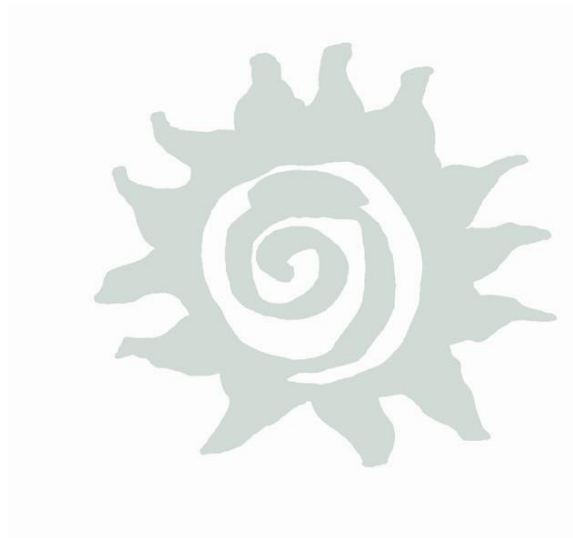


Queensland Transcultural Mental Health Centre

Education and Development Handbook



2009 - 2010



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Introduction

The Queensland Transcultural Mental Health Centre (QTMHC) provides state-wide professional development and education to staff of Queensland Health, Mental Health Services, other Queensland Health departments, other Queensland Government departments, Non-Government Organisations, community organisations and ethnic associations, and universities. Training can also be provided to inter-state services and organisations across Australia.

The QTMHC education and development strategy is based on the premise that the myriad of policies, plans and service standards that inform and guide the delivery of mental health services, largely come down to good practice and ultimately, a better experience for the consumer. Our programs work mostly at the practice level by working with mental health professionals who have direct contact with consumers.

The first assumption we make is that the preparation mental health workers receive through formal undergraduate and postgraduate education is not adequate to deal with the variety of demands placed on them in the workforce.

One of these demands is to be responsive to the particular needs of consumers from cultural and linguistic diverse (CALD) backgrounds. We therefore work with providers of university based education by providing guest lectures and even whole subjects on transcultural mental health, and with graduates who are already working in the mental health system.

The second assumption we make is that if we employ the best means of adult learning principles, provide follow-up support and encourage our training participants to contact us at any time, it is possible to make a difference. That is, we believe that a training program is a vital component of the transcultural mental health and mental health service reform agenda today.

As well as having culturally responsive mental health workers, it is equally important to provide mental health literacy programs to ethnic communities so that they are aware of how mental health services are provided in Australia. QTMHC therefore also provides education and development programs to ethnic communities generally, and welfare and settlement workers in these communities in particular.

We also provide a training program to accredited Interpreters to enable them to be more skilled and informed when working with mental health clinicians within mental health settings, as well as a course for mental health clinicians on working with mental health interpreters.

At QTMHC we believe that we have one of the most comprehensive transcultural mental health education and development programs in Australia and, indeed the world.

We hope that this handbook will inspire you to enrol in our courses which will provide you with the knowledge, skills and passion to informatively contribute to the health and wellbeing of our culturally and linguistically diverse community.

Greg Turner
State-Wide Liaison & Policy Coordinator &
A/Education and Development Co-ordinator
Queensland Transcultural Mental Health Centre

Managing Cultural Diversity in Mental Health

Professional Development Program

About the program

The flagship of the QTMHC education and development strategy is the *Managing Cultural Diversity in Mental Health* program which consists of nine modules specifically designed for the mental health workforce. The program has undergone significant scrutiny and revision over the past 12 years, including an international review by Professor Laurence Kirmayer (McGill University, Canada), A/Professor Harry Minas (University of Melbourne), and Dr Maureen Fitzgerald (University of Sydney). In 2002 a new revised program was developed based on the international review, and in 2008 another review was conducted resulting in new revised program in 2009. Over the past ten years hundreds of workshops have been provided with consistently high evaluations. The complete program has been delivered to staff of the NSW Transcultural Mental Health Centre, and WA Transcultural Mental Health Centre (who adapted the program for local use), and components of the program have been delivered across Australia.

The program presents Best Practice, evidence based Knowledge, Skills and Awareness specifically developed for mental health clinicians working in public mental health services. It is a program that has been rigorously developed from the latest research and literature but is presented in a practical format designed to provide busy mental health clinicians with additional Knowledge, Skills and Awareness to work effectively with consumers and family carers from Culturally and Linguistically Diverse (CALD) backgrounds.

The *Managing Cultural Diversity in Mental Health* professional development program comprises nine modules each taking a half day to deliver in a workshop format. Participants must be in attendance the full half day of each workshop to receive Certificates of Attendance.

All nine modules are available to be delivered across Queensland. Modules can also be delivered to inter-state organisations; cost recovery fees will need to be negotiated.

Who can register?

Registration is open to individuals who wish to improve their knowledge, skills and awareness in working with people from Culturally and linguistically diverse backgrounds. Modules 3 and 4 are open to mental health clinicians only.

Workshops within the program are offered free of charge to Queensland Health staff, and at a cost-recovery fee to individuals from outside of Queensland Health.

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 service requesting the training.

Workshops can be delivered by QTMHC throughout all of regional Queensland as long as there is a sufficient number of staff attending (minimum of ten people) and sufficient time has been allocated for the training. Local services are required to provide an appropriate venue and catering for participants.

Module Descriptions

The learning objectives for all 9 modules are provided below.

Module 1: Cultural Factors in Mental Health & Mental Illness

Learning objectives

At the completion of this training participants will gain knowledge and awareness of:

- National and Queensland multicultural and mental health policy, plans and legislation
- Cultural competency at an individual, policy, system and organizational level
- The impact of culture, acculturation and migration on mental health and mental illness
- How an individual's and organisation's culture can influence mental health care practice
- Models to explain patterns of cultural differences
- Mental health risk and protective factors for migrants and people from a refugee background
- The concept of explanatory models in regard to mental health and illness

Target Audience

This course is designed for clinical and non clinical mental health professionals and others involved in the mental health care of people from CALD backgrounds.

The course will focus on enhancing participants' process knowledge in relation to providing culturally responsive mental health care to people from CALD backgrounds.

Maximum number participants: 20

Award

Participants will be awarded a *Certificate of Attendance*. The certificate will be from Queensland Health and will display the Queensland Health logo.

Module 2: Language Matters in Mental Health Care

Learning objectives

At the completion of this training participants will gain knowledge and awareness of:

- the interconnected complexity between cultural and linguistic issues
- the link between language and sense of self
- the impact of language on the provision mental health care
- the potential impact of English proficiency on assessment attributions
- the Queensland Health Language Services Policy Statement
- when and how to work with mental health interpreters

Target Audience

This course is designed for clinical and non clinical mental health professionals and others involved in the mental health care of people from CALD backgrounds.

The course will focus on enhancing participants' knowledge, skills and awareness in the language issues involved in the provision of culturally responsive mental health care to people from CALD backgrounds.

Maximum number participants: 20

Award

Participants will be awarded a *Certificate of Attendance*. The certificate will be from Queensland Health and will display the Queensland Health logo.

Module 3: Transcultural Assessment & Diagnosis

Learning objectives

At the completion of this training participants will gain:

- Knowledge and skills in engagement and development of positive therapeutic relationships with CALD consumers in the assessment context
- Awareness of ethnographic approaches to mental health assessment to elicit the explanatory model of CALD consumers
- Knowledge and awareness of the influence of culture, language, history and context on the mental health presentations of CALD consumers
- Knowledge and awareness of the cultural bias in the tools, instruments and processes of mainstream mental health assessment and diagnosis
- Knowledge and skills in adapting the processes of mainstream mental health assessment and diagnosis to meet the particular needs of CALD consumers
- Knowledge and skills in applying the cultural formulation of the DSM IV in mental health assessment and diagnosis with CALD consumers
- Knowledge and skills in working with mental health interpreters in the assessment process

Target Audience

This course is designed for, and is only available to, clinical mental health professionals

The course will focus on enhancing participants' process knowledge in relation to working people from CALD backgrounds within the context of mental health assessment and diagnosis.

Maximum number participants: 20

Award

Participants will be awarded a *Certificate of Attendance*. The certificate will be from Queensland Health and will display the Queensland Health logo.

Module 4: Transcultural Treatment Issues

Learning objectives

At the completion of this training participants will gain:

- Knowledge and awareness of unique transcultural issues in building therapeutic relationships with CALD consumers and significant others to maximize positive intervention outcomes
- Knowledge and skills in negotiating explanatory models of mental illness and treatments with CALD consumers and significant others
- Knowledge and awareness of the features and processes of culturally appropriate mental health intervention plans
- Knowledge and skills in modifying mainstream mental health interventions when working with CALD consumers to maximise positive intervention outcomes
- Knowledge and skills in working with mental health interpreters when providing interventions with CALD consumers and their family carers

Target Audience

This course is designed for, and is only available to, clinical mental health professionals.

The course will focus on enhancing participants' process knowledge in relation to providing culturally responsive mental health interventions to people from CALD backgrounds.

Maximum number participants: 20

Award

Participants will be awarded a *Certificate of Attendance*. The certificate will be from Queensland Health and will display the Queensland Health logo.

Module 5: Migration, Acculturation and Settlement Issues in Mental Health

Learning objectives

At the completion of this workshop participants will have knowledge and awareness of:

- The history of Australia's immigration program
- Australia's multicultural policy and programs

- Different visa categories and health entitlements
- Pre- and post-migration mental health risk factors
- Acculturative stress as a major mental health risk factor
- Settlement and support services available

Target Audience

This course is designed for staff from government and non government agencies working with people from CALD backgrounds, who frequently deal with mental health issues in the course of their work.

Maximum number participants: 20

Award

Participants will be awarded a *Certificate of Attendance*. The certificate will be from Queensland Health and will display the Queensland Health logo.

Module 6: Developing Culturally Responsive Mental Health Services

Learning objectives

At the completion of this workshop participants will have knowledge and awareness of:

- the major barriers to mental health services experienced by CALD people;
- the relevant Commonwealth and State government policies relating to cultural diversity and service provision;
- models and frameworks for developing culturally responsive services;
- various service models and the advantages and disadvantages of each;
- frameworks for effecting service development and change.

Target Audience

This course is designed for mental health professionals and those involved in management and/or service development.

The course will focus on enhancing participants' knowledge in relation to developing and providing culturally responsive mental health services, at the organisational level, to people from CALD backgrounds.

Maximum number participants: 20

Award

Participants will be awarded a *Certificate of Attendance*. The certificate will be from Queensland Health and will display the Queensland Health logo.

Module 7: Refugee Trauma & Mental Health

Learning objectives

At the completion of this workshop participants will have knowledge and awareness of:

- the complex relationship between causes, triggers, components, recovery goals and strategies for working with refugee survivors of trauma.
- how torture and trauma affects the mental health and well being of individuals and their families.
- post migration risk factors and identifying protective factors in individuals and their families.
- how to adapt clinical practice when working with consumers from a refugee background
- assessment and treatment issues for refugee survivors of trauma.

Target Audience

This course is designed for clinical and non clinical mental health professionals.

The course will focus on enhancing participants' process knowledge in relation to providing culturally responsive mental health care to refugee survivors of trauma.

Maximum number participants: 20

Award

Participants will be awarded a *Certificate of Attendance*. The certificate will be from Queensland Health and will display the Queensland Health logo.

Module 8: Transcultural Issues in Child & Youth Mental Health

Learning objectives

At the completion of this workshop participants will have knowledge and awareness of:

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

Target Audience

This course is designed for mental health professionals who frequently work with children, young people and their families, who come from a CALD background.

The course will focus on enhancing participants' process knowledge in relation to providing culturally responsive mental health care to children, young people and their families, who come from CALD backgrounds.

Maximum number participants: 20

Award

Participants will be awarded a *Certificate of Attendance*. The certificate will be from Queensland Health and will display the Queensland Health logo.

Module 9: Transcultural issues in Aged Care Mental Health

Learning objectives

At the completion of this workshop participants will have knowledge and awareness of:

- the potential mental health issues facing older people from CALD backgrounds and how culture and language impact on these;
- how cultural and linguistic issues impact upon providing mental health care to older people from CALD backgrounds;
- culturally and linguistically appropriate mental health assessment and treatment interventions for older consumers from CALD backgrounds and their family carers;
- the pathways to mental health care for older consumers from CALD backgrounds;
- resources available and how to access these;
- strategies to involve CALD consumers and/or family carers in the development and delivery of older person's mental health services to achieve optimal clinical outcomes.

Target Audience

Professionals and para-professionals working with older people from CALD backgrounds, who frequently deal with mental health issues in the course of their work.

Maximum number participants: 20

Award

Participants will be awarded a *Certificate of Attendance*. The certificate will be from Queensland Health and will display the Queensland Health logo.

Culture, Schizophrenia and Related Psychoses

There is a complexity of contexts in understanding and treating schizophrenia and related psychoses in people from culturally and linguistically diverse backgrounds. Migrants and refugees often do not share Western beliefs in regard to the phenomena that we call 'psychosis' and may have strongly held alternative cultural explanatory models that explain the aetiology, course and treatment of the behaviours associated with psychosis. In addition, issues related to language and the shared communication of meaning, the context of migration, and the level of acculturation attained by the individual are a part of this complex context. This half day workshop works through these issues from a transcultural perspective.

Mental Health Interpreting

This workshop will provide accredited Interpreters who are, or are considering, working in the field of mental health with an understanding of process issues regarding on-site mental health interpreting from the perspective of the clinician trying to achieve the best possible clinical outcomes.

A collegial model of connotative mental health interpreting which acknowledges that language is situated within culture will be presented.

This workshop will focus on on-site interpreting in situations where major and acute psychiatric presentations require accurate assessment and diagnosis in difficult situations, as well as within the various treatment programs provided by mental health services.

Learning Outcomes

At the completion of this course participants will be able to:

- ⊙ Demonstrate an understanding of what constitutes an accurate interpretation in the context of mental health interpreting
- ⊙ Demonstrate an understanding that language is embedded within culture and the role of culture in language interpretation
- ⊙ Demonstrate an understanding for the need for connotative interpretation in mental health settings & how this can be achieved
- ⊙ Demonstrate an understanding of how to interpret cultural and/or religious issues that may be sensitive or taboo topics
- ⊙ Demonstrate an understanding of how to interpret when the consumers language is severally affected by their mental health condition
- ⊙ Demonstrate an understanding of how to deal with trauma that may arise as a result of interpreting in mental health
- ⊙ Demonstrate an evidence-based process of engaging with a mental health clinician before, during and after the session

Target Audience

This course is designed for accredited Interpreters with an interest in interpreting in mental health settings.

The course will focus on enhancing participants' process knowledge in relation to mental health interpreting and will not focus on content issues such as terminology.

Maximum number participants: 20

Duration

4 hours (half day).

Participants must be in attendance for the whole course in order to receive their *Certificate of Attendance*.

Award

Participants will be awarded a *Certificate of Attendance*. The certificate will be from Queensland Health and will display the Queensland Health logo.

Working with On Site Mental Health Interpreters

This workshop will provide mental health clinicians with an understanding of how to work with on-site mental health Interpreters from the perspective of the clinician trying to achieve the best possible clinical outcomes.

A collegial model of connotative mental health interpreting which acknowledges that language is situated within culture will be presented. This model will focus on on-site interpreting in situations where major and acute psychiatric presentations require accurate assessment and diagnosis in difficult situations, as well as within the various treatment programs provided by mental health services.

Learning Outcomes

At the completion of this course participants will be able to:

- ⊙ Demonstrate an understanding of what constitutes an accurate interpretation in the context of mental health interpreting
- ⊙ Demonstrate an understanding that language is embedded within culture and the role of culture in language interpretation
- ⊙ Demonstrate an understanding for the need for connotative interpretation in mental health settings & how this can be achieved
- ⊙ Demonstrate an understanding of how mental health Interpreters are trained to interpret cultural and/or religious issues that may be sensitive or taboo topics
- ⊙ Demonstrate an understanding of how mental health Interpreters are trained to interpret when the consumers language is severely affected by their mental health condition
- ⊙ Demonstrate an understanding of how to deal with the potential of trauma within an Interpreter that may arise as a result of interpreting in mental health

- ⦿ Demonstrate an evidence-based process of engaging with a mental health Interpreter before, during and after the session.

Target Audience

This course is designed for clinical and non clinical mental health professionals.

The course will focus on enhancing participants' process knowledge in relation to working with on site mental health Interpreters.

Maximum number participants: 20

Duration

4 hours (half day)

Award

Participants will be awarded a *Certificate of Attendance*. The certificate will be from Queensland Health and will display the Queensland Health logo.

Assisting Recently Arrived Refugees to "Settle In"

This practical one day workshop explores:

- the role of culture, acculturation, forced migration, and pre and post migration issues facing refugees
- language issues and how to work through accredited Interpreters
- torture and trauma in the context of refugee mental health
- conducting a mental health assessment with refugee clients, taking into consideration acculturative stress and settlement support needs
- mental health treatment issues with refugee clients
- self care for workers focusing on vicarious traumatisation and counter transference reactions

Target Audience

This course is designed for government and non government mental health professionals who have clinical contact with people from refugee backgrounds.

The course will focus on enhancing participants' process knowledge in relation to working with recently arrived refugees.

The course will be limited to a maximum of 20 participants.

Duration

7.6 hours (1 day)

Award

Participants will be awarded a *Certificate of Attendance*. The certificate will be from Queensland Health and will display the Queensland Health logo.