CONTENT

CULTURAL COMPETENCY TRAINING

- Training programs available
- Contacts for training
TRAINING PROGRAMS AVAILABLE

Safe Services, Diverse Communities Training Program
Under the Safe Services, Diverse Communities Training Program, Queensland Health has designed and developed training packages specific to particular staffing disciplines and roles, as well as a short 20 minute package designed for use in District orientation programs. The packages are designed to provide standardised training for staff across Queensland Health, but have the ability to be modified to include localised demographic information and contacts.

Overview of training packages:

<table>
<thead>
<tr>
<th>Training program</th>
<th>Topics covered</th>
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<tbody>
<tr>
<td>Admin/reception staff</td>
<td>• how culture and past experiences can impact on interaction between frontline staff and consumers</td>
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<td></td>
<td>• the importance of collecting data on language and cultural needs</td>
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<td></td>
<td>• ways to communicate more effectively with consumers from a diverse range of backgrounds</td>
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<td>Clinical service managers and patient liaison staff</td>
<td>• exploring how culture can impact on:</td>
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<td></td>
<td>– patients’/consumers’ access to care</td>
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<td></td>
<td>– patients’/consumers’ experience of care</td>
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<td></td>
<td>– how we deliver care services</td>
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<td></td>
<td>• strategies to plan and deliver services inclusive of diversity</td>
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<td></td>
<td>• strategies to manage culturally diverse workplaces</td>
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<tr>
<td>Cross-cultural communication and use of interpreters</td>
<td>• ways to communicate more effectively with consumers from a diverse range of backgrounds</td>
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<td></td>
<td>• when to use interpreters in health care settings</td>
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<td></td>
<td>• ways to communicate effectively using interpreters</td>
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<td></td>
<td>• process for booking and working with interpreters</td>
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<tr>
<td>District orientation programs</td>
<td>• why do you need to know about cultural diversity?</td>
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<td></td>
<td>• guiding policies</td>
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<td></td>
<td>• what does Queensland Health expect of you?</td>
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<td></td>
<td>• training, resources and contacts to help you with your work</td>
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The training packages will be delivered in Health Service Districts across the state by the Area Health Service Interpreter Quality Officers and other training related staff. The District orientation package is available for Health Service Districts who wish to add this session to their District orientation program. In the latter case, a relevant person within the District, eg. the District Interpreter Service Coordinator or a Quality and Safety Officer, would be trained to deliver the package.

Local District Training
Southside and West Moreton/South Burnett Health Service Districts have Multicultural Health Coordinators who provide orientation, support and training to staff related to cross-cultural practice and/or awareness within their District. A number of Health Service Districts have Multicultural Mental Health Coordinators who provide support and training to staff related to cross-cultural mental health issues and culturally appropriate mental health care.
Please note: the training packages outlined on the previous page are aimed at staff in general health care settings only. If staff work in mental health, then it would be more appropriate to access training packages developed by the Queensland Transcultural Mental Health Centre, as outlined below.

Managing Cultural Diversity in Mental Health
The Queensland Transcultural Mental Health Centre (QTMHC) provides statewide professional development and education to staff from government services (namely Queensland Health), community organisations, ethnic communities and universities.

The flagship of the QTMHC’s education and development program is Managing Cultural Diversity in Mental Health, which consists of nine modules:

Module 1: Cultural Factors in Mental Health & Mental Illness
Module 2: Language Matters in Mental Health Care
Module 3: Transcultural Assessment & Diagnosis
Module 4: Transcultural Treatment Issues
Module 5: Migration & Settlement Issues in Mental Health
Module 6: Developing Culturally Responsive Mental Health Services
Module 7: Acculturative Stress, Trauma & Mental Health
Module 8: Transcultural Issues in Child & Youth Mental Health
Module 9: Transcultural Issues in Older Person’s Mental Health

Modules 1 to 8 also form the basis of the post-graduate university course Introduction to Transcultural Mental Health. Modules can be delivered as lectures, seminars, workshops, train-the-trainer programs or short in-services.

Other professional development programs offered by the QTMHC include:

- The Need for Understanding: The Care of Refugee Survivors of Torture & Trauma
- Assisting Newly Arrived Refugees To “Settle In”
- Working with Mental Health Interpreters
- Mental Health Interpreting
## CONTACTS FOR TRAINING


<table>
<thead>
<tr>
<th>Training program</th>
<th>Who to contact</th>
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| **Safe Services, Diverse Communities Training Program** | Statewide Multicultural Health Program  
Ph (07) 3895 3122  
Interpreter Service Quality Officer (NAHS)  
Ph (07) 40196414 (receptionist)  
Interpreter Service Quality Officer (CAHS)  
Ph (07) 31316931  
Interpreter Service Quality Officer (SAHS)  
Ph (07) 3895 3121 |
| **Local District training**                           | Multicultural Health Coordinator  
Southside Health Service District  
Ph (07) 3387 5383  
Multicultural Health Coordinator  
West Moreton/South Burnett Health Service District  
Ph (07) 3817 2342 |
| **For transcultural mental health training workshops** | Education & Development Coordinator  
Queensland Transcultural Mental Health Centre  
Ph (07) 3240 2833  
Multicultural Mental Health Coordinators located in:  
Southside, Gold Coast, RBWH, RCH, Princess Alexandra Hospital, Mater Children’s Hospital, Northside, Sunshine Coast & Cooloola (from 2008-09), Townsville, Cairns and Hinterland, West Moreton (from 2008-09).  