



## How can QPASTT work with GPs?

People from refugee backgrounds will often seek help from their GP for a range of health complaints, as refugee trauma impacts both physical and mental health.

QPASTT can provide professional advice to GPs and accept referrals when patients are presenting with psychological or psychosomatic complaints related to their past traumatic experiences.

## How can I find out more about refugees?

- Access free resources for health professionals on our website - [www.qpastt.org.au/resources](http://www.qpastt.org.au/resources)
- Attend QPASTT training workshops or request training for your practice or GP network [www.qpastt.org.au/training](http://www.qpastt.org.au/training)

## Where does QPASTT see clients?

- QPASTT offices
- QPASTT outreach locations
- Some TAFEs, schools and community centres
- QPASTT counsellors make home visits in exceptional circumstances

**QPASTT services are free, voluntary, confidential and conducted with qualified counsellors and interpreters.**

## About QPASTT

QPASTT (Queensland Program of Assistance to Survivors of Torture and Trauma) is a non-government, not-for-profit organisation with no political or religious affiliations providing culturally responsive services to promote the health and wellbeing of people in Australia who have sought safety from persecution, torture and war related trauma.

We welcome all people regardless of their ethnicity, culture, gender, age, ability, sexual orientation, language or religious beliefs. QPASTT is an LGBTIQ+ friendly service that is proudly committed to inclusion and equity for all.

QPASTT can help people no matter how or when they arrived in Australia. We assist people of all ages including young children and the elderly.

## Contact us

### MAIN OFFICE - BRISBANE

Brisbane Multicultural Centre  
28 Dibley Street,  
Woolloongabba QLD 4102  
P: 07 3391 6677  
E: [connect@qpastt.org.au](mailto:connect@qpastt.org.au)

### CAIRNS

212 McCormack Street,  
Manunda QLD 4870  
P: 0481 965 551  
E: [connect@qpastt.org.au](mailto:connect@qpastt.org.au)

### LOGAN

Unit 19/ 390 Kingston Road,  
Slacks Creek QLD 4127  
P: 07 3089 4310  
E: [connect@qpastt.org.au](mailto:connect@qpastt.org.au)

### TOWNSVILLE

C/- Centacare  
410 Ross River Road,  
Cranbrook QLD 4814  
P: 07 4772 9000  
E: [connect@qpastt.org.au](mailto:connect@qpastt.org.au)

### TOOWOOMBA

Toowoomba Multicultural Centre  
15 Snell Street,  
Toowoomba QLD 4350  
P: 07 4573 4391  
E: [connect@qpastt.org.au](mailto:connect@qpastt.org.au)

[www.qpastt.org.au](http://www.qpastt.org.au)

QPASTT is the Queensland representative of the Forum of Australian Services to Survivors of Torture and Trauma. [www.fasstt.org.au](http://www.fasstt.org.au)



Information for

**General Practitioners**



## Who is QPASTT for?

People who meet each one of the following criteria are eligible to access QPASTT services:

- Those with a refugee (or refugee-like) background; AND
- Those with a history of torture and/or other traumatic events prior to arrival in Australia; AND
- Those who are experiencing psychological or psychosocial difficulties believed to be associated with their experience of torture & traumatic events; AND
- Those who consent to receive our services.

The person must be living in Queensland. They may have lived in Australia for any length of time, from a few days to many years.

QPASTT works with people on permanent visas, temporary protection holders and people seeking asylum.

## How can QPASTT help patients from refugee backgrounds?

QPASTT provides counselling and wellbeing-focused support for survivors of refugee related trauma.

Our approach is based on a trauma recovery framework.

We offer a multicultural, flexible, client-centred service with a wide range of interventions and therapies, including assessment, brief interventions, group work, youth work, counselling, community development and community-based healing programs.



## When should I make a referral to QPASTT?

You should make a referral if you are concerned about a patient experiencing psychological or psychosocial difficulties believed to be associated with their experience of torture and traumatic events such as:

- Difficulty with sleeping
- Nightmares
- Anxiety and panic attacks
- Intense and prolonged grief and sadness
- Intense and prolonged guilt and anger
- Persistent unhappy or frightening memories
- Loss of memory
- Feelings of helplessness and/or low mood
- Feeling disconnected from their body
- Difficulties in relationships and/or life activities including employment and education
- Social isolation

## What if the patient doesn't speak English very well?

You may need to engage a professional interpreter to gain consent and gather information for the referral to QPASTT. GPs can access a free interpreting service through the TIS National Doctor Priority Line (DPL) on 1300 131 450.

For more information about using interpreters, visit [www.tisnational.gov.au](http://www.tisnational.gov.au)

QPASTT uses the services of professional interpreters.

## Referring to QPASTT

To make a referral:

- Contact the Duty Counsellor by phone (07) 3391 6677, or
- Complete the referral form on our website [www.qpastt.org.au/referral/](http://www.qpastt.org.au/referral/)

A mental health care plan is not required to refer to QPASTT, simply fill out the referral form on our website.

All referrals for people living in Brisbane and regional areas go through our main office in Brisbane.

QPASTT is not a crisis service. We do not have the capacity to work with acute mental health issues or crisis situations. We will co-manage complex mental health presentations with mental health services in the relevant health district and with the Queensland Transcultural Mental Health Centre.

If a client is in crisis or at imminent risk, please contact the appropriate crisis services.

## Gaining consent

It is essential that anyone you refer to QPASTT provides informed consent using an interpreter if required.

To refer a child or young person (under 18 years of age), you will need to ensure that parents/guardians are fully informed and consent to the referral, except in special circumstances. It is also important to talk to a child or young person and give them choice in the referral process.

## Follow up after referral

Due to demand, there may be a waiting period for our services.

If the referral is for a child, the parent/guardian will attend the intake session as well as school staff and any other organisations involved with the child if needed.

Please contact the Duty Counsellor if you are unsure of the progress of a referral you have made by phoning (07) 3391 6677 or emailing [connect@qpastt.org.au](mailto:connect@qpastt.org.au).

For more information about making a referral, visit [www.qpastt.org.au/make-a-referral/](http://www.qpastt.org.au/make-a-referral/)