



sttars
supporting survivors of
torture & trauma

Annual Report
2019-2020



PRINTED BY

EUREKA

YOU THINK IT » WE PRINT IT

**Sustainable
Green Print**



Certified Sustainable Green Printer

Cert no. L1/0006.2010

www.sustainablegreenprint.com.au

©2009 Printing Industries Association of Australia

Printed
on 100%
recycled paper
manufactured
carbon neutral

STTARS acknowledges the traditional custodians whose ancestral lands we meet and work on and pays respect to their leaders past, present and emerging. We acknowledge their deep feelings of attachment and relationship to country and ongoing connection to the land and cultural beliefs.



OUR VISION

**STTARS seeks a world where
human rights are respected and
violations are challenged**

OUR MISSION

**To help survivors of torture and
trauma to find their voices
and rebuild their lives**

**STTARS is a non-government, not-for-profit organisation with no
political or religious affiliations which has been providing services to
torture and trauma survivors in South Australia since 1991.**

**STTARS welcomes all people regardless of their age,
ability, ethnicity, culture, gender, sexual orientation,
language or religious beliefs.**



Chairperson's Report

The hallmarks of this past year have been creativity, commitment and compassion as STTARS has adapted to the changing conditions that the pandemic imposed.

For the first 8 months of the year the organisation continued to offer high quality services for survivors of torture and trauma with experienced and dedicated staff working to provide a safe and welcoming haven in what appears to be an increasingly hostile global environment.

Then with little warning, STTARS – staff and clients had to adapt to a vastly different world which challenged the way in which service delivery operated and which demanded flexibility and adaptability on a scale never seen before.

Staff quickly adapted to the changing conditions and did so with a clear focus on the needs of the clients. It is a testament to the guidance provided by the Management team and the commitment and care of all involved that the organisation was not just able to offer innovative ways to provide ongoing services but that new programs were developed to offer even greater levels of support to vulnerable clients.

A strong and stable Board underpinned the stability and continuity of care with which STTARS responded to the crisis. We were fortunate early in the year to be able to co-opt Muhammad Akram as a Board member, and

his skills and expertise in financial matters has been greatly valued. My thanks go to all Board Members for the valuable contribution they make to help guide and develop the organisation.

We are, as always, grateful to our funding bodies for their ongoing support. Our primary funders are the Australian Government's Department of Health, the South Australian Department of Health and Wellbeing (a sub-portfolio of Government of South Australia - SA Health), the Government of South Australia – Department of Human Services, The Adelaide Primary Health Network and Country SA Primary Health Network.

.....

I would like to thank all staff for their ongoing support of clients under challenging circumstances. Whilst the delivery of services to refugees and asylum seekers changed significantly this year, what has not changed is the passion and commitment of our staff who have worked tirelessly to continue to provide quality services to our clients.

.....

John Oliphant

Chair

2019-2020 Board Members



John Oliphant
Chairperson



Muhammad Akram
Treasurer



Bernadette McGrath
Secretary



Gay Gardner
Vice Chairperson



Kaz Eaton



Sandra Gault



Janine Harrison



Carol Irizarry



Perla Soberon-Brittle



David Wild

Director's Report

Thanks to the ongoing commitment of the STTARS team we have continued to focus on improving outcomes for clients and their communities. We can evidence this through our provision of services to 1,749 clients from over 55 different countries this year.



Our deep commitment to the right to rehabilitation for all survivors of torture and trauma, this year included the pro bono provision counselling and support to 72 asylum seekers who had no other source of funding.

In the context of a very challenging year, STTARS has managed to develop new programs and enhance the support it provides to survivors of torture and trauma in South Australia. Highlights of this year's achievements include:

- the employment of our first Refugee Health Nurses in Mt Gambier to launch a targeted project to Improve Refugee Health in the South East Region
- the development of a new program to assist clients suffering persistent pain
- the creation of a new series of self-care cards translated into Arabic, Kurdish, Dari, Persian, Uyghur, Spanish, Swahili, and Nepali
- a range of continuous quality improvement activities including a review and the strengthening of STTARS' supervision model

The advent of COVID-19 created a context that continues to be a very challenging and increasingly difficult situation worldwide. The impact of the pandemic on STTARS' client group has been considerable. We noticed a marked increase in psychological distress amongst clients and communities. Our client group was particularly vulnerable during this time due to:

- Language and culture impacting their ability to access and act on reliable sources of information (misinformation in their own language often confused matters and increased fear)
- Language and culture impacting their ability to access other services; when offices were closed and face-to-face support was not available they tended to avoid telephone support services
- COVID-19 impacts such as business closures, restrictions on movement and panic buying reminding many of our clients of past experiences, triggering fear and trauma responses
- Fears for family members overseas (and in some cases the loss of a family member) having a significant psychological impact, as the usual process of gathering with their community for support was restricted
- Loss of employment adding to distress

I am immensely proud of the way our team adapted quickly to the changing environment, maintaining a focus on the wellbeing of our clients and a dedication to providing continuity of care. When required, we moved quickly to providing counselling and support via telephone and encrypted social media, maintaining regular contact with all clients. The development of new resources and the distribution of clear translated information along with care packages demonstrated a strong focus on maintaining connection and wellbeing.

I couldn't be prouder of the efforts and achievements of STTARS' staff, volunteers and interpreters during this difficult year. I remain ever grateful for the inspiration we gain from our remarkable and resilient clients, and the support we receive from our funding bodies, partners and Board that makes it all possible and worthwhile. Thank you for your support!

Robyn Smythe
Director

20th Anniversary Acknowledgement



This year we celebrated the 20th anniversary of Alica Varesanovic working at STTARS. Alica is a highly valued member of our staff team who plays a

vital role in our organisation.

As our Intake and Clinic Coordinator, Alica has been the first point of contact at STTARS for literally thousands of clients and, thanks to her incredible memory, she can remember each and every one of them.

At this special anniversary we thank Alica for her many years of hard work, dedication, attention to detail and commitment to the people we serve. Thank you Alica!

Vale Dr John Raftery

The staff and management of STTARS wish to acknowledge with gratitude the life and work of Dr John Raftery (BA, Dip App Psych, MA, PhD) who died in March 2020.



John was a founding member of the Australasian Society for Traumatic Stress Studies and carried out extensive research into the impact of war on veterans and their families. He had his own private practice in Clare for many years. John

came to STTARS as a sessional counsellor in 2010 and in 2011 he joined the STTARS Refugee Mental Health Clinic, working as a visiting clinical psychologist until he became ill in September 2018.

John brought with him a wealth of experience from his many years of clinical practice working with trauma survivors, as well as a deep understanding and empathy for the difficulties experienced by refugees and asylum seekers.

Always generous with his time and knowledge, John was deeply committed and showed great compassion towards all the clients he supported at STTARS.

He believed passionately in social justice and the rights of torture survivors to rehabilitation, and often went above and beyond the requirements of his role to advocate on behalf of his clients. John will be remembered by colleagues and clients alike with great respect and affection.



Our Staff

Director

Robyn Smythe

Clinical Services Manager

Ana Maria Allimant Holas

Counselling Team Leaders

Maria Morales-Boyce

Matthew Seabrook

Mtho Ngcanga

Riziki Saidi

Sarah Moya

Intake & Clinic Coordinator

Alica Varesanovic

Complementary Therapies Coordinator

Lyn Butler

Complementary Therapist

Robin Mellors

South East Regional Coordinator

Sophie Coote

Counsellor/Advocates

Akar Pardedar

Andrea Tschoner

Dale Peterson (to Jan 2020)

Dart Russell

Donatien Ntikahavuye

Gabriela Gonzalez Falcon

Ghani Nasery

Gulshan Hussain

Jacqueline Taylor

Kerri Berardi

Kimya Khan

Lucy May

Mehak Khandeparkar

Melanie McGuigan

Milijana Stojadinovic

Mini Varghese (to Jan 2020)

Nellie Anderson

Rhett McDonald (South East Region)

Sonia Kiriyanthan

Tanya Ott

Teresa Puvimanasinghe

(to Jan 2020)

Refugee Health Programs

Project Officer

Hayley Radford

Refugee Health Nurses

Bridgit McAteer

Dianne Thompson (South East Region)

Joanne Riddle

Karl Schmitz

Linda Galley (South East Region)

Muslima Huka

Chronic Pain Counsellor/Therapist

Amritha Aparnadas

Special Projects

Dr Abdul Stanikzai (Pain Educator – Persistent Pain Project)

Fatima Shah (Bicultural Worker – Persistent Pain Project)

Joseph Ndjeka

(Cultural Advisor – South East)

Razia Shah (Bicultural Worker

– Persistent Pain Project)

Refugee Mental Health Clinic (Visiting Clinicians)

Dr Anna Pereira – Psychiatrist (to Nov 2019)

Dr Daya Somasundaram – Psychiatrist

Chloë Tolhurst – Psychologist

Miriam Posselt – Psychologist

Paul Senior – Mental Health Social Worker (to Jul 2019)

Caseworkers

Nasim Mosaffa

Rima Abu-Assi

Slavica Dedijer (Senior Caseworker)

Community Development Officers

Everine Munyonge

Ratan Gazmere

ICT and Operations Manager

Daryl Eckermann

Finance Officer

Rachel Inness

Administration Assistants

Carol Cantlon

Karen Bailey

Komang Sukraeni-Francis

Kubra Ozsu Clarke

Maria Siros

Marina Lever

(Senior Administration Assistant)

Students

Adam Taylor

(Child & Youth Counselling)

Kimya Khan

(Child & Youth Counselling)

Lucy May

(Child & Youth Counselling, to Nov 2019)

Volunteers

Jill Wilson (Garden Project)

Kubra Ozsu Clarke

(Community Development)

Richard Wilson (Garden Project)

Robin Mellors

(Complementary Therapies)

About STTARS

Since 1991, STTARS has been providing flexible and culturally sensitive services to promote the health and wellbeing of people who have been tortured or who have suffered refugee-related trauma prior to their arrival in Australia.

We offer a range of services to address the physical, psychological and social needs of survivors of torture and trauma including:

- **Counselling (individual, family, child and youth)**
Supporting clients to manage and heal from the physical and emotional pain of past trauma
- **Refugee Health Programs**
Building capacity for both people from refugee backgrounds and primary health care services to ensure that health needs are adequately addressed and barriers to accessing services overcome
- **A Refugee Mental Health Clinic**
Providing access to trauma-informed and culturally sensitive visiting mental health professionals who use interpreters
- **Casework/Advocacy**
Complementing therapeutic approaches by facilitating access to mainstream services such as education, health, housing, employment and income support

- **Groupwork**
Offering opportunities to socialise and participate in activities, attend psycho-education information sessions, learn new skills, talk over problems and discuss coping strategies
- **Complementary Therapies**
Sharing gentle, non-invasive body therapies, to help alleviate the physical and psychological effects of trauma
- **Community Development**
Working in partnership with community groups and associations to undertake projects, events and initiatives that empower individuals and increase their community's sense of belonging
- **Training**
Offering training packages focused on understanding the refugee experience, the impact of torture and trauma and resettlement issues, and building key worker skills and techniques, self-care practices and cultural competence

STTARS' services are free and available to individuals, families and groups. We welcome survivors of torture and refugee-related trauma regardless of their age, ability, ethnicity, culture, gender, sexual orientation, language, religious beliefs, visa type or length of time in Australia. Consultations at STTARS also include free professional interpreting services for non-English speakers.



STTARS is committed to providing a safe, inclusive and culturally responsive environment while helping to promote the health and wellbeing of clients. Our team consists of qualified, multicultural professionals who specialise in trauma recovery. As such, we value the experiences, culture and aspirations of each survivor. We recognise that every person has a different story and our services are therefore carefully tailored to address the needs of each individual. Outreach counselling is arranged at various locations including homes, schools and community centres for clients who are unable to physically access our services.

2020 has been a particularly difficult year for many of our clients. The COVID-19 crisis significantly increased

psychological distress within our client group. Through physical care packages and the innovative use of telephone and encrypted electronic systems STTARS was able to maintain services throughout the crisis. We have had positive responses from clients who have been grateful to receive continued service from STTARS in these extraordinary times.

This year STTARS delivered services to 1,749 survivors of torture and other traumatic experiences from more than 50 different countries. At present the majority come from Afghanistan, Syria, Bhutan, Iran and Iraq.



OUR WORK

Our Work

Referrals and Intake

Our Intake Coordinator, Alica Varesanovic, is the first point of contact for all referrals. Due to consistent demand for our services, STTARS operates a managed waiting list.

Potential clients are contacted for an interview within 48 hours of being referred to determine their eligibility for our service. Interviews are conducted face-to-face or over the telephone with the support of free professional interpreter services, where required.

Eligible clients are either allocated to a STTARS counsellor for an assessment or placed on the waiting list to be seen by the first suitable and available STTARS counsellor. Priority on the waiting list is determined by the severity of the client's symptoms and the availability and adequacy of other supports in their life. Children, young people and sole parents are given special consideration and are assigned to a counsellor (or other STTARS professional) as quickly as possible.

We maintain regular contact with vulnerable clients on our waiting list so we are able to respond promptly to any substantial change in their condition or circumstances. People on the waiting list may be provided with self-care advice or referred to our casework service for assistance to resolve practical issues. They may also be linked in to mainstream services while they await allocation to a STTARS counsellor. If a person's needs are deemed to fall outside the scope of support offered by STTARS, we assist them to access a more appropriate external service.

“During the COVID-19 crisis we received a large number of self-referrals from people whose symptoms of torture and trauma were exacerbated by the pandemic. We were able to assess those clients promptly and link them in accordingly with our visiting clinicians and caseworkers”



Counselling

Most refugees have experienced traumatic events before coming to Australia. Many have been brutally tortured, seen loved ones killed, or have escaped from a war zone. Some may have experienced all three...but all of them have fled for their lives.

The physical and psychological effects of trauma are often devastating and difficult to overcome and, when combined with the challenges of settling into life in an unfamiliar country, can cause severe and complex challenges.

Our clients are people who have survived horrific situations, and they are also people with strengths, skills and resilience of spirit. By working with a counsellor, these strengths are drawn upon, making it possible to overcome traumatic experiences and rebuild lives that have been severely impacted by torture, brutality and exile.

STTARS provides a safe, respectful and culturally responsive environment in which our clients are supported to better understand, manage and recover from the physical and emotional pain of their experiences.

“The reason I came to STTARS was that I needed counsellor. He helped me a lot with bad memories. I remember I used to feel really really down and [my counsellor] would talk to me, build my self-esteem and make me feel better... Before I used to cry a lot, I used to feel like someone was suffocating me and feel a lot of pressure. Now when I go through some of those moments... I remind myself what the counsellor said to me and that helps”

Working within a trauma recovery framework, our team of qualified, multicultural counsellors uses a wide range of interventions and therapies to address the psychosocial impacts of torture and trauma on individuals, families and communities.

Counselling at STTARS may take a number of forms. It may be supportive in terms of finding solutions to current settlement-related problems, or it may offer strategies that help clients cope with the painful or unpleasant psychological symptoms they are experiencing.

STTARS works with clients across the spectrum of their settlement journey. Those eligible for our services include people who arrive on a humanitarian visa and those who are seeking asylum, whether they are recent arrivals or have been here for many years.

The impact of the COVID-19 crisis on STTARS' client group has been significant in 2020. We noticed a marked increase in psychological distress amongst

the clients we were supporting and many former clients recontacted us for support during the crisis. As an organisation, STTARS moved quickly to provide counselling and other types of support via telephone and encrypted social media, to ensure our clients continued to receive the assistance they needed. Where appropriate, but with a particular focus on clients who were required to go into isolation, self-care packages were also distributed.

“I was like a dried flower, but now I am feeling really good. My family back home ask me what happened to me, they say I am talking like a counsellor now, I have the skills to help others”

Client Quote

Asylum Seekers

Asylum seekers in Australia can be particularly vulnerable as distress arising from previous torture or traumatic experiences is often compounded by prolonged periods of uncertainty, concerns for family members still living in danger, and the threat of being returned to their home country.

Because asylum seekers are not yet in a position of safety, counselling support at STTARS focuses primarily on helping them cope with and contain trauma-related symptoms, building strengths and resilience to manage their current situation, and preparing for the future once their protection claim has been decided.

During 2019-20 STTARS provided counselling and support to 117 asylum seekers.

This year has been a particularly difficult one for asylum seekers as direct government-funded supports have decreased substantially. COVID-19 also had a disproportionate impact on asylum seekers who - in addition to having increased worries about the safety of family members abroad - were often the first to lose their jobs as the effects of COVID-19 hit local businesses.

STTARS has remained strongly committed to providing support to all survivors of torture and trauma who need it, regardless of their visa type. This commitment was demonstrated through the provision by STTARS of pro bono support to 72 asylum seekers this year.

STTARS also worked closely this year with other services including Australian Red Cross, Circle of Friends, Life Without Barriers, the Welcoming Centre, the Australian Refugee Association, Australian Migrant Resource Centre and Anglicare (which together form the Asylum Seeker Support Network) to coordinate emergency relief efforts and advocate for the basic needs of asylum seekers.

Supporting Rural & Regional Areas

An increasing number of people from refugee backgrounds are settling in regional and rural areas around Australia. In South Australia, Mount Gambier has been identified as an initial resettlement location for humanitarian entrants outside the Adelaide metropolitan area.

In addition to primary resettlement, substantial numbers of asylum seekers and people from refugee backgrounds are moving to regional areas to obtain work. Areas with growing populations from asylum seeker/refugee backgrounds include Mt Gambier, Naracoorte and Bordertown.

STTARS' South East counselling team's Sophie Coote and Rhett McDonald maintain a strong presence in Mt Gambier and the South East region with an office in Mt Gambier and regular weekly outreach services in Naracoorte and Bordertown. Counselling sessions for individuals or families are offered in the STTARS office,

at clients' homes, or in school or community spaces where they feel comfortable.

This year we were excited to have Dianne Thompson and Linda Galley join the STTARS South East Regional team as Refugee Health Nurses, adding a vital service for people from refugee backgrounds in the Mt Gambier and Naracoorte areas.

STTARS' South East team recognises that strong relationships and connections to community are essential to achieving positive outcomes for people from refugee backgrounds in the South East. Our staff work tirelessly to build and maintain these relationships. They also work in close collaboration with other organisations and community groups, providing education about refugee experiences and the effects of torture and trauma, secondary consultations and other support as required.

One of the biggest changes in the South East in the last year has been the beginnings of resettlement in Mt Gambier for Yazidi families. Yazidi people have faced centuries of persecution. In August of 2014 ISIS invaded the Yazidi Sinjar region of Northern Iraq. While some Yazidis were able to flee, those who were trapped faced immense brutality including torture, forced slavery and massacres. These experiences have had a profound impact on the survivors, many of whom are still missing family members. Throughout this year STTARS' South East counsellors and refugee health nurses have worked closely to support Yazidis settling in Mt Gambier on their difficult journey of recovery. We thank interpreter Besse Elmas for her valuable assistance in this work.



In conjunction with the local council, STTARS' South East team brought together local Afghan women for a therapeutic healing session and a 'standing in solidarity' response after the bombing of a hospital in Kabul that targeted a children's ward. Protea flowers - which symbolise strength in Australia - were given to each participant, and the strength of the Hazara women involved was acknowledged. The group sent a healing card to the women in the Kabul hospital, offering their deep condolences and solidarity. Holding this therapeutic healing session, standing in solidarity with the victims, and bearing witness to their enormous pain appeared to strengthen participants' sense of connection and belonging to their new Australian community while holding close their Afghan sisters through this heartbreaking time.

Both Rhett and Sophie have also connected survivors they support to the beauty of their local natural surroundings. This practice creates a safe space of remembrance through a physical and grounding connection to place. Furthermore it provides an opportunity to process, heal and at times reframe memories through nature, giving a differing context to one's journey, and allowing happy memories to enter the psyche which otherwise may have been overshadowed by traumatic experiences from the past.

Refugee Health Programs

The health and wellbeing of people from refugee backgrounds who arrive in South Australia is often affected by their experiences of trauma and hardship as refugees, along with the many adjustments inherent to the process of resettlement.

The health system in Australia can be complex and difficult to navigate. People from refugee backgrounds generally have very different understandings and experiences of healthcare. They often do not know what services are available in Australia or how to find help or treatment. When compounded by language barriers, cultural differences, socioeconomic disadvantage and issues around settlement, this lack of health literacy can mean that people from refugee backgrounds do not have their basic health needs met. And the fact is, small ailments can become major health issues if not dealt with in a sensitive and timely manner.

To overcome these barriers and assist people from refugee backgrounds to access primary healthcare services in a timely manner, we commenced the Adelaide Refugee and New Arrivals Program (ARANAP) two years ago. The program consists of care coordination to help individuals overcome barriers in accessing health services as well as capacity-building activities to assist primary healthcare providers to expand their capacity to support people from refugee backgrounds. The program is funded by the Adelaide Primary Health Network and is run in partnership with bicultural workers from the Australian Refugee Association (ARA).



This year, Refugee Health Nurse/Advocates Bridgit McAteer and Muslima Huka conducted assessments and provided support to over 210 people from refugee backgrounds to access much needed primary healthcare. We were pleased to have Joanne Riddle and Karl Schmitz join the team in recent months to cover Muslima's role while she is on maternity leave.

In early 2020 we welcomed Dianne Thompson and Linda Galley who joined us as Refugee Health Nurses to launch the "Improving Refugee Health in the South East Region" program, funded by Country SA Primary Health Network. This program focuses on improving primary healthcare access for people from refugee communities and recent arrivals from culturally and linguistically diverse backgrounds in the Mt Gambier and Naracoorte areas. Our nurses have achieved substantial outcomes. Dianne Thompson, in collaboration with Integrated Cardiovascular Clinical Network, Virtual Clinical Care (VCC) Hub and Country Health Connect Better Care in the Community Team, set up a virtual clinical care home tele-monitoring service for a CALD patient. VCC supports patients



with cardiac, respiratory or other chronic diseases. The machine is connected via the internet to specialised nurses, allowing them and the patient to detect changes in their health status and for timely intervention and improving patients' self-management.

STTARS Refugee Health Nursing Programs:

- Provide support for individuals with unmet primary healthcare needs to:
 - Overcome barriers to accessing primary healthcare services
 - Connect with a regular healthcare provider
 - Understand their conditions and corresponding treatments as recommended by their GP
 - Increase their knowledge of healthcare systems in Australia and how to access help when it is needed
 - Improve service coordination for those with more complex needs
- Works with primary healthcare services to:
 - Promote and contribute to the delivery of training and professional development activities for primary healthcare providers
 - Identify primary healthcare services willing to become a 'Refugee Ready Practice of Excellence'
 - Understand the challenges faced by staff in these practices and develop a plan to increase capacity
 - Support the practice to develop culturally responsive and high quality 'refugee health and wellbeing assessment and service provision' practices

Hayley Radford acts as the key contact and facilitator for both Refugee Health Nurse projects ensuring the integration of learning and resources across programs. Hayley also maintains the South Australian section of the *Australian Refugee Health Practice Guide* website found here: <https://refugeehealthguide.org.au/referrals/>.

Child and Youth Program

Children and young people are not spared the human rights abuses that cause people to become refugees. They may experience these traumatic events as part of a family or on their own, and be forced to flee their homes with little understanding of the reasons why.

Intensive Family Program (IFP)

This program focused on families from refugee backgrounds living in the Eastern Adelaide region. The purpose of the Intensive Family Support Program is to support families with children who are experiencing difficulties with cultural transition as a part of their settlement, and providing them with the skills to manage the problems and challenges they face using a strengths-based approach.

The IFS service implements a holistic and family counselling approach to provide early intervention, with the aim of preventing family breakdown, child abuse and neglect, family violence and drug and/or alcohol abuse. It identifies and nurtures personal strengths and skills to build resilience, and assists family members to gain a sense of safety. As appropriate, it provides psychoeducation, information and strategies to resolve conflict between individual family members. The program also aims to increase family social connections, encouraging families to participate in their local communities, as well as building their confidence to access mainstream services.

Child & Youth Team (CYP)

STTARS has a specialised Child and Youth Team to ensure that children and young people get the care and support they need. The team also works closely with others that are important to their young clients such as family members, carers, schools and youth services.

The Child and Youth Team:

- Provides individual and family-based counselling for survivors of torture and trauma
- Supports young people and their families to connect with other services
- Provides opportunities for young people and their families to engage in activities that promote family connections such as Family Fun days and school holiday programs
- Provides a safe space for young people to realise their potential through group activities

This year STTARS provided support to 380 children and young people under the age of 20.

2020 has been a difficult year for many of the young people we support as COVID-19 affected everyone in different ways. For many young people schooling was disrupted and home schooling became a temporary norm. There were periods of uncertainty which were unsettling and created confusion for young people. For our Youth Reference Council and students of Thebarton Senior College the effects were much more personal as they were required to isolate in hotels or homes.

Our Child and Youth Team was resourceful in finding ways to continue to provide assistance during these times, delivering therapeutic resource packages and providing online support to individuals and groups. Our Youth Reference Council showed particular resilience in difficult times and used their experiences to develop resources to share with others about what they learned and how they coped during their time in isolation.

“We have been very fortunate to access the specialised skills of STTARS counselling for some of our students. Their professionalism, highly developed skills and communication have been deeply valued in working together as a team with parents and staff to support students with their health and wellbeing. The counsellors have provided a safe and respectful environment in which children feel comfortable with therapy that is targeted to specific their needs. Staff and parents have also been supported to better understand, manage and support students to heal from their past experiences.”

Adelaide Secondary School of English (ASSOE)

Support for Schools

STTARS acknowledges the integral role that teachers, welfare staff and school leaders play in supporting the recovery, resettlement and integration processes for children and young people and their parents and carers whose lives have been disrupted by conflict, persecution and long-term displacement.

STTARS recognises that a supportive school culture can nurture the positive mental health and wellbeing of refugee students, enhance their educational outcomes, and promote social connectedness between refugee families and the school community. STTARS therefore offers:

- In-school individual therapeutic interventions such as counselling

- Therapeutic and community development-focused group programs (such as Rhythm2Recovery)
- Partnerships with schools on school-led initiatives
- Interagency collaboration with school leaders and the establishment of collegial networks to address refugee students' needs
- Flexible approaches to professional learning in response to specific needs e.g. providing trauma-informed consultation to better support young people and their families

“Having a STTARS counsellor embedded with our student wellbeing team each week has been essential to providing predictable and responsive support for our vulnerable, newly-arrived migrant and refugee adolescent students. Our resident counsellor sees many clients each week, and the... regularity and consistency of STTARS allows Wellbeing Leaders to pre- and de-brief about students with complex trauma-based behaviours or specific emotional or relationship needs, and to increase the coordination and synergy of therapists and the potential of the school as a therapeutic environment.”

St Columba College

STTARS' School Residency program has experienced significant growth this year, providing support to five schools with high populations of young people from refugee backgrounds. The program, in which a STTARS counsellor is co-located at a school for an agreed period each week, allows support to be provided to individuals and also - through wider consultation and capacity-building - to the broader school community.





Refugee Mental Health Clinic

Making Medicare-funded mental health services accessible for asylum seekers and people from refugee backgrounds

Many people from refugee backgrounds find it difficult to access mainstream Medicare-funded services that understand the refugee experience and use interpreters as Medicare does not cover interpreters for psychology or mental health social work appointments.

STTARS hosts a number of registered visiting mental health practitioners with specialist expertise who provide a dedicated service to asylum seekers and people from refugee backgrounds under Medicare funding, including the 'Better Access to Mental Health Care' initiative.

STTARS provides administrative, interpreting and casework support to help those accessing its Refugee Mental Health Clinic to overcome practical and settlement difficulties and link them up with other essential services.

Clinic clients can also be easily linked in to other services within STTARS such as groups or counselling support if required. They may also contact the STTARS duty worker if they need urgent support between appointments with their specialist.

To be eligible for the Refugee Mental Health Clinic a client must be an asylum seeker or from a refugee background and they must have a mental health care plan from their GP. Referrals are processed by the STTARS Intake & Clinic Coordinator.

Casework

STTARS' service model recognises that many people from refugee backgrounds need more than psychotherapeutic interventions alone to resolve their distress.

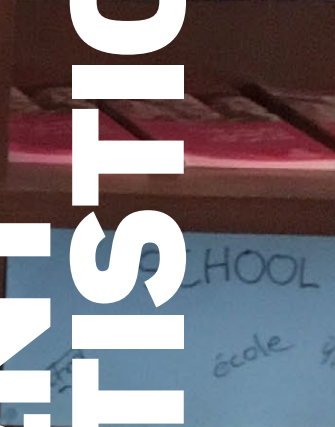
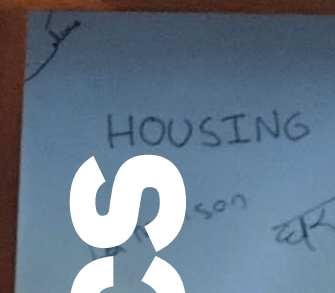
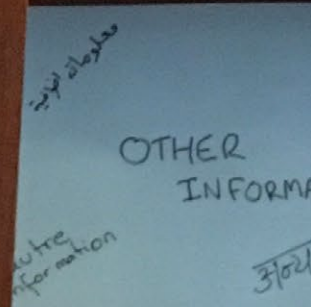
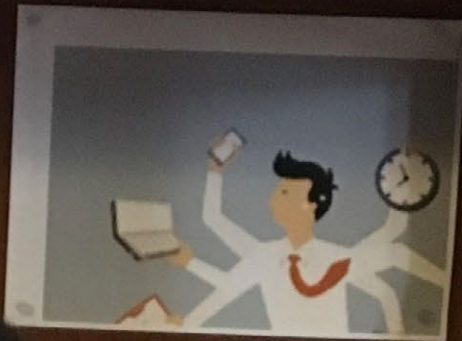
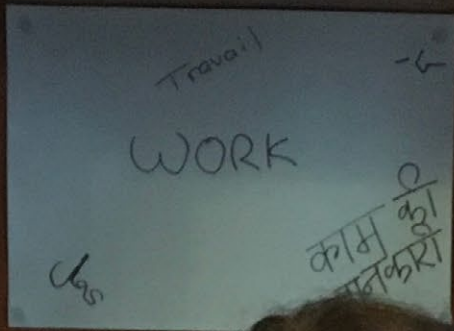
Many people from refugee backgrounds describe experiencing difficulties in accessing mainstream services. Additionally, the types of services that are available in South Australia may operate differently from those in their country of origin, or they may not have existed there at all. Experiences of torture and trauma can also inhibit the survivor from accessing and negotiating many essential services either due to pervasive symptoms or because of past negative experiences with government authorities. When seeking support they may also encounter barriers in the form of a lack of cultural understanding, cultural sensitivity or interpreting services. At STTARS the advocacy role provides a safety net, ensuring that survivors of torture do not 'fall through the gaps' in our health and welfare systems.

Advocacy at both individual and systemic levels is considered essential at STTARS because a family without housing or income - or experiencing a legal crisis - will not respond to psychological support while their primary needs are not being met. Our model supports clients to address critical welfare and material needs alongside therapeutic issues.

STTARS counsellors work from a 'Counsellor/Advocate' model; they provide both therapeutic counselling as well as advocacy to address critical welfare and material needs. Clients accessing Medicare-funded services from psychiatrists, psychologists or mental health social workers through the STTARS Refugee Mental Health Clinic have equally significant needs. STTARS' team of specially trained caseworkers, Slavica, Nasim, and Rima, whose various cultural and linguistic backgrounds reflect those of the people who access our service, ensure that critical welfare and material needs are met for this client group.

While the primary focus of caseworkers is to address practical needs, the sensitive and trauma-informed way that they go about this work is crucial in assisting clients to hold onto hope in difficult times and to be able to engage in therapeutic work.

HOPE



CLIENT STATISTICS

WHO OUR CLIENTS ARE...

AGE & GENDER

2018-2019

2019-2020

| AGE | FEMALE | MALE | TOTAL | FEMALE | MALE | TOTAL |
|--------------|------------|------------|-------------|------------|------------|-------------|
| 0 - 10 | 52 | 62 | 114 | 36 | 43 | 79 |
| 11 - 20 | 146 | 219 | 365 | 171 | 209 | 380 |
| 21 - 30 | 89 | 84 | 173 | 84 | 81 | 165 |
| 31 - 40 | 181 | 126 | 307 | 203 | 109 | 312 |
| 41 - 50 | 175 | 176 | 351 | 202 | 177 | 379 |
| 51 - 60 | 136 | 121 | 257 | 163 | 137 | 300 |
| 61 - 70 | 41 | 48 | 89 | 49 | 52 | 101 |
| 71+ | 8 | 10 | 18 | 13 | 12 | 25 |
| Unknown | 4 | 4 | 8 | 5 | 3 | 8 |
| TOTAL | 832 | 850 | 1682 | 926 | 823 | 1749 |

VISA TYPE

117

Asylum
Seeker

1385

Permanent
Resident

146

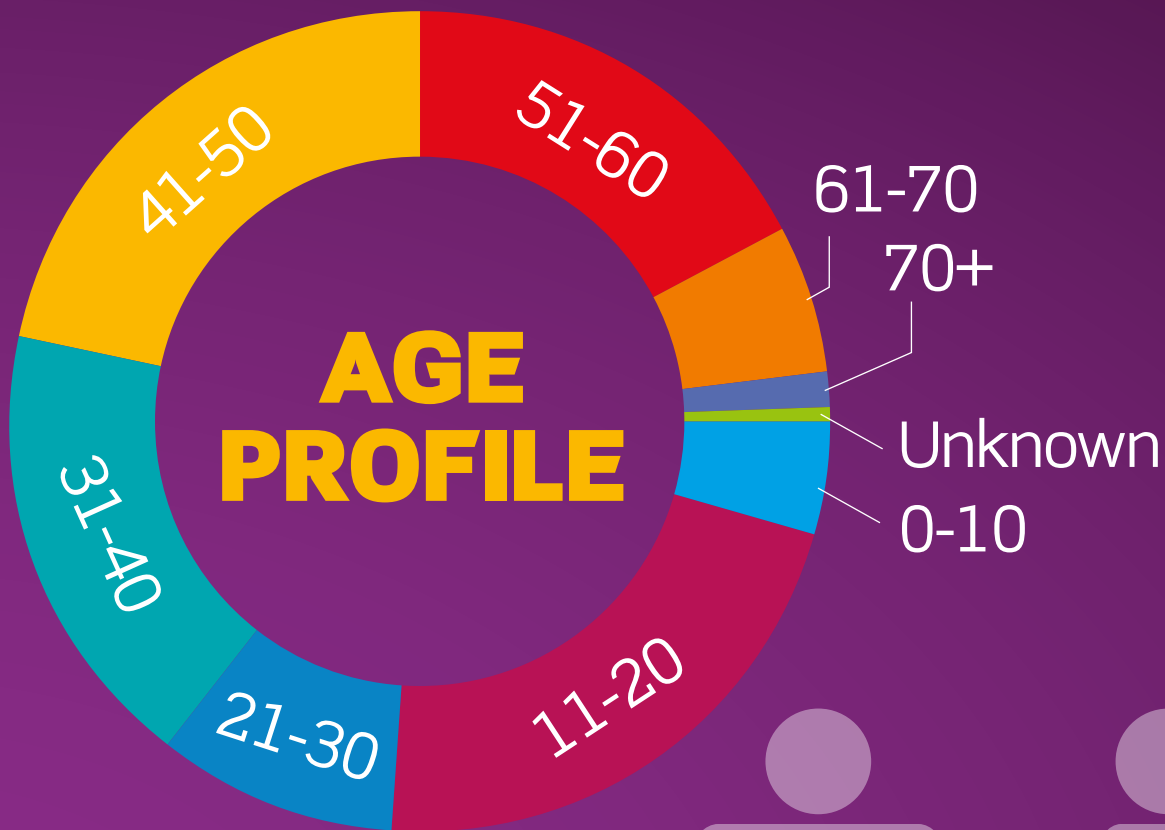
Australian
Citizen

94

Temporary Humanitarian
Visa Holder

7

Other



GENDER PROFILE



926

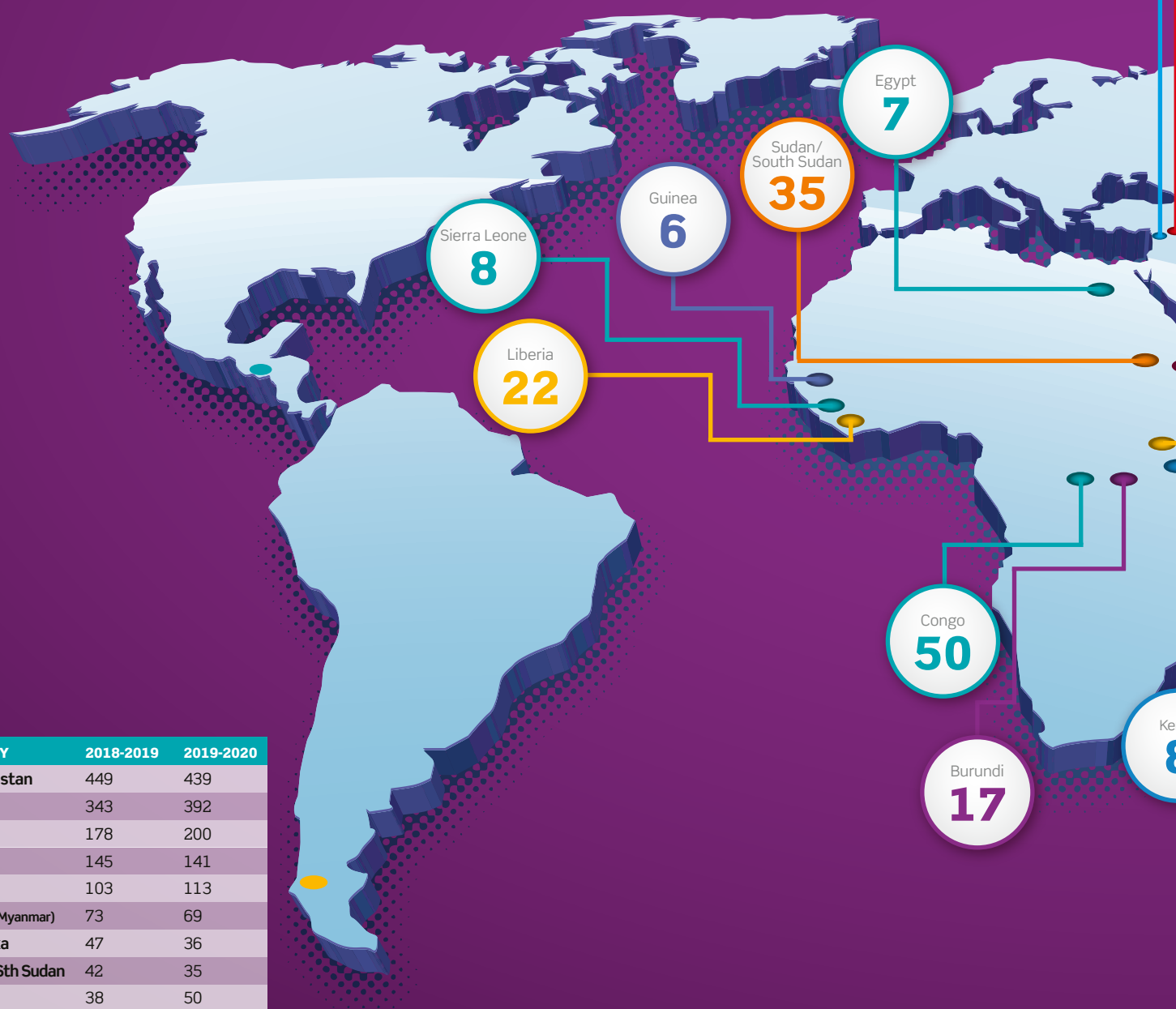
823

TOTAL

1749

WHERE OUR CLIENTS ORIGINATE FROM...

| COUNTRY | 2018-2019 | 2019-2020 |
|-----------------|-------------|-------------|
| Afghanistan | 449 | 439 |
| Syria | 343 | 392 |
| Bhutan | 178 | 200 |
| Iran | 145 | 141 |
| Iraq | 103 | 113 |
| Burma (Myanmar) | 73 | 69 |
| Sri Lanka | 47 | 36 |
| Sudan/Sth Sudan | 42 | 35 |
| Congo | 38 | 50 |
| Other | 264 | 267 |
| Total | 1682 | 1742 |





TOTAL
1682

HOURS OF SUPPORT PER CLIENT IN 2019/2020

OUTREACH
36%

IN HOUSE
64%

CLIENTS BY SERVICE

| HOURS | 2017-2018 | 2018-2019 |
|--------------|-------------|-------------|
| 0-5 | 956 | 1171 |
| 5-10 | 199 | 191 |
| 10-20 | 247 | 209 |
| 20-30 | 120 | 92 |
| 30-40 | 68 | 45 |
| 40-50 | 36 | 16 |
| 51+ | 56 | 25 |
| Total | 1682 | 1749 |

730

Adult Counselling

294

Casework

341

Child, Youth &
Family Counselling

57

Complementary
Therapy

228

Refugee Health
Nurse Programs

393

Visiting Mental
Health Service

SOURCE OF NEW REFERRALS

10

Accommodation
Services

17

Asylum Seeker
Support Service

1

Centrelink

50

Client – family/friend

109

Client – self

24

Community Welfare
Organisation

2

DIBP

196

Education:
Primary/Secondary

5

Education:
Tertiary

11

Employment

7

FASSTT
Other

1

Family Violence
Service

80

Health:
Allied

485

Health:
General Medical

48

Health:
Mental

78

HSS

2

Legal:
migration related

5

Legal:
Non-migration related

367

Other

251

Settlement
Support Service



Training

STTARS is committed to promoting a positive recovery environment for asylum seekers and people from refugee backgrounds. An important part of this commitment includes supporting service providers to better understand the context of refugee experiences of torture and trauma and how this impacts on the process of settling into a new society.

Professional Development Workshops

STTARS offers high quality, full day, professional development workshops which are scheduled throughout the year and open to bookings from the general public. Topics offered this year were:

- Core Concepts in Working with People from Refugee Backgrounds
- 'Accidental Counsellors': Responding to Refugee Trauma-Related Behaviours

Training for Organisations

Each year, STTARS offers a number of professional development sessions tailored to the needs of specific groups and organisations.

Topics include:

- Information about STTARS
- Core Concepts in refugee experience and the impacts of trauma
- 'Accidental Counsellors': Responding to refugee trauma-related behaviors
- Working with families from refugee backgrounds
- Supporting trauma recovery in children from refugee backgrounds
- Cultural Competence
- Working with Interpreters
- Healthcare Challenges for People from Refugee Backgrounds

This year STTARS delivered tailored training sessions to various agencies including health and welfare services, employment services, non-government organisations, support groups and educational institutions at primary, secondary and tertiary levels.

There was a higher than usual demand for training within the first six months of this financial year. COVID-19 had

a significant impact on the second half of the financial year, with some training sessions needing to be postponed or moved online. Fortunately, as restrictions eased, face-to-face training was able to resume.

Interpreters

Interpreters are vital to the work that is done at STTARS. When talking about a difficult or emotive topic it can be difficult to find the right words to express yourself, and this is even harder when working in a second language. For clients who do not yet have sufficient grasp of English to engage in counselling, access to professional interpreters is considered a matter of basic rights.

The contribution made by interpreters enables survivors and the people who work at STTARS to develop meaningful relationships and mutual understanding – an essential foundation for everything we strive to do. The role of interpreters at STTARS is valuable but complex. Interpreters not only translate the words of clients but also the nuances that accompany them. When asked, interpreters can also provide valuable insight into cultural, social and historical contexts that are essential to understanding what clients are saying. The resulting collaboration contributes significantly to our counsellors' knowledge base and capacity to respond in a culturally sensitive way.

STTARS works with a collection of highly professional interpreters who understand the impacts of trauma and provide a high level of care for our client group.

We thank our interpreters for their ongoing commitment and their flexibility in providing support through a range of mediums. This has enabled us to provide continuity of care throughout the challenges posed by COVID-19 restrictions this year.

Many interpreters belong to the same communities as the people they assist while at STTARS, and we appreciate the careful ways that interpreters uphold the privacy and confidentiality that is essential to clients feeling safe. STTARS is aware that interpreters are often moved (and sometimes distressed) by the stories of injustice and suffering that we hear in our work. STTARS therefore offers the opportunity for debriefing with interpreters following counselling sessions, as needed, and facilitates evening interpreter 'forums', where knowledge is exchanged and relationships strengthened. In these small ways, we strive to honour the important contributions made by interpreters at STTARS.

Complementary Therapies

The physical impact of torture and trauma is often stored in the body in the form of injury and persistent pain.

In addition to injuries directly resulting from torture or war-related physical trauma, many clients express psychological distress through somatic complaints such as headaches, backache and general body tension.

The Complementary Therapies Program at STTARS provides gentle, non-invasive body therapies that assist in the restoration of trust and in the alleviation of physical and psychological effects of trauma.

STTARS' Complementary Therapies Program includes:

- Individual assessments
- Information about self-care, healthy habits and routines for sleep
- Mindfulness and relaxation techniques
- Trauma-informed yoga
- A massage clinic

These therapies, which are always used in conjunction with counselling, have been shown to be highly effective for torture survivors who suffer from ongoing pain and discomfort.

To access the massage component of the Complementary Therapies Program, clients must be engaged with a counsellor or a visiting clinician at STTARS and commit to becoming active participants in their own quest for better health.

“Today I met with my client just after she had had a Complementary Therapy session. I cannot describe the peaceful look and gratitude she had on her face for what she experienced in this session. The client is in chronic pain but she described a releasing of this pain through Lyn’s gentle attention. She ended up describing so much about the session and every little thing Lyn had done for her, including asking her to choose a little magnet to take home and put on her fridge – she chose one that said “Be Me”. When she told me about this magnet I saw something in her I have not seen before. I have wanted to tap in to this side of who this client is – now I feel like I have an ‘in’ – what does “Be Me” mean to her? And why was her face so peaceful and bright when she said those words? A side of her I have not seen yet as she is usually so focussed on her pain and suffering. She was so inspired by this session; it has opened up a new world for her to explore.”

Up until March 2020, Complementary Therapies continued to see clients and offer both chair and table massage. Most clients who were referred were dealing with pain, sleep problems and/or anxiety. After social distancing measures were introduced, our Complementary Therapies program shifted its focus predominantly to teaching self-care strategies that clients could follow themselves at home.





Self-Care Cards

Last year STARS introduced the first set of Self-Care Cards. The cards evolved from simple ideas discussed with clients during sessions to help them reconnect with their bodies and improve their wellbeing, combined with the realisation that remembering to do – and how to do – these exercises at home was difficult. The cards were designed with a distinctive image (a visual reminder) with simple instructions about an aspect of self-care on which the client wished to focus on the reverse side. Clients were encouraged to put the card on their fridge where they would see it every day as an ongoing reminder of activities that they can do to help themselves.

Following on from the success of the first series, both staff and clients suggested other topics for a second series of cards. Cards now cover 20 self-care topics, with a choice of pictures on each topic. The visually striking, original artwork by Robin Mellors holds appeal for clients from a range of cultural backgrounds. The cards are printed in simple English and have also been translated into Arabic, Kurdish, Dari, Persian, Uyghur, Spanish, Swahili, and Nepali.

We wish to thank the Peggy Charitable Foundation for their ongoing support of the STARS Complementary Therapies Program.

Hand Massage



With one hand on top and one underneath your partner's hands just sit quietly and hold for a few moments.

You can do the following steps in any order you like.



1 Move your hands to the sides of your partner's hands and using the length of your thumbs gently smooth the skin over the back of the hand.



2 Using the inside of the thumb and forefinger, massage down the muscle between the thumb and forefinger. This might be quite sore on the person who is anxious or has a headache. Just keep massaging the area.



3 Gently cup your partner's hand in the palm of your hand and with the other hand, make a fist and massage the inside of the hand with the knuckles of the fist.



4 Now, taking each finger and thumb in turn, circle it with your curled fingers and gently massage down the finger, on the muscles, not on the knuckles - imagine you are milking a goat, cow or sheep.

Return to holding your partner's hand in both of yours and just be still and quiet for a few moments.

Change hands and massage the other hand in the same way.

Persistent Pain Project

Many of our clients live with persistent pain and this has a profound impact on the quality of their daily life.

Studies have found a prevalence of chronic pain in refugee clients at levels three times higher than in the general population. Reasons for this include:

- Physical injuries sustained as a result of torture, war-related experiences or refugee flight
- The complex interplay between pain and traumatic memories connected to the refugee experience, with each having the potential to worsen increase the other
- Living in situations of extreme hardship for prolonged periods which can mean medical conditions causing chronic pain are missed or do not receive adequate timely treatment

While there are services within the community to assist people experiencing persistent pain these are not always accessible to people from refugee backgrounds because of language or cultural barriers. Additionally, many cross-cultural studies confirm that the ways that pain is conceptualised and expressed differs between cultures. Cultural awareness and an integration of cultural knowledge is vital to the success of meaningful support programs for those suffering persistent pain.

This year STTARS was excited to receive funding from the Adelaide Primary Health Network to commence a new project to address this gap.

The Living with Persistent Pain Program will be offered to several specific gender and language groups. It includes gentle exercise/movement activities along with opportunities to learn more about persistent pain and a range of management strategies. Based on learnings in the groups, culturally appropriate resources will be developed to enable the sharing of information with participants' broader communities.

The first group, for Afghani men, was facilitated by STTARS counsellor Ghani Nasery who has a long-standing interest in working with pain, alongside Abdul Ghafar Stanikzai who is currently completing his registration as a doctor in Australia. The facilitators utilised their significant cultural knowledge in conjunction with current research on pain management. STTARS Counsellor and Trauma-Informed Yoga teacher, Amritha Aparnadas, has now started a similar group for Afghani women, with support from Fatima and Razia Shah.

"Being in the water made me forget about my pain, it reminded me of my happy childhood days where we used to swim in the small farm ponds and learn to swim, I felt so happy and I feel no pain now"

Quote from participant

The need for groups such as these has been demonstrated by multiple referrals, strong participation and requests for additional groups. In the coming months new groups will be established for additional communities.



Group Work

Experiences of torture, trauma, and resettlement challenges often leave survivors feeling very isolated. For some clients, groups can provide a more effective healing environment or can be a valuable adjunct to counselling.

Within a group setting, individuals can learn to trust again, make friends and share their grief. Participants can also benefit from the experiences of other group members, and approach counsellors for advice and assistance in an informal manner as needed.

At STTARS, we organise groups to come together regularly to socialise, participate in activities, attend psycho-educational information sessions to learn new skills, talk over problems, and discuss coping strategies.

Some of the groups we have run this year include:

Rhythms to Recovery (R2R)

The Rhythms to Recovery drumming program uses rhythmic attuned movements, music, psychology and neurobiology to improve social skills and provide a safe space for young people to express themselves. STTARS has been providing therapeutic drumming programs in schools for many years. This year, the STTARS team delivered the program at Ingle Farm Primary, Mount Carmel Primary, Elizabeth Grove Primary, Kilkenny Primary and Findon High Schools.

Women's Art & Wellbeing Groups

STTARS' Art and Wellbeing group was started for women who had been accessing counselling for a prolonged time but did not need one-on-one support. It was recognised that most of these women experience significant isolation due to their limited opportunities to socialise. The group ran in two separate parts.



The Art Group, facilitated by Robin Mellors with support from Sonia Kiriyanthan, provided a safe space for participants to explore creativity while fostering healing and connection. The women also utilised visual art as a medium for exploring emotions and memory.

The Wellbeing Group, facilitated by Lyn Butler with support from Sonia Kiriyanthan, used a range of techniques including self-massage, mindfulness, walking, self-care cards and the women's own shared knowledge to explore and learn wellbeing activities that they could then continue to practise on their own at home.





Trauma-Informed Yoga

STTARS' yoga groups provide an opportunity for participants to engage in gentle exercise in a small group setting. Being 'Trauma-Informed' means that there is a significant focus on creating emotional and physical safety within the group and exercises. Groups include gentle yoga exercises, mindfulness practices, psychoeducation, and where appropriate folk music and dance. These groups focus both on physical wellbeing, with participants often reporting a reduction in pain, and emotional wellbeing, with mindfulness activities leading to improved relaxation and emotional regulation.

School Holiday Activities

The STTARS Child and Youth Team organised small, targeted school holiday activities for children, young people and families who were accessing counselling at STTARS. These activities provided opportunities to make friends, have fun, build confidence, create happy memories and try new things. During the past year, STTARS has focussed on encouraging the participation of parents and carers in these activities. A review of the school holiday program confirmed that it created a space particularly for mothers and carers to connect with each other and share their observations while watching their children playing and enjoying themselves. A pattern of friendship and familiarity emerged among the mothers and carers as a result, and following on from this, they expressed an interest in creating a group of their own. The Child and Youth Team intends to support the establishment of such a group.

Walking Group

This project was initiated by isolated refugee women who identified the need to build connections and friendships with other women in a safe and supportive environment. The group provides participants with the opportunity to:

- Create connections whilst participating in healthy and gentle walking exercise
- Make safe connections and gain a sense of belonging by building sustainable networks and friendships
- Exercise 'Mutual Aid' by supporting, empowering and validating each other's feelings and experiences
- Contribute their own skills and experiences to the group with the aim of increasing self-confidence
- Gain leadership skills by taking an active role in decision-making processes, leading sessions and taking on various leadership roles
- Reach out into the wider community enabling them to increase self-efficacy (the belief in their own abilities)





Community Development

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.

Working alongside communities allows us to help them to build connections, strengths and resilience to overcome their trauma both individually and collectively, and to create a better life in Australia.

Our aim is to increase the capacity of communities by placing a focus on safety, connection and a sense of opportunity for the future. We have a flexible approach and tailor our activities to community needs and preferences in order to promote better support of survivors of torture and trauma.

STTARS actively seeks opportunities to work in partnership with community groups and associations to undertake projects, events and initiatives, mental health promotion, youth development, capacity building for women and men and community awareness-raising.

Due to the impact of the COVID-19 crisis, we have focused primarily this year on providing community information sessions covering mental health topics and increasing mental health literacy. We have also run activities aimed at removing the stigma around accessing mental health services, and assisted community leaders dealing with distressed community members to gain access for them to STTARS and other mental health services.

We have been very fortunate with the appointment of two new Community Development (Wellbeing) Officers, Ratan Gazmere and Eve Munyonge. Their focus has been meeting and running consultations in various communities to assess the impact of COVID-19, identifying needs, and finding ways for STTARS to support the wellbeing of these communities.

Youth Development

The STTARS Youth Reference Council (YRC) focuses on building connections and leadership skills. The Youth Reference Council is made up of a group of dedicated young people who are keen to share their knowledge and ideas and to give back to the wider community. Two members of this group are being sponsored by STTARS to further develop their leadership skills after having been selected to join the Youth Parliament Program.

The YRC met regularly this year to discuss topics including managing intergenerational conflict, the effects of racism and mental health. Members of the YRC have been active in promoting good mental health amongst their peers through the development of resources and a 'Positive Psychology' presentation.

When members of the YRC found themselves in hotel isolation due to COVID-19 they were encouraged and guided to use the time to reflect and develop new skills. They worked together to develop messages of hope and tips on how to manage feelings of isolation, and created posters to share these messages with others.

This year STTARS' Youth Reference Council led our commemoration of 26 June - UN International Day in Support of Victims of Torture. Members of the group decorated paper lanterns along the theme of "hope in dark times" and then floated the candle-lit lanterns at sunset in the lake at Bonython Park.

STTARS' South East team also got into the act, providing mentoring to the E-Raced team participating in the ABC Trailblazers youth leadership program. Their input involved telephone support with speech writing for the parliamentary presentation, networking advice and support around future leadership goals.

Mental Health Week

Mental Health Week is an annual, national event that aims to improve community awareness and interest in mental health and wellbeing. Stigma around "mental health" is a powerful barrier to help seeking in refugee communities. STTARS' Community Development Officers were active in Mental Health Week 2020, facilitating workshops to reduce stigma with a focus on current knowledge and activities to support wellbeing.



Twenty-five women from the South Australian Bhutanese community celebrated International Mental Health Week 2020 together with family members and staff from STTARS at a picnic in Mt Lofty Botanic Gardens. The focus of this session was to normalise and name mental health as part of our daily lives. The picturesque environment created the perfect setting for gentle walking exercise combined with mindfulness practice focusing on the beautiful surroundings. Through guided conversations, the women were able to reflect on other daily activities that benefit their mental health such as socialising, sharing a homemade meal, and talking to family members.

In partnership with the Australian Uyghur Tangritagh Women's Association (AUTWA), STTARS hosted a women's wellbeing afternoon and community consultation for approximately 40 women. STTARS' complementary therapists Lyn Butler and Robin Mellors presented information and activities promoting self-care. The consultation brought about useful discussions around mental health and wellbeing, the impact that COVID-19 is having on the wellbeing of Uyghur women, what community members are currently doing to foster wellbeing, barriers to accessing services and support, and ways that STTARS can support the wellbeing of the community into the future.

STTARS' Community Garden

STTARS' community garden group provides participants with an ongoing opportunity to reduce social isolation, develop skills and gain knowledge via 'incidental psychoeducation' around connecting to other services. With the ongoing generous support of volunteers Jill and Richard Wilson a permanent community garden has been established at STTARS' Bowden office. A Gardening Group consisting of former refugees from a variety of cultural backgrounds meets there regularly to learn about gardening and share knowledge, interest and skills around growing healthy vegetables in a safe and friendly environment. Sessions include information about health, nutrition and horticultural techniques, and culminate in the preparation and sharing of a meal based on freshly picked ingredients with newly made friends.



The Men's Shed

After consultation with local Syrian men and the wider Syrian community, we found that many of these men were experiencing isolation, a sense of hopelessness and a lack of engagement due to cultural and language barriers. We also learned from feedback that many of them were interested in participating in a men's group to reduce their isolation and mobilise their skills in an effort to improve their chances of finding employment. The Men's Shed program ran in partnership with the Playford Men's Shed through to the end of 2019. Sadly, due to the impact of COVID-19, the group went into a temporary recess, although plans are now underway for it to recommence soon.

Regional Community Development

STTARS recently hosted an African Information Session in Mt Gambier. The aim of the event was to empower the African community by informing them about their rights so they can make decisions and choices with more knowledge of the likely outcomes or consequences. The information session was presented in collaboration with SAPOL and the local African Community.





Our Strategic Directions



Providing High Quality Services

To provide trauma-informed, holistic, culturally responsive services that recognise the expertise, values, needs and aspirations of survivors of torture and trauma and their families and communities

Collaborating with Communities and other Organisations

To work with communities and other organisations to foster opportunities for enhancing the wellbeing and resilience of survivors of torture and trauma

Increasing Understanding and Capacity

To raise the awareness, understanding and capacity of others who work with survivors of torture and trauma

Strengthening Sustainability through Quality and Culture

To build and maintain a credible, vibrant, robust, inclusive and sustainable organisation

Promoting Human Rights

To work towards a world where human rights are respected and violations are never tolerated

Our Values

Diversity

We recognise and celebrate our unique stories, culture and strengths. From this foundation we grow and learn from each other

Hope

We believe in the innate human capacity to strive, against the odds, for a better life for oneself and one another

Social Justice

Our hearts are challenged by experiences of oppression and together we work to improve human lives

Ethical Practice

We strive to act with integrity, care and compassion. We reflect on the ways that our actions affect the lives of people with whom we work

Humanity

We keep the people that we work with at the centre of everything we do

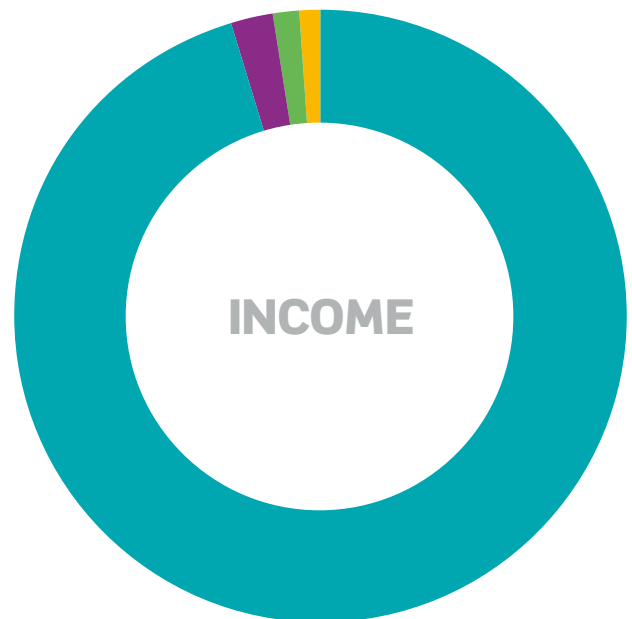


Financial Summary

Survivors of Torture and Trauma Assistance and Rehabilitation Service
Statement of Profit and Loss and other Comprehensive Income
For the year ended 30 June 2020

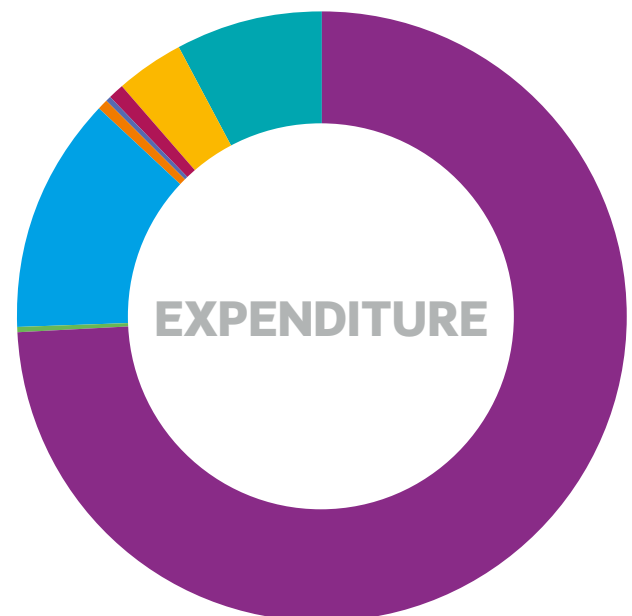
Income

| | |
|---------------------|--------------------|
| Grant Income | \$4,124,221 |
| SRSS Services | \$16,921 |
| Interest | \$31,931 |
| Cash Flow Boost | \$100,000 |
| Other Income | \$38,047 |
| TOTAL INCOME | \$4,311,120 |



Expenditure

| | |
|-------------------------------------|--------------------|
| Salaries, Wages & Employee Expenses | \$3,244,736 |
| Audit & Accounting Fees | \$9,013 |
| Client Expenses | \$350,098 |
| Depreciation | \$23,380 |
| Insurance | \$6,070 |
| Occupancy Expenses | \$39,388 |
| Rent | \$165,413 |
| Other Operating Expenses | \$310,095 |
| TOTAL EXPENDITURE | \$4,148,193 |



OPERATING SURPLUS/(DEFICIT) \$162,927

For a full audited report provided by
Nexia Edwards Marshall visit www.sttars.org.au

Survivors of Torture and Trauma Assistance and Rehabilitation Service
Statement of Financial Position
As at 30 June 2020

Current Assets

| | |
|-----------------------------|--------------------|
| Cash & Cash Equivalents | \$2,533,038 |
| Trade & Other Receivables | \$134,138 |
| Prepayments | \$32,127 |
| TOTAL CURRENT ASSETS | \$2,699,303 |

Non Current Assets

| | |
|---------------------------------|-----------------|
| Property Plant & Equipment | \$42,227 |
| TOTAL NON CURRENT ASSETS | \$42,227 |

| | |
|---------------------|--------------------|
| TOTAL ASSETS | \$2,741,530 |
|---------------------|--------------------|

Current Liabilities

| | |
|----------------------------------|------------------|
| Trade & Other Payables | \$225,317 |
| Contract Liabilities | \$310,565 |
| Grants Received in Advance | - |
| Employee Provisions | \$388,561 |
| TOTAL CURRENT LIABILITIES | \$924,443 |

Non Current Liabilities

| | |
|--------------------------------------|-----------------|
| Employee Provisions | \$62,608 |
| TOTAL NON CURRENT LIABILITIES | \$62,608 |

| | |
|--------------------------|------------------|
| TOTAL LIABILITIES | \$987,051 |
|--------------------------|------------------|

| | |
|-------------------|--------------------|
| NET ASSETS | \$1,754,479 |
|-------------------|--------------------|

| | |
|---------------------|--------------------|
| TOTAL EQUITY | \$1,754,479 |
|---------------------|--------------------|





STTARS gratefully acknowledges funding
from the following agencies in 2019-2020



Australian Government
Department of Health

phn
ADELAIDE

An Australian Government Initiative



**Government
of South Australia**

SA Health



**Government
of South Australia**

Department for Human Services

phn
COUNTRY SA

An Australian Government Initiative



sttars
supporting survivors of
torture & trauma

**Survivors of Torture and Trauma
Assistance and Rehabilitation Service**

81 Angas Street,
Adelaide SA 5000

P 08 8206 8900
F 08 8206 8945
W www.sttars.org.au