

Qld Transcultural Mental Health Centre Transcultural Clinical Consultation Service

Consumer's Information Sheet

You have just met with a **Bilingual Mental Health Consultant** (BMHC) from the Transcultural Clinical Consultation Service.

The name of your Bilingual Mental Health Consultant is: _____

The Transcultural Clinical Consultation Service provides the following services through Bilingual Mental Health Consultants:

- Culturally appropriate assessments
- Clarification of cultural issues relating to your mental health issue
- Assistance in the development or review of your individual care plan
- Short term assistance such as information and education about your mental health issue with you and your carer

Your rights

You have the right to:

- Make decisions about your own health care
- Receive professional assistance without discrimination due to your culture, age, social status, sex, sexual preference, religion or political beliefs
- Have your condition, or illness and plans for management explained in words that you can understand
- Have a support person (friend, relative, support worker) involved in all aspects of your care
- Have your privacy and confidentiality respected
- Ask for and be offered an interpreter if required

- Make a complaint about any aspect of your care if you are not satisfied

Your Responsibilities

You are encouraged to work with a mental health professional and support your own health care by:

- Answering questions about your health as openly as possible
- Keeping your appointments and letting your health worker know if you are unable to keep an appointment
- Following the treatment or management that you have agreed to and telling your health worker know if you decide not to continue with your treatment
- Letting your health care worker know if you are seeing another health care worker about the same problem

If you require further information or would like to discuss your concerns or to make a complaint, please contact the Clinical Services Co-ordinator or the Manager at the Queensland Transcultural Mental Health Centre on (07) 3167-8333 or 1800 188 189 (free call outside Brisbane Metro) or you can send an email to tccs@health.qld.gov.au.

If you don't speak English, please call 131450 to request an interpreter in your language and ask to be connected to (07) 3167-8333 (the cost of the interpreter will be met by the Centre).



**Queensland
Government**
Queensland Health

Postal Address: PO Box 6623, Upper Mt Gravatt Q 4122
519 Kessels Road, Macgregor Q 4109
Ph: (07) 3167-8333 or 1800 188 189 Fax: (07) 3167-8322
Email: tccs@health.qld.gov.au

ENGLISH