

WEBINAR

An interdisciplinary cross-cultural conversation: exploring the meaning of healing and recovery

This webinar

North Western Melbourne and Eastern Melbourne PHNs have contracted MHPN to deliver two webinars which aim to build the cultural responsiveness of primary health and mental health care practitioners to provide mental health support to people from culturally and linguistically diverse (CALD) backgrounds during the COVID-19 pandemic and beyond. The broad topics for the webinars are:

- Providing culturally responsive mental health care during pandemic
- Importance of cultural approaches to healing and recovery such as linkages with community and faith-based groups

Tonight's panel



Dr Joanne Gardiner



Mr Guy Coffey






Ms Stephanie Mendis



Mr Lew Hess

Webinar platform

To interact with the webinar platform hover over the colourful icons to the top right of your screen

-  Open the chat box
-  Access resources including the case study, panel biographies and supporting resources
-  Open the feedback survey

Learning outcomes

Through a facilitated panel discussion, using a series of vignettes, at the completion of the webinar participants will have:

1. Improved understanding of how culturally diverse health and mental health beliefs associated with healing and recovery may impact treatment and support sought by and provided to people from CALD backgrounds
2. Practical tips and strategies to engage in recovery oriented CALD responsive conversations with your client/patient
3. Better targeted referrals and/or interventions as a result of improved understanding of the role of different disciplines and/or services, in providing treatment and support for people from CALD backgrounds

A GP's perspective

What informs my culturally responsive practice?

- I'm inspired by my refugee and asylum seeker clients - their humanity, generosity and resilience.
- Also, I did high school in Kuala Lumpur where I was thrown in the deep end of a cross cultural experience.
- Finally, I have a Chinese-born daughter through inter-country adoption, the joy of my life; this experience requires deep immersion in the complexities of loving and raising a child born into one culture, within another.



Dr Joanne Gardiner

A GP's perspective

4 key ingredients of culturally responsive practice:

- Build a therapeutic relationship - allow time and regular review, consider/enable access to clinician.
- Where possible, use a professional, gender-appropriate interpreter, suggestions to enhance confidentiality.
- Respectful curiosity about my client's experiences and beliefs - health, values, religious beliefs.
- Where necessary, build a support team - case worker, social worker, refugee health nurse etc.



Dr Joanne Gardiner

A GP's perspective

One myth

“Cross-cultural care is hard”. No, it isn't. It's stimulating, rewarding, enriching and enhances knowledge of the world.

One challenge

Our current slow fragmented medical care/system - difficulty of tracking down previous health information, multiple providers etc.



Dr Joanne Gardiner

A clinical psychologist's perspective

I am informed by:

- A curiosity about culture, life experience and world view - asking lots of questions of clients and peers with different cultural backgrounds to myself.
- Being aware of my own values, biases, and selective sources of experience and knowledge.
- Clinical experience through working with diverse populations.



Mr Guy Coffey

A clinical psychologist's perspective

I am informed by continued ...

- Reading relevant research about working with and treating diverse populations (empirical research, ethnographic and first-person accounts).
- Knowing that the client is the expert about their life and experience (I am expert about clinical conditions from a western perspective (only)).
- That there are always varying degrees of cultural overlap between the clinician and client – i.e. all therapeutic relationships are cross-cultural to a greater or lesser extent.



Mr Guy Coffey

A clinical psychologist's perspective

4 key ingredients of culturally responsive practice:

- “the goals and pathways of healing, rather than being entirely dictated by scientific explanations of psychopathology, depend on cultural worldviews, values and concepts of personhood through which people articulate their own life projects, goals and aspirations” (Gone & Kirmayer, 2010)
- Know client's beliefs and practices insofar as this is relevant to understanding and addressing the presenting problems.



Mr Guy Coffey

A clinical psychologist's perspective

4 key ingredients of culturally responsive practice continued:

- Psychoeducation is a two-way street:
 - Ask about client's experience with and 'explanatory model' of the presenting problem.
 - Provide accessible account of one's own model.
 - Negotiate a treatment approach which acknowledges the client's views on what will be of benefit within a framework of evidence-based practice. Tailor interventions accordingly.
- Assemble a care team which should often include people from the client's community (family informants, bicultural counsellors and case workers).



Mr Guy Coffey

A clinical psychologist's perspective

It is a myth:

- That psychological treatments aren't effective with non-western populations.
- That effective psychotherapy can't be done via interpreters.
- That 'ethnic group membership' is a good guide:
 - eschew 'ethnic group membership' as anything but a general and sometimes misleading guide to identity and beliefs.
- That pre-migration trauma and adversities are usually the main problem.
- That refugees and migrants with pre-migration trauma and adversity exclusively need trauma focused psychotherapy.



Mr Guy Coffey

A clinical psychologist's perspective

It is a challenge to:

- Assemble a care team that addresses the breadth of the client's needs (including bilingual workers and community supports).
- Tailor empirically supported treatments to meet the cultural needs and personal capacities of the client (this is still more an art than a science).
- In the face of not knowing and uncertainty, having confidence about what you do know about (mental health) and humility about what you initially don't know about - the client's inner life, their experiences and needs.
- Learn to read different ways of expressing emotion and distress (idioms of distress).
- Assist clients when their material and social circumstances (sometimes due to government policy) are inimical to their psychological well-being.



Mr Guy Coffey

A social worker's perspective

What informs my culturally responsive practice?

- Culturally responsive practice is good social work practice.
- We are not different from our clients.
- People can do anything when they have enough supports in their environment.
- Be respectful. Be useful. Be humble.



Ms Stephanie Mendis

A social worker's perspective

4 key ingredients of culturally responsive practice:

- Know yourself
- Culture is constructed
- Collaborate
- Relationship. Relationship. Relationship.



Ms Stephanie Mendis

A social worker's perspective

One myth and one challenge

- A myth as well as a challenge is that you only need to look out for culture with certain people.



Ms Stephanie Mendis

Vignette Discussion and Questions and Answers



Dr Joanne Gardiner



Mr Guy Coffey



Ms Stephanie Mendis



Mr Lew Hess

Recommended resources



For access to resources recommended by the panel and the webinar's partners, click on the supporting resources icon located at the top right-hand part of your screen.

Local networking

Would you like to continue to CALD mental health discussion with local practitioners? Join a network:

- Dandenong CALD Network
- Frankston & Peninsular Transcultural Network
- Adelaide African, Indigenous and CALD Mental Health
- Brisbane Young Migrant and Refugee Background Mental Health
- Queensland Transcultural

Are you interested in establishing or leading Special Interest CALD Mental Health Professionals Network? To find out more contact Jacqui on (03) 8662 6604 or email j.oloughlin@mhpn.org.au.

Are you interested in establishing and leading a new Mental Health Professionals' Network based either online or in your local area? To view information on the support MHPN provides, go to <https://www.mhpn.org.au/establish-mhpn-network>.

We have 373 interdisciplinary mental health networks across metropolitan, rural regional and remote Australia. Visit our online map to find out which networks are close to you at <https://www.mhpn.org.au/members/#/SearchNetwork>.

Thank you for your participation

- Please ensure you complete the feedback survey before you log out.
- Your Statement of Attendance will be available within four weeks
- You will receive an email with a link to online resources associated with this webinar in the next few weeks

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**THANK YOU FOR
YOUR PARTICIPATION**