

Managing Cultural Diversity in Mental Health

Module descriptions

The Queensland Transcultural Mental Health Centre (QTMHC) provides flexible education programs through the provision of lectures and seminars, workshops, Train-the-Trainer programs, a university accredited course and short in-services. The flagship of the QTMHC education and development strategy is the *Managing Cultural Diversity in Mental Health* program which consists of eight modules developed in a Train-the-Trainer format. These modules also form the basis of the post-graduate university course *Introduction to Transcultural Mental Health*.

Module 1: Cultural factors in mental health and mental illness

- Culture and mental health interventions.
- Cultural difference.
- The migration experience.
- Information gathering.

Learning objectives

- Understand culture, culture change and acculturation as dynamic, complex processes and interactions;
- be able to identify some patterns of difference between cultures with potential impact on mental health of immigrants;
- be able to understand the way the mental health worker's own culture influences his/her perceptions and judgements;
- be able to identify key mental health risk factors of immigrants in general, and refugees in particular; and
- understand that information about the values, beliefs, attitudes and behaviours of a culturally and linguistically diverse (CALD) consumer needs to be sought from a range of sources, including the consumer himself/herself (through an interpreter if necessary).

Module 2: Language matters in mental health care

- Communication of meaning.
- Second language acquisition.
- Identity issues.
- Language skills across barriers.

Learning objectives

- Understand the way in which cultural and linguistic elements of a CALD consumer's experience are difficult to disentangle;
- understand why people do not seem to speak better English than they do;
- understand that there is a complex relationship between sense of self and language;
- identify the extent to which judgements of consumers can be influenced by their second language proficiency;
- have practical skills for improving the deciphering of strong accents;
- have practical skills for improving the clarity of messages to people who may be struggling with English;
- be clear about when and how to use professional interpreters;
- have an understanding of the Queensland Health Language Services Policy; and
- have practical skills in working with interpreters.

Module 3: Transcultural assessment and diagnosis

- Building the helping relationship.
- Assessment tools and processes.
- Issues in diagnosis.
- Survivors of torture and trauma.

Learning objectives

- Assess and discuss potential cultural barriers in establishing a therapeutic relationship;
- develop strategies for building partnership and trust;
- access the explanatory model of a culturally-different consumer, and negotiate a shared understanding of each other's perspective;
- gain an understanding of the role of culture and language in assessment and diagnosis;
- identify the cultural bias which may be inherent in various tools and instruments used in mental health;
- apply the cultural formulation of the DSM-IV to everyday clinical practice; and
- recognise and respond to the needs of survivors of torture and trauma.

Module 4: Transcultural treatment issues

- Planning a treatment program.
- Therapeutic approaches.
- Interventions involving families.
- Treating survivors of torture and trauma.
- Medication and ethnicity considerations.
- Community integration and support.

Learning objectives

- Develop a culturally appropriate treatment plan;
- identify issues and assumptions in counselling and therapy which may impact on their relevance to culturally diverse consumers;
- develop culturally appropriate responses to meet the needs of consumers and their families;
- identify objectives and approaches for meeting the needs of people who have experienced torture and trauma;
- discuss potential cultural and ethnicity considerations in the use of medication; and
- identify potential community linkages for culturally and linguistically diverse consumers.

Module 5: Migration and settlement issues in mental health

- History and composition of Australia's migration program.
- Australia's policies on multiculturalism.
- Immigrants, refugees, refugee claimants, students and visitors.
- Australia's settlement and support service system.
- Accessing further information.

Learning objectives

- Understand Australia's immigration program and immigration categories;
- understand Australia's multicultural policy;
- understand the differences between immigrants, refugees, refugee claimants, temporary protection visa holders and overseas students;
- understand and be able to identify the range of settlement and support services provided to immigrants and refugees; and
- be able to access further information about settlement and policy issues.

Module 6: Developing culturally responsive mental health services

- Service utilisation and policy responses.
- Frameworks for developing culturally responsive services.
- Service models for a culturally diverse society.
- Effecting service development and change.

Learning objectives

- Have an understanding of the major barriers to mental health services experienced by people of CALD;
- know the Commonwealth and State government policies relating to cultural diversity and service provision;
- have a sound understanding of frameworks for developing culturally responsive services;
- have a sound knowledge of different service models and the advantages and disadvantages of each; and
- have a working knowledge of a framework for effecting service development and change.

Module 7: Acculturative stress, trauma and mental health

- Acculturative stress and mental disorder.
- Torture and trauma.
- Emotional responses of workers and vicarious traumatisation.

Learning objectives

- Have a knowledge of some of the losses experienced as a result of migration;
- understand the differences between acculturation and acculturative stress;
- have a sound knowledge of the predictive factors of mental disorder associated with acculturative stress;
- have a good understanding of refugee torture and trauma and the effects on the individual and families;
- understand the recovery process from torture and trauma;
- identify the impact of working with traumatised clients on workers; and
- identify prevention strategies for developing vicarious traumatisation.

Module 8: Transcultural issues in child and youth mental health

- Working with families in transition.
- CALD children and mental health.
- CALD young people and mental health.
- Culturologic interviews in child & youth mental health.

Learning objectives

- Be able to identify the complex interplay of stressors within families post-migration;
- understanding the cross-cultural and culture-specific goals of child development;
- identify the link between identity and mental health;
- identify the risk and protective factors to young CALD people's mental health;
- understand the service barriers for young CALD people and identify possible strategies;
- understand the special mental health concerns for refugee children and young people; and
- be familiar with a set of culturologic interview tools designed for the child & youth mental health worker.

Train-The-Trainer Program

About the program

The *Managing Cultural Diversity in Mental Health* Train-the-Trainer program comprises of eight modules each taking a full day to deliver in a workshop format. Participants must be in attendance the full day of each workshop to receive their certificates enabling them to train others.

All eight modules have been developed in the Train-the-Trainer format and are available to be delivered across Queensland as Train-the-Trainer workshops by QTMHC. There are no fees payable by Queensland government services, however a cost-recovery fee of \$60 per module is payable by non-Queensland government agencies.

Who can register?

Registration is open to individuals who have the opportunity within their work roles to provide training to others within their service/agency.

While pre-existing skills and experience as a trainer are not a prerequisite, it is beneficial if the registrant has some experience and a genuine interest in training delivery. It is also anticipated that registrants will have an interest in transcultural mental health issues.

Trainers who are employees of Queensland Health, Mental Health Services, will be expected to deliver training in a consistent manner and to provide statistics regarding their training provision every quarter to the QTMHC. Therefore **registrants must be nominated by their Team Leader/Manager** who will be responsible for ensuring that trainers are provided with the opportunities to deliver training, that staff are provided with the opportunities to attend training, and that the statistical reports are forwarded to the QTMHC every quarter.

Trainers will be supported by QTMHC District Co-ordinators who are located in most Health Service Districts. Contact details can be obtained from the QTMHC. Trainers will also be supported through a mentoring relationship with the QTMHC Education and Development Co-ordinator.

Interest in attending components of the program from individuals and agencies outside Queensland Health should be directed to QTMHC for information on cost-recovery fees.

Direct Training

All eight modules can be delivered as direct training (ie. not in Train-the-Trainer format) with each module taking ½ a day to complete. Components of each module can also be delivered as short in-services, seminars or presentations. QTMHC is prepared to be flexible according to the needs of the requesting service. Direct training workshops can be delivered by QTMHC throughout all of regional Queensland as long as there are a sufficient number of staff attending and sufficient time has been allocated for the training.

The delivery of direct training is targeted at ethnic communities as well as mental health service providers. As well as material from our eight modules, QTMHC has also developed a number of workshops relating to mental health and/or mental illness which provide members of ethnic communities with knowledge on the mental health system and assessment and treatment issues. These workshops include:

- Mental illness symptomatology from a Western perspective.
- Cross-cultural beliefs and views of mental illness.
- Acculturative stress and trauma affecting mental health.
- Working with clients from culturally and linguistically diverse backgrounds suspected of having mental health issues.

- Transgenerational issues affecting mental health.
- An introduction to mental health issues.
- Understanding mental illness: Practical knowledge for community workers.
- Grief and loss issues for people from culturally and linguistically diverse backgrounds.
- Queensland Health Interpreter Policy - working with interpreters in mental health settings.

As well as these developed workshops, QTMHC is able to work with government and non-government agencies to develop learning experiences appropriate to specific agencies and the needs of their staff.

For further information, please contact:

Mr Greg Turner

Education & Development Co-ordinator

Ph. 3240-2833

Fax 3240-2282

Email: greg_turner@health.qld.gov.au