What STARTTS needs 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

STARTTS support for school staff

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

STARTTS staff

STARTTS employs dedicated School Liaison Officers, 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 Team on (02) 9646 6700.

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 and Griffith. These locations change according to the needs of our clients. Please contact STARTTS for further information.

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STARTTS

Information for Schools

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

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 6800

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".

Referral information required

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

How soon will we follow-up?

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.