

translinks

Newsletter of the Queensland Transcultural Mental Health Centre

175 Melbourne Street, South Brisbane Q 4101 PO Box 5767, West End Q 4101
Tel: (07) 3240-2833 Fax: (07) 3240-2282 Freecall: 1800 188 189 (outside metro area)
Web Site: www.health.qld.gov.au/pahospital/mentalhealth/

Issue 29, May 2005
Editor: Penny D'Ath

Welcome

Welcome to the mid year edition of *Translinks* 2005. Looking back over the first half of this year, it is not only extraordinary how fast it has gone, but also how much we have packed into this short period of time. It has been a busy year for projects; some are due to be completed in June this year which you will read about in this edition.

This year we have also been focused on working out the service and resource impacts of the *Queensland Multicultural Mental Health Plan 2003-2008*, looking at various issues relating to our core programs as well as how we deliver services state-wide. This work will be extended until December 2005 with a more comprehensive review of some of these issues which are critical to the further development of transcultural mental health in Queensland. You will find further details about this on page 3.

It was a nice surprise for the team to recently learn that the Queensland Transcultural Mental Health Centre had been awarded the *Queensland Multicultural Award 2005* in the Government category (picture at right: Premier Peter Beattie & Karen Struthers MP presenting the award). The award recognises outstanding achievers in the promotion of multiculturalism. For the first time this year the Queensland government has introduced the Government Category for an agency which has proven to be a leader in its dedication to multiculturalism. The recognition of the broad range of programs and services provided by the Centre is only due to the dedication and commitment of staff and the many people associated with us in a variety of roles, bilingual mental health consultants, reference group members, partnership organisations, to name a few, and we thank all of you for working with us and we accept the award on behalf of all of us!



Rita Prasad-Ildes
Manager
Email: rita_prasad-ildes@health.qld.gov.au

Staff

Rita Prasad-Ildes
Manager

Elvia Ramirez
Mental Health Promotion
Co-ordinator

Polly Nip
Clinical Services Co-ordinator

Deborah Mitchell
Simone Bell
Lucy Tan (Dementia project)
Clinical Services Workers

Clarissa Wilson
Education & Development
Co-ordinator

Penny D'Ath
Information & Resource Officer

Toni Wilsdon
Administration Officer

Kate Lemerle
BRITA Project Co-ordinator

Katayoon Haghseresht
Community Participation
Project Officer

Faalolo Kurene
Samoan Project Officer

Greg Turner
Statewide Project Officer

Lara Denman
Refugee Mental Health Project
Officer

Aloma Lane
Maria Teresa Montenegro-Vega
Consumer Participation

Contents

Sharing the responsibility to improve mental health outcomes for refugees	2	What's on	6
Review of QTMHC	3	TCCS update	6
Promoting stronger families project	4	Book review	7
News in brief	5	Library new additions	8

Sharing the responsibility to improve mental health outcomes for refugees

Over the last 50 years more than 620,000 refugees and displaced people have been resettled in Australia under the Department of Immigration and Multicultural and Indigenous Affairs' Humanitarian program. They come from a wide variety of culturally and linguistically diverse countries including the Middle East, Africa, Asia, Central and Southern America and eastern Europe. Approximately 8% of these people settle in Queensland.

Given access to appropriate support and resources such as ESL classes; housing, educational, welfare and employment assistance; financial support; physical and mental health care and the opportunity to link with other people from their own cultural and linguistic background, many are able to successfully settle in Australia.

However there are also many barriers that people from refugee backgrounds encounter when they seek out support and resources. One of which is that there is no one service provider equipped to provide such a broad range of support and resources. One way of minimising this barrier is for services to work together.

Throughout the duration of the Centre's Refugee Mental Health project this approach has proved extremely beneficial and some incredible outcomes have been achieved.

Some of the achievements we have made towards improving the mental health outcomes of refugees in the PA Hospital Health Service District (PAHHSD) - Division of Mental Health and Mater Child & Youth Mental Health Service (Mater CYMHS) catchment area include:

- developing a program to support young people from a refugee background attending school for the first time in Australia at Milpera State High School (SHS) (a partnership between Milpera SHS, QPASTT, QTMHC and Mater CYMHS)
- developing a support program for inpatients from culturally and linguistically diverse backgrounds admitted to the PAHHSD Mental Health Service Acute Inpatient Unit (a partnership between PAHHSD Mental Health Service, QTMHC, the Romero Centre and the Multicultural Centre of Mental Health and Wellbeing)
- offering an exercise and social activity group for men and women from a refugee background who have previously been difficult to engage in other therapeutic activities (a partnership between QTMHC, QPASTT, PAHHSD Mental Health Service, the Multicultural Centre of Mental Health and Wellbeing, Clem Jones Sports Centre, UQ School of Human Movement Studies)

Another outcome of this project has been the recruitment of eight new Bilingual/Bicultural Mental Health Consultants from the emerging refugee communities within Brisbane to work with mental health staff on cultural issues that need to be taken into consideration when working with people from their backgrounds. These consultants work on a sessional basis with the Centre's Transcultural Clinical Consultation Service. Training provided to these Consultants was developed in partnership with QTMHC, PAHHSD Mental Health Service and Mater CYMHS.

For more information, please contact lara_denman@health.qld.gov.au.



Refugee Mental Health Forum - 25th May, 2005

Scoping the service and resource implications for the implementation of the Queensland Multicultural Mental Health Plan 2003-2008

Some of you would be aware that the Qld Transcultural Mental Health Centre will be celebrating its 10th anniversary later this year. Established initially as a policy implementation unit in 1995, and following an evaluation in 1998, the QTMHC has over the past 10 years evolved into a resource and support unit on mental health issues for people from culturally and linguistically diverse backgrounds and delivers a number of programs and services to support district mental health services as well as responding to the mental health needs and issues in multicultural communities across Queensland.

Many people often comment to me that they are amazed at the range of activities undertaken by the QTMHC and that the QTMHC has grown a lot since its early days. This is certainly true, the QTMHC has been very successful in attracting project funding, but as it looks ahead to the next five years in the context of its five year plan, and beyond, it is clear that it is timely to review the future directions of the QTMHC in terms of its capacity to deliver on its core business, which is the clinical consultation service, education and development, mental health promotion and prevention, information and resource development and dissemination, and policy and program input and development.

I will be off-line for the next six months to undertake this further review and will be focusing on the key areas of QTMHC core business and funding, the transcultural clinical consultation service, the transcultural district partnership model and operational and reporting arrangements for the QTMHC. As we are about to celebrate our 10th anniversary it is timely to reflect on and critically review how the Centre has gone about its business which we hope will result in more integrated and sustainable outcomes in transcultural mental health.

If you have any thoughts and comments about this I would be very happy to hear from you. Our contact details are on the front page of the newsletter, or please email me. You will also find a feedback form for you to complete in this edition of *Translinks* which we will also greatly assist us.

Rita Prasad-Ildes

Manager

Email: rita_prasad-ildes@health.qld.gov.au

A Bosnian community's perspective of mental health and mental illness

Date: Thursday 4th August 2005

Time: 10:00am - 12:00 noon

Where: Logan Hospital

Cost: Free

To register your interest, please contact Penny D'Ath on 3240-2833 or via email: penny_d'ath@health.qld.gov.au.

Promoting stronger families

Fausia Oaiga la Mautu

This project focusing on family violence prevention in the Samoan community recently held an interagency forum attended by representatives from over 35 different agencies working in the areas of domestic violence and child protection, as well as by leaders from the Samoan community. The purpose of the forum was not only to raise awareness of Samoan cultural issues but to stimulate these agencies into thinking about what they can do at a service level to increase their responsiveness to the needs of the Samoan community.

The community facilitators spoke about the issues that they faced as they have been working at the community level to engage the community in family violence prevention issues. The forum highlighted that for many service providers this was the first time they had heard about Samoan community issues and some spoke about ideas that they would take back to their agencies such as training for staff, and the need to employ Samoan workers as support workers, particularly in domestic violence support agencies.

Some of the strategies discussed were:

- Call the leaders of the community (pastor and chiefs). Tell them the problem and ask them for their help and support.
- Listen to their advice and not just call for the sake of being able to write a good report that you have consulted a community member.
- Ask for their opinions and take these opinions into consideration.
- Explain the law to the leaders and the consequences of breaking the law. (Most leaders of the community do not know the law in Australia).
- Be prepared to give answers to the community's question "WHY?"
- Give respect to gain respect, "*e mafai mea uma i le faamolemole*" a Samoan saying that everything is possible when you say please.

For further information please contact Faalolo_Kurene@health.qld.gov.au.



Samoan interagency forum - 9th May 2005

OurCommunity Festival - Engaging and building the capacity of the South West Neighbouring Communities

27th June - 9th July 2005

For further information or to register your interest in the OurCommunity Festival, please phone Debbie (HUB Neighbourhood Centre) on 3372-3770; Michele (Inala Community House) on 3372-1711 or Family and Community Enhancement Team (FACET) on 3879-0048.

The South West Neighbouring Communities region comprises of the following suburban areas: Archerfield, Acacia Ridge, Inala, Carole Park, Doolandella, Willawong, Darra, Durack, Oxley, Wacol, Richlands, Forest Lake, Ellen Grove and Pallara.

News in brief

CALD mental health consumers are participating! As part of stage three of the *Multicultural Consumer Participation in Mental Health Project*, a total of 36 consumers have participated in sessions facilitated by Bilingual Community Participation Workers. Sixteen consumers from the Arabic-speaking, Farsi-speaking, Filipino and Samoan communities have met at QTMHC while 20 consumers from the Bosnian and Spanish-speaking communities have met at the Multicultural Centre for Mental Health and Wellbeing Inc. (Harmony Place).

Through the group sessions, CALD consumers had the opportunity to provide input into the development of the model of CALD Consumer Participation. The model includes the ongoing role of the CALD Consumer Consultants and the different levels of consumer participation; from CALD Consumer Consultative Forums to CALD Consumer Networks, participation in therapeutic groups and in the development of newsletter articles on cultural perspectives of mental health topics. The final draft model of consumer participation will be discussed with consumers and once validated by them it will be discussed with the leaders from the above communities. Community leaders have been crucial in supporting the project and thus the model of CALD Consumer Participation identifies a vital role for them, i.e. how to work in partnership to continue decreasing the community stigma associated with mental illness and how to support people with a mental illness in their communities. For more information contact elvia_ramirez@health.qld.gov.au.

Mental health outcome measures. Guidelines on the application of the HoNOS with CALD consumers will be available shortly. Keep an eye on our website to find the latest resources developed by the transcultural outcomes project: HoNOS guidelines, the Mental Health Inventory translated into 13 community languages and reports detailing the outcomes of the research processes conducted in order to develop these resources. For more information, please contact penny_d'ath@health.qld.gov.au.

Multicultural innovative dementia service pilot. The Australian Government Department of Health and Ageing has funded a three year pilot program to address the dementia care needs of older people from culturally and linguistically diverse (CALD) backgrounds.

Qld Transcultural Mental Health Centre together with Islamic Women's Association of Qld and Multicultural Communities Council Gold Coast were able to host the Multicultural Dementia Care Service Program.

The service is tailored to meet the individual needs of people with dementia from a CALD background and their carers who are eligible for the service. This is an innovative program, which will provide a comprehensive package of services for clients who have been assessed with high level care needs by the Aged Care Assessment Team (ACAT), as well as providing support for the caregivers.

Clients and carers will be matched with professional consultants from their own language and cultural backgrounds to ensure they receive culturally appropriate assessments and care plans.

For further information please contact lucy_tan@health.qld.gov.au.

Education and development. The education and development role has been buzzing with activity over the last few months! Recent happenings include many requests for workshops tailored to support diverse participants eager to promote cultural competence:-

Lifeline support workers
Staff orientation in West Moreton Health Service District
Family Planning Queensland
Training for Bundaberg Mental Health Service staff

Occupational therapy undergraduates
Consumer Participation Project
Refugee Forum: Together is better
Registrar lunch time inservices

Not to mention full attendance at the *Introduction to Transcultural Mental Health* series! Module 7 and 8 will conclude the series for the year in June. The demand and waiting list for next year is encouraging and participants now have many skills and opportunities to promote culturally responsive practice and services. Participants are welcome to contact us for support with local training opportunities.

For further information, please contact clarissa_wilson@health.qld.gov.au.

What's on.....

23rd - 24th June 2005 - *Respecting cultural diversity: innovations in healthcare delivery.*

Venue: Hilton on the Park, Melbourne, Australia. For more information, Ph. (02) 4924-0900 or email: admin@archi.net.au.

7th - 9th July 2005 - *Before the Bough Breaks: Working with infants, families and communities. Australian Association for Infant Mental Health*

Venue: Gardens Point Campus, Qld University of Technology, Brisbane, Australia. For more information, Email: aaimh2005@qut.edu.au.

12th - 16th September 2005 – *International Association for Suicide Prevention: XXIII Congress.*

Venue: Durban, South Africa. For more information, email: iasp2005@ukzn.ac.za.

Transcultural Clinical Consultation (TCCS) Update

Welcome to a new member of the team

Ms Lucy Tan, Clinical Psychologist, joined the team in mid-April both working on the Dementia Project and the TCCS until the end of June. Lucy was trained in the UK and has extensive mental health experience both working in New Zealand and Australia. We would like to welcome Lucy and hope that she enjoys working with the team and the Centre.



TCCS Update

Referrals to the TCCS for cultural input into the clinical care of CALD consumers continues to increase and the TCCS workers have been kept busy with 177 referrals in the past four months. Referrals have increased significantly in the two health service districts, Gold Coast and Logan-Beaudesert, that have had a transcultural project worker working locally with the mental health teams to assist them in becoming more culturally inclusive in their practice and the significant increase in referrals to TCCS is a good indication of that!

Training

TCCS continues to provide ongoing training to its bilingual mental health consultants and the focus over the past few months has been on legal issues and documentation. The TCCS has also introduced a new cultural assessment framework which it is providing ongoing training on. With over 120 bilingual mental health consultants now registered with TCCS, ongoing training continues to be an important part of our work.

Diversity in Health 2005 it's everybody's business

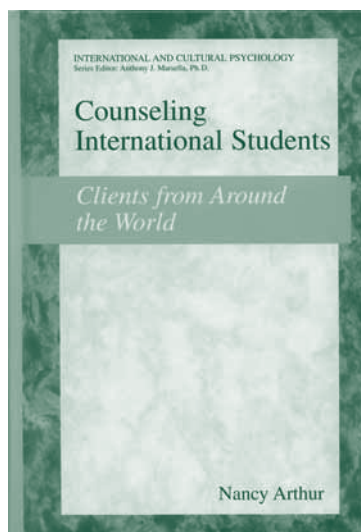
October 17-19, 2005
Hilton on the Park, Melbourne

Diversity in Health Secretariat, Australian Multicultural Foundation
PO Box 538, Carlton South VIC 3053
Email: diversityinhealth@amf.net.au
Ph. (03) 9347-6622 Fax (03) 9327-2218
Web: www.amf.net.au/event_nat_healthDiversity.shtml



Book review

Arthur, N. (2004) Counseling international students: Clients from around the world. New York: Kluwer Academic/Plenum. (ISBN 0-306-48069-7)



Written by a Canadian practitioner with many years of experience, this book provides the theoretical contexts for both the necessity of counselling services for international students as well as the frameworks for the requisite professional skills and the development of student support programs and services.

In addition she draws on an extensive range of research from the fields of cross-cultural counselling and psychology, social learning theory, transition, career development and trends and tensions in the internationalisation of the education industry in English speaking countries. She also provides practical case studies that would not be unfamiliar to any practitioner in the field.

The text is structured to first give the reader insight into and background of the international education industry, of the rationale for counselling services (models and skills) and of student needs (and skills) and then into ways of delivering services appropriately and improving on personal and systemic capabilities.

The content can also be viewed in the following way:

The “industry”	Context – background – history, statistics – the receiving campus environment – support in the broader context
Concepts	New concept of culture shock, adjustment issues, cultural learning
Students	Common issues, learners in transition, re-entry transition
Counsellor	Multicultural, counselling competencies, organising services, building rapport, styles and scope of counselling, enhancing services

The introductory chapters discuss why student counselling is an essential service for international students and why counsellors must undergo preparation and engage in reflecting on their counselling practices and institutional responses and policies; it addresses some common myths that are often the result of lack of information and of the literature focussing on the ‘problems’ of international students.

After setting the context of the industry, the text then explores the research on transition and culture shock and the limitations of the classic U and W-curve models that tend to generalise people’s experiences; newer conceptualisations of the stages of culture shock see them as sequential and cyclical and that the personal, individual qualities a person brings to the processes within each phase can account for the shifting nature of people’s experiences.

Overall, I would recommend this as a good reference for counsellors entering the international student field, for counsellors reviewing their institution’s student services and their own professional practices. The only negatives are that it has been poorly proofed with glaring grammatical errors evident and towards the end, in the chapter on enhancing counselling services, there seems to be repetition of parts of earlier chapters. However, these are not sufficiently negative to detract from its value as an excellent professional reference.

*Lorraine Alcorn
Guidance Officer
Education Queensland International*

QTMHC Library new additions

Books

Australian Institute of Health and Welfare. (2005) *Mental health services in Australia 2002-03*. AIHW: Canberra: 299. (MENT.22) www.aihw.gov.au

Caboolture and Redcliffe Multicultural Forum. (2003) *Making rough paths smooth: Helping your children get the best from their education. Parents manual & 'Do it yourself' guide*. CARM: Caboolture: 51. (MAKI.1)

Caboolture and Redcliffe Multicultural Forum. (2003) *Fa'alafulemuina O auala gaoa - Making rough paths smooth: Helping your children get the best from their education. Participants manual*. CARM: Caboolture: 57. (MAKI.2)

Caboolture and Redcliffe Multicultural Forum. (2003) *Fa'alafulemuina O auala gaoa - Making rough paths smooth: Helping your children get the best from their education. Community trainer's guide*. CARM: Caboolture: 35. (MAKI.3)

De Leo, D. and Heller, T. (2004) *Suicide in Queensland 1999 - 2001. Mortality rates and related data*. Australian Institute for Suicide Research and Prevention: Brisbane: Qld: 104. (SUIC.14)

Department of Health and Ageing. (2003) *National mental health report 2004: Eighth report - Summary of changes in Australia's mental health services under the National Mental Health Strategy 1993-2002*. Commonwealth of Australia: Canberra: 112. (NATI.8) www.health.gov.au/internet/wcms/publishing.nfs/content/health-pq-mental-pubs.htm

Kemp, C. and Rasbridge, L. (2004) *Refugee and immigrant health: a handbook for health professionals*. Cambridge University Press: Cambridge: UK: 380. (REFU.22)

Marks, R. (2000) "Say my name right!" *Promoting cultural responsiveness in psychiatric disability support services*. Psychiatric Disability Services of Victoria (VICSERV) Inc: Melbourne: 50+. (FOLDER 35)

Mulholland, N. (2003) *Beyond cultural barriers: Young Sahel African women's access to health services*. Working Women's Health: Northcote: Vic: 54. (FOLDER 34)

Multicultural Affairs Qld. (2004) *Multicultural Queensland - making a world of difference. Queensland Government Multicultural Policy 2004*. Qld Health: Brisbane: 15. (MULT.13) www.premiers.qld.gov.au/multicultural

Rickwood, D. (2004) *Pathways to recovery: Preventing relapse. A discussion paper on the role of relapse prevention in the recovery process for people who have been seriously affected by mental illness*. AUSEINET: South Australia: 81. (RECO.1)

Audio visual

Rural Health Education Foundation. (VID094) *No. 5 Dementia and the aged care worker*. Foundation, R.H.E.: Canberra. (English) VIDEO (VID094)

Rural Health Education Foundation. (VID093) *No. 4 Dementia: What difference does person-centred care make?* Foundation, R.H.E.: Canberra. (English) VIDEO (VID093)

Rural Health Education Foundation. (VID092) *No. 3 The Dementia continuum: How to manage it*. Foundation, R.H.E.: Canberra. (English) VIDEO (VID092)

Rural Health Education Foundation. (VID091) *No. 2 Dementia: Early diagnosis and the role of GPs*. Foundation, R.H.E.: Canberra. (English) VIDEO (VID091)

Rural Health Education Foundation. (VID090) *Dementia: What's it all about?* Foundation, R.H.E.: Canberra. (English) VIDEO (VID090)

VicHealth (2003) *A welcome for wellbeing: Promoting the mental health & wellbeing of new arrival communities*. Unit, M.H.W.H.I.: Carlton: Vic. (English) VIDEO (VID089)

Vivienne, S. (2001) *Mo Long Voi Nhau: Opening our hearts. May our love bring us together. The art of making families work*. Vivienne, S., Dung, N.T.N. and Chapter, Vietnamese Community in SA: Woodville: SA. (English, Vietnamese) VIDEO (VID086)

If you would like to borrow any of the above items or use the Resource Library please contact Penny D'Ath on (07) 3240-2833.