for Mental Health, the Hon. Tania Davies, in November 2017. Available in over 20 community languages with male and female voice versions, the Progressive Muscle Relaxation and Visualisation recordings decrease tension and improve self-regulation by helping people better understand the connection between the body and mind. The recordings are provided to STARTTS' clients for free and are available for services to purchase from STARTTS' website.

# **Financial Reports**

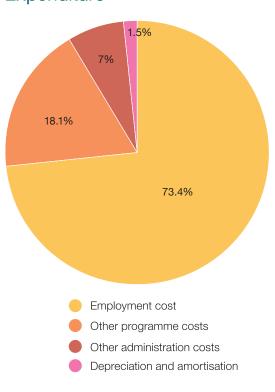
# STATEMENT OF INCOME & EXPENDITURE FOR THE YEAR ENDED 30<sup>TH</sup> JUNE 2018

Revenue	2018 \$	2017 \$
Fee for service	1,790,904	2,236,202
Commonwealth grants	11,368,802	11,114,654
State grants	8,515,799	8,071,801
Operating grants	505,788	1,529,803
Other income	624,742	792,771
TOTAL REVENUE	22,806,035	23,745,231
TOTAL REVENUE	22,806,035	23,745,231
TOTAL REVENUE  Expenditure	22,806,035	23,745,231
	<b>22,806,035</b> 19,285,532	23,745,231 16,953,562
Expenditure		
Expenditure Employment cost	19,285,532	16,953,562
Expenditure  Employment cost  Other programme costs	19,285,532 4,766,016	16,953,562 4,241,866
Expenditure  Employment cost  Other programme costs  Other administration costs	19,285,532 4,766,016 1,844,165	16,953,562 4,241,866 2,129,815
Expenditure  Employment cost  Other programme costs  Other administration costs  Depreciation and amortisation	19,285,532 4,766,016 1,844,165 386,448	16,953,562 4,241,866 2,129,815 371,882

#### Revenue



### Expenditure



# STATEMENT OF FINANCIAL POSITION AS AT $30^{\text{TH}}$ JUNE 2018

Assets	2018 \$	2017 \$
CURRENT ASSETS		
Cash and cash equivalents	8,878,386	12,237,116
Trade and other receivables	417,252	808,172
Other assets	307,689	250,554
TOTAL CURRENT ASSETS	9,603,327	13,295,842
NON CURRENT ASSETS		
Property, plant and equipment	2,820,128	2,800,996
Intangible assets	337,868	164,600
TOTAL NON-CURRENT ASSETS	3,157,996	2,965,596
TOTAL ASSETS	12,761,323	16,261,438
TOTAL ASSETS	12,701,323	10,201,430
Liabilities		
CURRENT LIABILITIES		
Trade and other payables	1,706,202	1,895,458
Employee benefits	4,017,046	2,346,922
Other financial liabilities	1,450,401	1,631,403
TOTAL CURRENT LIABILITIES	7,173,649	5,873,783
NON CURRENT LIABILITIES		
Employee benefits	865,867	2,189,722
TOTAL NON-CURRENT LIABILITIES	865,867	2,189,722
TOTAL LIABILITIES	8,039,516	8,063,505
NET ASSETS	4,721,807	8,197,933
Equity		
Balance At 1st July 2017	8,197,933	8,149,827
·		
(Deficit)/Surplus for year	-3,476,126	48,106
TOTAL EQUITY	4,721,807	8,197,933

### **STARTTS**

152-168 The Horsley Drive Carramar NSW Australia 2163

PO Box 203 Fairfield NSW Australia 2165

(02) 9646 6700 | stts-startts@health.nsw.gov.au www.startts.org.au