

THE TRANSCULTURAL CLINICAL CONSULTATION SERVICE

Q *What is the Transcultural Clinical Consultation Service?*

This is a statewide specialist mental health service provided by the Qld Transcultural Mental Health Centre for people from non English speaking backgrounds. This service is a free service.

Q *Who can use the Transcultural Clinical Consultation Service?*

You can contact the centre if you are concerned about a mental health issue for yourself, a family member or friend.

Q *How can this service help me?*

The Transcultural Clinical Consultation Service can provide information and advice on the mental health issues you are concerned about, and link you with services that can assist you. If further assistance is needed, we can provide short-term assistance to you in accessing or dealing with a mental health service with the support of a mental health worker from your own language and cultural background.

The mental health worker can assist you by:

- Explaining cultural issues to the mental health service
- Helping you to provide input into your treatment and care plan
- Meeting with you to discuss your mental health issue in your own language
- Explaining your mental health issues to members of your family
- Providing short-term assistance such as support or counselling related to the mental health problem

Q *What other help can be provided?*

The centre also has written information about mental illness and related information in most major languages. You can also ring the centre if you simply want to discuss any issue in relation to your mental health such as symptoms, treatment, medication, and information about local mental health services.

Q *Is the service confidential?*

Yes, our mental health workers, like all other health professionals, are bound by strict rules of confidentiality and are not allowed to discuss your issues with other people without your direct permission.

Q *What should I expect when I receive a service from the Transcultural Clinical Consultation Service?*

You can expect to be treated with respect, dignity and consideration for your privacy, religion and cultural background.

You will be asked for your written consent before a mental health worker from your cultural or language background is contacted.

Q *How do I contact the service?*

You can ring (07) 3167-8333 if you are in Brisbane or 1800 188-189 if you are outside Brisbane, Monday to Friday, 8.30am – 4.30pm and ask to speak with the clinical services coordinator.

Q *I don't speak English, how do I ring the service?*

You can ring the interpreter service on 131450, ask for an interpreter in your language and request to be connected to the Qld Transcultural Mental Health Centre on (07)3167-8333. A three-way conversation can then take place.

**Queensland Transcultural Mental
Health Centre
519 Kessels Road, Macgregor Q 4109
PO Box 6623, Upper Mt Gravatt Q 4122**

**Ph. (07) 3167-8333
Fax (07) 3167-8322
Free call: 1800 188 189
(outside metropolitan area)
E-mail: tccs@health.qld.gov.au**

**Office hours: Monday - Friday
8.30am - 5.00pm**



**Queensland
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Queensland Health