



How can QPASTT support your service?

People from refugee backgrounds may access your service with a range of health complaints.

As refugee trauma impacts both physical and mental health, QPASTT can provide professional advice to services and accept referrals when clients are presenting with psychological or psychosomatic complaints related to their past traumatic experiences.

Free resources are available on our website. You can also request training for your service or attend PD workshops at QPASTT on refugee trauma.

How can I find out more about refugees?

- Access free resources on our website www.qpastt.org.au/resources
- Attend QPASTT training workshops or request training for your service 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

CAIRNS

212 McCormack Street,
Manunda QLD 4870
P: 0481 965 551
E: connect@qpastt.org.au

LOGAN

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

Townsville

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

TOOWOOMBA

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

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



Information for

Service Providers



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 clients 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 client 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 or 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, e.g. education and employment
- Social isolation

What if the client 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. For more information about using interpreters, visit www.tisnational.gov.au

QPASTT uses the services of professional interpreters. Brochures are available in different languages on our website, www.qpastt.org.au/resources

Referring to QPASTT

To make a referral:

- Contact the Duty Counsellor by phone (07) 3391 6677, or
- Complete the referral form from 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.

For more information about making a referral, visit www.qpastt.org.au/make-a-referral