

## Staff at the centre can assist if you...

- Wish to organise a culturally appropriate mental health assessment.
- Require transcultural mental health training.
- Need specific cultural information in relation to a consumer or cultural group you are working with.
- Wish to organise a workshop on a particular mental health issue in your community
- Want to develop positive mental health promotion, prevention or early intervention strategies in your community.
- Are looking for books, articles and resources on transcultural mental health issues.
- Need advice on cross-cultural service development issues.
- Need culturally appropriate psychoeducation for a consumer and/or their family members.

## Contact details

Hours: 9.00am—2.30pm  
Monday and Tuesday

Phone: (07) 3167 8333  
Fax: (07) 3167 8322  
Toll free: 1800 188 189  
(Outside metropolitan area)

Email: [dennis\\_gatbonton@health.qld.gov.au](mailto:dennis_gatbonton@health.qld.gov.au)  
[maria-teresa\\_montenegro-vega@health.qld.gov.au](mailto:maria-teresa_montenegro-vega@health.qld.gov.au)

Web Site: [www.health.qld.gov.au/pahospital/qtmhc/default.asp](http://www.health.qld.gov.au/pahospital/qtmhc/default.asp)

Qld Transcultural Mental Health Centre  
519 Kessels Road Macgregor Q 4109

PO Box 6623 Upper Mt Gravatt Q 4122

The Queensland Transcultural Mental Health Centre (QTMHC) is an information, referral, resource and clinical consultation service provided by the Queensland Government.

QTMHC is a state-wide service

Services are provided free of charge



**Queensland  
Government**

# Queensland Transcultural Mental Health Centre

## Culturally and Linguistically Diverse\* Mental Health Consumer/Carer Participation Program

### Our Mission:

To work in partnership with mental health services, ethnic communities and other agencies to improve the quality, accessibility and appropriateness of services and promote the mental health and wellbeing of culturally and linguistically diverse communities in Queensland.

\* (Abbreviated as CALD)

The QTMHC works with consumers and their families and mental health workers to ensure that mental health services provided are culturally and linguistically appropriate. It does this through the provision of information, resources, training, program development and clinical consultation services across the state.

The centre has a number of programs and services one of these is the:

### **CALD Mental Health Consumer/Carer Participation Program**

A program for consumers and carers from culturally and linguistically diverse backgrounds.

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#### **How can getting involved with other consumers\* or carers\* help you?**

*“When I saw that there were other people from my community who also had a mental illness, it made me less alone.”*

*“It was really good to use my experience with my illness to help someone else.”*

- Getting involved with other people with similar experiences could help you increase your self-confidence and your sense of control over your life.
- Deal with your personal issues, such as learning how to better take care of yourself and others.
- Give support to other consumers/carers.

- Advocate for others.
  - Getting involved can help you learn lots of skills that could help getting paid employment or activities that may be meaningful for you.
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#### **What is the Consumer/Carer Participation Program about?**

The Consumer/Carer Participation Program of the Queensland Transcultural Mental Health Centre exists to facilitate consumer/carers involvement in all aspects of the mental health system; to ensure that services and programs are consumer and carer friendly, culturally appropriate and to support recovery focused activities.

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#### **What are some of the activities included in the Consumer/Carer Participation Program?**

- Having a say about the services, programs and policies—state, national or local level.
- Community education.
- Educating professionals about CALD consumer perspectives on mental health issues/services.
- Representing a CALD consumer perspective.
- Support attendance at conferences.
- Workshops on self-care.
- Linking consumers and carers with other relevant groups.

- Link to membership in the Multicultural Mental Health Consumers and Carers Network which provides opportunities to meet other consumers and carers, to share experiences, increase their self-confidence and enable them to be involved in decision-making that would help improve health outcomes for other CALD consumers and carers.
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#### **I don't speak English - how do I participate?**

Consumers who don't speak English can participate in activities using their own language, such as community education with mental health promoters from your community and other activities like community radio programs.

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#### **Where do I start?**

You can start by speaking to the Centre's CALD Consumer and Carer Participation Co-ordinators. If you don't speak English, they will call you back with an interpreter.

By joining in you will have a group of people to share information/experiences; you can work as a representative and advocate for better health for CALD consumers and carers of mental health services in Queensland.

#### **\* Footnote**

\*You may be a “mental health consumer” if you are thinking of using or have used or are using a mental health service.

\*You may be a carer if you have responsibility for the care of a mental health consumer. For the purposes of the Consumer/Carer Participation Program, a carer is someone who looks after the needs of a mental health consumer either at home or outside the home, such as a nursing home, a respite centre or similar services.