

Consumers by

- accessing mental health information in their own language;
- accessing a mental health consultant from the same cultural or language background;
- gaining more information about treatment and medication;
- accessing resources from the same cultural or language group.

Family members by

- accessing mental health information in their own language;
- accessing mental health services and other relevant services;
- clarifying issues related to mental health problems;
- improving the understanding of medication and treatment processes.

Contact details for TCCS

Service hours: 8.30am to 4.30pm
Monday to Friday

Phone: (07) 3167 8333

Fax: (07) 3167 8322

Toll free: 1800 188 189
(outside metropolitan area)

Email: tccs@health.qld.gov.au

Web Site: www.health.qld.gov.au/pahospital/qtmhc/

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

**We are here to work in
partnership with you to
provide the best possible
care to consumers from
diverse cultural and
linguistic backgrounds.**

Please call us.



**Queensland
Government**
Queensland Health

Transcultural Clinical Consultation Service

**A Queensland-wide
Service**

What is the Transcultural Clinical Consultation Service?

The Transcultural Clinical Consultation Service (TCCS) is a specialist mental health service provided by the Queensland Transcultural Mental Health Centre to meet the needs of people from diverse cultural and linguistic backgrounds.

The TCCS is not an alternative to mainstream mental health services but a specialist consultation service that works in partnership with mainstream mental health agencies to ensure that services provided are comprehensive and culturally and linguistically appropriate.

The TCCS is a statewide service supporting services and consumers throughout Queensland. Access to video-conferencing is available in many regional centres.

THE TCCS IS A FREE SERVICE

Services provided by TCCS:

Free telephone consultation offering:

- information about cultural, political or religious issues that can impact on assessment and diagnosis;
- advice on cultural issues in mental health assessment or care planning;
- advice on referral options or community support; and
- consultation on cross-cultural mental health practice.

Free clinical consultation

The service has access to a diverse group of sessional bilingual/bicultural mental health consultants. This group includes psychiatrists, psychiatry registrars, psychologists, social workers, clinical nurses and experienced cultural consultants. They cover over 60 language and cultural groups and work in partnership with mainstream mental health services to:

- clarify or confirm assessments or diagnoses;
- clarify cultural concepts of mental health/illness;
- provide cultural consultation;
- assist in the development or review of individual care plans;
- provide short-term co-therapy.

How to refer to TCCS

Mental health professionals, community workers, consumers, carers or friends can contact the TCCS by phone for information, advice and referral.

The TCCS worker will then discuss available options and formulate appropriate interventions with the referrer.

The TCCS can assist.....

Mental health teams by

- formulating culturally appropriate care plans that may increase compliance with treatment and improve rapport between the consumer and service provider;
- providing case discussion opportunities and clarification of concerns when working with consumers from diverse cultural and linguistic backgrounds;
- assisting the team to develop a cultural formulation;
- working in partnership to provide short-term therapy.