

# WEBINAR

Providing culturally responsive  
mental health care during  
COVID-19 and beyond

## 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 Vu Le



Dr Radhika  
Santhanam – Martin






Dr Francis Roger Nii  
Lanteye Acquah



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:**

- Better understanding of the compounding anxiety, grief, helplessness, trauma and shame people from CALD backgrounds may be experiencing during COVID 19 and beyond.
- Practical tips and strategies to provide culturally responsive practice which supports good outcomes for people from CALD backgrounds.
- Better target referrals, as a result of improved understanding of the role of different disciplines, in providing treatment and support for people from CALD backgrounds.

# A GP's perspective

## What informs my cultural practice?

- Experiences of growing up in Sunshine in a mixed CALD background. My father was a Refugee from Vietnam.
- More than 10 years of experience as a GP working with Refugees and new immigrants.
- Cultural awareness during my GP training.



Dr Vu Le

# A GP's perspective

## Four key ingredients for culturally responsive practice

1. Have time to listen to your patient.
2. Show mutual respect of their cultural health beliefs.
3. Be willing to use appropriate interpreters even if it takes much longer than the standard consult.
4. Employ a CALD health worker that is appropriate to the community.



Dr Vu Le

# A GP's perspective

## One myth

Having a mental health concern would bring shame and discrimination in the community and work force.

## One challenge

Some patients will need a lot more support than what Medicare would subsidize. How do we promote more awareness to increase funding for mental health overall and for community mental health access?



Dr Vu Le



# A Clinical Psychologist's perspective

## What informs my cultural practice?

- Experiences of growing up and being educated in a (post) colonial context.
- The grounding in philosophy/ethics.
- Lived experience of being a brown, female migrant.



Dr Radhika  
Santhanam – Martin

# A Clinical Psychologist's perspective

## Four key ingredients for culturally responsive practice

1. Imperfect Allies (Vicki Reynolds): we are imperfect but need each other.
2. How to recognize, acknowledge and articulate spaces of 'not knowing'.
3. Creating a holding environment (especially during COVID-19).
4. Learning practices of rupture and repair.



Dr Radhika  
Santhanam – Martin

# A Clinical Psychologist's perspective

## One myth

Practitioners are one size fits all.

## One challenge

Bringing an intersectional lens to understand and engage with clients, communities and systems.



Dr Radhika  
Santhanam – Martin

# A Mental Health Nurse's perspective

## What informs my cultural practice

- Stigma is expressed in negative attitudes, behaviours, and feelings towards identified group in the case the CALD community.
- Respecting cultural values and cultural background.
- Exploring the meaning of spirituality for the individual, the “I AM”.



Dr Francis Roger  
Nii Lanteye Acquah



# A Mental Health Nurse's perspective

## Four key ingredients to a culturally responsive practice

1. The Spirit of Intimacy. Ancient teachings in the ways of relationships “Sobonfu E. Some”.
2. Practicing multiculturalism through staffing and clients.
3. Embracing the community.
4. Continuing advocating for and educating the community.



Dr Francis Roger  
Nii Lanteye Acquah

# A Mental Health Nurse's perspective

## One myth

Assumptions without understanding lead to bias.

## One challenge

Conscious and unconscious prejudices.



Dr Francis Roger  
Nii Lanteye Acquah

# Vignette Discussion and Questions and Answers



Dr Vu Le



Dr Radhika  
Santhanam – Martin



Dr Francis Roger Nii  
Lanteye Acquah



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](mailto: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 emailed within four weeks
- You will receive an email with a link to online resources associated with this webinar in the next few weeks
- Please join us for the next webinar in this series exploring culturally responsive mental health care - **An interdisciplinary cross-cultural conversation: exploring the meaning of healing and recovery** will be broadcast live at 7.15pm on Wednesday 31 March 2021

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**THANK YOU FOR  
YOUR PARTICIPATION**