

POLICY STATEMENT 14

MULTI-CULTURAL PRIVATE MENTAL HEALTH

BACKGROUND

The main aim of this Policy Statement is to bring a focus on multi-cultural issues within private mental health settings. Multi-cultural can be described as: people from non-English speaking backgrounds, culturally and linguistically diverse (CALD) backgrounds, immigrant and refugee communities.

Lived Experience Australia considers the pillars of good participation for the CALD communities in areas for addressing their needs are:

Own care

Consumer personal care

Carer development

Community development

Service development

Foundations

Lived Experience Australia believes the foundations for solid consumer and carer participation within private sector settings are:

- Good communication
- Mental health literacy
- Trust
- Understanding
- Acknowledgement of beliefs and different cultures

Service development requires:

- Good participation
- Good mental health promotion
- Integration as core business

Questions

Some questions to consider when discussing multi-cultural private mental health are:

- 1) Does the provider/service have contact with CALD people?
- 2) If yes, have relationships been established between private sector providers/staff and those who advocate for CALD communities?
- 3) Do private sector providers/staff focus on understanding the strengths of CALD populations with the purpose of learning from them and supporting them to build their mental health capacity?

- 4) Are CALD community leaders engaged by private sector providers/staff especially when promoting their service/s?

Mental health promotion

There are some key issues when private sector providers/staff interact with and support CALD consumers and their carers within their service. Private sector providers/staff need to:

- Know the level of health literacy of the CALD communities they mostly serve.
- Understand diverse perspectives of mental health and mental illness in each CALD community.
- Know the level of stigma or shame about mental illness and if this impacts on the person they are seeing, and their families.
- Know the key networks, support groups, leaders, activities of the CALD community they mostly serve.
- Know what help seeking behaviours exist in the CALD community they mostly serve.
- Know what promotion initiatives have or could be implemented to assist in better understanding of mental health issues.

Policy

Lived Experience Australia believes that every effort must be made to engage CALD consumers and carers in their own treatment and care.

- Lived Experience Australia affirms the 5 pillars of good CALD engagement noted previously.
- CALD participation is relevant and important.
- Support should be tailored to CALD consumers and carers across all settings in which mental health care is provided including their own journey.
- Private sector providers/staff need to value CALD input into treatment, care and mental health service delivery.
- When encountered, CALD people's engagement is 'core business' of any treatment or service delivery.
- Private sector providers/staff need to utilize feedback received from CALD consumers and their families.
- Private sector providers/staff recognise the role CALD consumers and their families play in the recovery process.

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