

The Bilingual Case Management Clinical Themes Project:

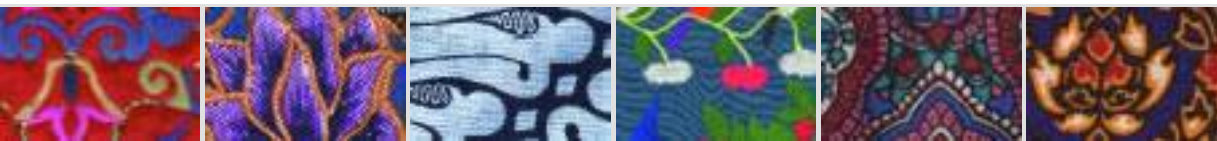
An online resource for mental health clinicians working with culturally and linguistically diverse clients and their families

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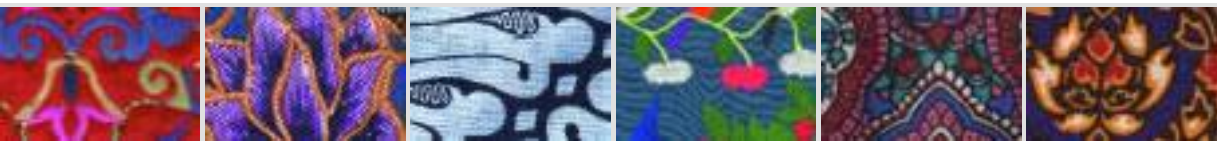
Bilingual Case Management Program

- History & Aims of program
- Began in 1996 as a joint initiative of four Melbourne Western Metropolitan Area Mental Health Services and the VPTU
- Aim:
 - to improve access and mental health service delivery to people from culturally and linguistically diverse backgrounds (CALD) experiencing mental illnesses
- CALD community needs identified through several research and needs analyses (Ziguras et al., 2000)



Current BCM Program

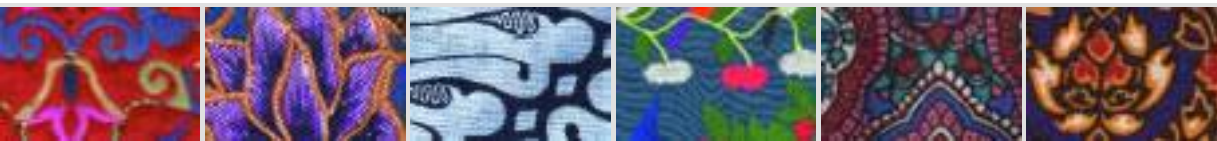
- Community and language group representation has changed due to
 - Changing community demographics
 - Staff attrition from the program
- Communities represented between 1996 to 2004 included Croatian, Greek, Italian, Maltese, Macedonian, Turkish and Vietnamese
- Current community representation: Greek, Vietnamese, Chinese, Horn of Africa



The BCM role

- Direct clinical work and joint case management with clients of the same cultural and linguistic background
- Secondary consultation to other mental health staff and community agencies on cultural issues
- Family education and support
- Community development and education on mental health
- BCMs' caseloads comprise 50% of clients from their own cultural and linguistic background and 50% of clients from other, including English-speaking backgrounds

Ziguras et al. (2000)



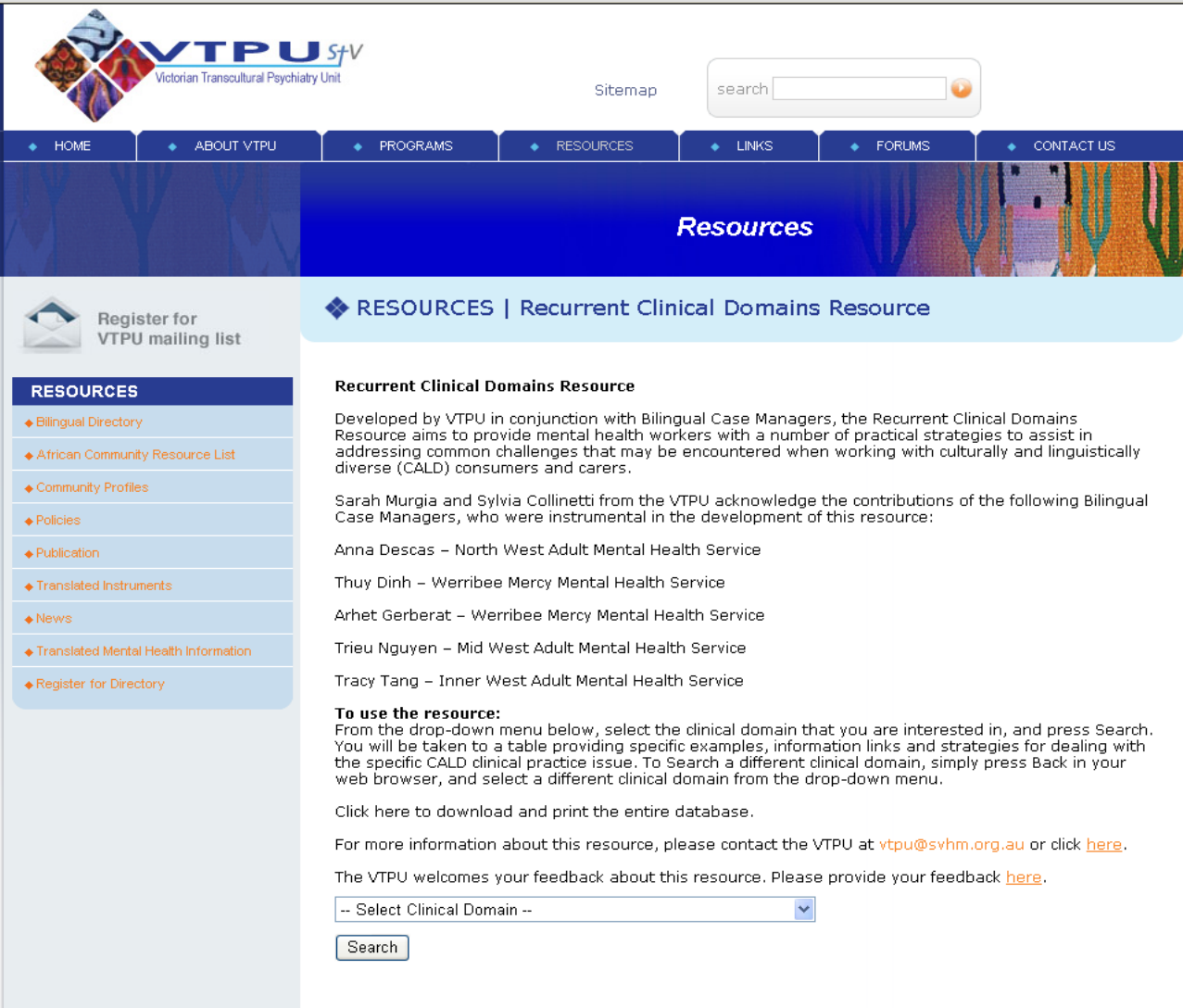
Background to current project

- ☛ Aim of project:
 - To compile a database of key clinical domains which BCMs identified as commonly experienced and recurrent when working in mental health settings with CALD consumers and their families.
- ☛ Compilation of a knowledge-sharing database by workshopping a basic set of clinical domains with BCMs, to identify the cross cultural themes and issues that emerged
- ☛ Themes were extracted with the objective of identifying possible solutions to clinical issues as developed by BCMs in their roles
- ☛ As a result of themes and practical examples, strategies have been integrated by linking existing and new resources developed by VTPU as well as other transcultural organisations



Link to website

Victorian Transcultural Psychiatry Unit



The screenshot shows the website's header with the VTPU logo, a search bar, and a navigation menu. The main content area is titled 'Resources' and features a sidebar with a 'Register for VTPU mailing list' button and a 'RESOURCES' list. The main text describes the 'Recurrent Clinical Domains Resource', its purpose, contributors, and how to use it. At the bottom, there is a search form with a dropdown menu for 'Select Clinical Domain' and a 'Search' button.

Register for VTPU mailing list

RESOURCES

- ◆ Bilingual Directory
- ◆ African Community Resource List
- ◆ Community Profiles
- ◆ Policies
- ◆ Publication
- ◆ Translated Instruments
- ◆ News
- ◆ Translated Mental Health Information
- ◆ Register for Directory

◆ RESOURCES | Recurrent Clinical Domains Resource

Recurrent Clinical Domains Resource

Developed by VTPU in conjunction with Bilingual Case Managers, the Recurrent Clinical Domains Resource aims to provide mental health workers with a number of practical strategies to assist in addressing common challenges that may be encountered when working with culturally and linguistically diverse (CALD) consumers and carers.

Sarah Murgia and Sylvia Collinetti from the VTPU acknowledge the contributions of the following Bilingual Case Managers, who were instrumental in the development of this resource:

- Anna Descas – North West Adult Mental Health Service
- Thuy Dinh – Werribee Mercy Mental Health Service
- Arhet Gerberat – Werribee Mercy Mental Health Service
- Trieu Nguyen – Mid West Adult Mental Health Service
- Tracy Tang – Inner West Adult Mental Health Service

To use the resource:
From the drop-down menu below, select the clinical domain that you are interested in, and press Search. You will be taken to a table providing specific examples, information links and strategies for dealing with the specific CALD clinical practice issue. To Search a different clinical domain, simply press Back in your web browser, and select a different clinical domain from the drop-down menu.

Click here to download and print the entire database.

For more information about this resource, please contact the VTPU at vtpu@svhm.org.au or click [here](#).

The VTPU welcomes your feedback about this resource. Please provide your feedback [here](#).

-- Select Clinical Domain --

Search

Themes extracted

- ☞ Stigma attached to mental illness
- ☞ Clinical Engagement with CALD Consumer and Carers
- ☞ Psychoeducation with CALD Consumer and Carers
- ☞ Intergenerational conflict
- ☞ Communication and Language Issues
- ☞ Confidentiality
- ☞ Discharging CALD client from AMHS & Ethno-specific services
- ☞ Working with diverse explanatory models of mental illness
- ☞ Working with refugees
- ☞ Clinical Strategies to develop Cultural Sensitivity
- ☞ Cross-Cultural Risk Assessment



Clinical Domain: Communication & Language Issues

Example of issues presented in clinical practice	Suggested Strategy
<ul style="list-style-type: none">• Difficulties when no 'common language' between generations within a family system, creating misunderstandings.• Children may experience pressure to maintain their language of origin but this becomes difficult when need to convey emotions and complex thoughts around mental illness and difficult family issues.• Difficultly maintaining language of origin when not dominant language in residing country providing less opportunities to practice language of origin• First generation and grandparents may feel a sense of loss, as often might not be able to talk to their grandchildren as have lost the language of communication.	<ul style="list-style-type: none">• Clinicians require the necessary skills to work effectively with Interpreters in mental health settings. Click here to view the VTPU's Quick Guide on Working Effectively with Interpreters in Mental Health Settings.• If you are unsure what language your client speaks, it may be necessary to ask them to identify their language, by indicating the language spoken on the Interpreter Services Brochure, developed by Eastern Health. Click here to view the Eastern Health Interpreter Brochure.• The VTPU has developed comprehensive guidelines for Working Effectively with Interpreters in Mental Health Settings. Click here to view the Guidelines Booklet.• View a useful Resource List for Working Effectively with Interpreters in Mental Health Settings by clicking here.

Web link

www.vtpu.org.au

Click under Resources menu

www.vtpu.org.au/cald.htm

Direct link

