

# FACT SHEET 4: RESOURCES

## SERVICE RESPONSIVENESS FOR ASIAN, REFUGEE AND MIGRANT POPULATIONS

*This fact sheet lists national and international resources that can be used by service managers, clinicians and funders and planners to achieve recommendations for mental health and addiction service responsiveness noted in fact sheets 2 and 3.*

A number of resources have been developed to support services to be cultural responsive to Asian, refugee, migrant and other cross-cultural communities. This fact sheet identifies links to tools and information relating to:

- service planning, funding and contracting
- assessing population needs
- working with interpreter services
- workforce development
- adapting therapeutic interventions
- service and community linkages and appropriate information

Many of these resources have been developed in New Zealand.\* An online version of this factsheet will be updated as new resources are developed and identified.

THIS SERIES OF FACT SHEETS IS AIMED AT PEOPLE ADVOCATING FOR, DEVELOPING, ADAPTING, CONTRACTING, FUNDING OR PLANNING MENTAL HEALTH OR ADDICTION SERVICES.

There are four fact sheets in the series.

- 1: Why deliver responsive services?
- 2: Planning and funding
- 3: The evidence base
- 4: Useful resources and links

# SERVICE PLANNING, FUNDING AND CONTRACTING

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The National service framework: Asian, migrant or refugee service specifications (Ministry of Health, 2010)\* outline key components of service delivery to be included in services contracted to respond to Asian, migrant or refugee populations. Planners and funders use these documents when developing contracts for service delivery. The content aligns with research where research exists and expert opinion where no research is available.

- Tier one of the service specifications applies to all mental health and addiction services.
- A tier two document outlines what should be included in all services for Asian, refugee and migrant populations.
- A range of tier three documents can then be selected according to population size and resourcing.

The mental health service specifications are available online [www.nsfl.health.govt.nz/apps/nsfl.nsf/pagesmh/150](http://www.nsfl.health.govt.nz/apps/nsfl.nsf/pagesmh/150)

## ASSESSING POPULATION NEEDS

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**QuickStats – about a place** (Statistics New Zealand, 2007)\*

2006 census information on ethnic make up, birthplace, and languages spoken at regional, territorial authority (city or district community areas), and smaller area levels is now available online. Follow the link below and use the “⊕” symbols to open up options that allow you to drill down within each region to obtain information for territorial authorities or smaller area units. These QuickStats can be very useful for estimating the make up of Asian and other ethnic populations, non-English speaking and overseas-born people within a service catchment area.

[www.stats.govt.nz/Census/2006CensusHomePage/QuickStats/AboutAPlace.aspx](http://www.stats.govt.nz/Census/2006CensusHomePage/QuickStats/AboutAPlace.aspx)

**Statistics NZ census 2006 Table builder** (Statistics New Zealand, 2008)\*

Table builder can be used to access 2006 census data at Level 2 and 3 ethnic groupings and provides more detailed country of birth statistics than those available in QuickStats. The data sets are available online down to a territorial authority level. These datasets can also be very useful for estimating the make up of Asian and other ethnic populations, non-English speaking and overseas-born people of a service catchment area.

[www.stats.govt.nz/methods\\_and\\_services/access-data/TableBuilder.aspx](http://www.stats.govt.nz/methods_and_services/access-data/TableBuilder.aspx)

**Refugee Services placement data** (Refugee Services Aotearoa New Zealand, 2005)\*

Information on the number of refugees (by ethnicity) placed in Auckland, Palmerston North, Hamilton, Hutt Valley, Porirua, Wellington, Christchurch and Nelson can be accessed by emailing [info@refugeeservices.org.nz](mailto:info@refugeeservices.org.nz) (or visit the Refugee Services website, [www.refugeeservices.org.nz](http://www.refugeeservices.org.nz)).

# WORKING WITH INTERPRETING SERVICES

**Section 3 of *Refugee Health Care - A Handbook for Health Professionals*** (Ministry of Health, 2001)\*.

Section 3 of this book has information about communicating effectively with refugee clients, including how, when and why trained interpreters should be involved in service delivery. It is available for download.

[www.moh.govt.nz/moh.nsf/49ba80c00757b8804c256673001d47d0/d85ce7cd090faaa4cc256b050007d7cb?OpenDocument](http://www.moh.govt.nz/moh.nsf/49ba80c00757b8804c256673001d47d0/d85ce7cd090faaa4cc256b050007d7cb?OpenDocument)

**Cross-cultural resource for interpreters and mental health practitioners working together in mental health** (Waitemata District Health Board, 2009)\*

Information about the need for interpreter training, common communication errors, and interpreting tips as well as basic information on mental health, mental health interventions and cultural influences on symptoms is included. This information is presented as checklists, question and answer sets and role plays. The CD-ROM is available for a small cost from Waitemata District Health Board. For more information visit [www.caldresources.org.nz/info/home.php](http://www.caldresources.org.nz/info/home.php).

- Face-to-face training on the use of interpreters is available through the culturally and linguistically diverse cross-cultural training course outlined in the following section.

## WORKFORCE DEVELOPMENT

**Culturally and linguistically diverse (CALD) – cross-cultural training course** (Waitemata District Health Board, 2009)\*

The face-to-face CALD cross-cultural training is a practical course designed to improve cultural awareness, knowledge and skills on how to work with and understand Asian, migrant and refugee clients from different cultural backgrounds. It also covers how to work with interpreters effectively to improve the communication process. An evaluation of the training reported that most participants (93 per cent) reported feeling more confident at working with refugee and migrant clients and 97 per cent of participants said that they would strongly recommend the programme to others (Poole & Lim, 2009). An interactive online version of this tool is available for purchase. For more information visit [www.caldresources.org.nz/info/resources.php](http://www.caldresources.org.nz/info/resources.php).

**Asian Mental Health Training and Development CD for Real Skills** (Centre for Asian Health Research and Evaluation, 2008)\*

This resource is made up of three modules – self-reflection, Asian philosophy and clinical issues. The modules include information on:

- Asian worldview, beliefs and philosophies
- help seeking behaviours
- special considerations for refugees
- a table of considerations when providing therapy
- videos from Asian clinicians
- references and links to other resources.

The resource can be purchased as a CD at minimal cost from Amritha Sobrun-Maharaj [a.sobrun-maharaj@auckland.ac.nz](mailto:a.sobrun-maharaj@auckland.ac.nz) or used online at the University of Auckland website, [www.fmhs.auckland.ac.nz/soph/centres/cahre/amh/index.html](http://www.fmhs.auckland.ac.nz/soph/centres/cahre/amh/index.html).

**Cross-cultural resource kit - Booklet and CD-ROM** (Waitemata District Health Board, 2009)\*

The booklet and CD-ROM provide a practical, easy to use guide including pre-interview checklists, interview questions and guidelines for working with interpreters. Greetings, communication guides and other information about working with people from 14 different cultures (Afghan, Burundian, Cambodian, Chinese, Iraqi, Iranian, Korean, Sudanese, Somali, Ethiopian, Iranian, Laotian, Indian, and Vietnamese) are provided. The CD-ROM and booklet are available for purchase from Waitemata District Health Board or Refugees As Survivors New Zealand. For more information visit [www.caldresources.org.nz/info/home.php](http://www.caldresources.org.nz/info/home.php).

**Fate, Spirits and Curses: Mental Health and Traditional Beliefs in Some Refugee Communities** (Jackson, 2006, Auckland: Auckland Refugees as Survivors Centre)\*

The book provides insight into traditional beliefs about the nature, causes and management of mental health from some refugee communities from the Middle East and Africa. The final chapter discusses assessment and treatment issues such as the impact of torture, concurrent physical ailments, somatisation and working with traditional healers. The book can be purchased from the Auckland Refugees As Survivors Centre website for a small cost. To order email [admin@aucklandras.org.nz](mailto:admin@aucklandras.org.nz) or phone +64 9 270 0870. For more information visit [www.rasnz.co.nz/Publications/pub.html](http://www.rasnz.co.nz/Publications/pub.html).

**Cultural awareness tool for mental health workers in primary care (Multicultural Mental Health Australia, 2002)**

This book provides guidance to primary care mental health workers about delivering culturally sensitive care. This book is designed as a first step to developing cultural competence. It is available online,

[www.mmha.org.au/mmha-products/books-and-resources/cultural-awareness-tool-cat](http://www.mmha.org.au/mmha-products/books-and-resources/cultural-awareness-tool-cat).

## ADAPTING THERAPEUTIC INTERVENTIONS

**A range of translated mental health instruments** (Victorian Transcultural Psychiatry Unit, 2010)\*

This Victorian Transcultural Psychiatry Unit page includes links to a number of translated and adapted mental health instruments and research about translating and validating assessment resources. The site includes links to instruments in some cases, and refers to research that has used the tools, or information on the validation processes, in others. For more information visit [www.vtputu.org.au/resources/translated\\_instruments/](http://www.vtputu.org.au/resources/translated_instruments/).

**Refugee Health Care - A Handbook for Health Professionals** (Ministry of Health, 2001)\*

Chapter 5 of this book has information on mental health and refugee communities. The other chapters provide information on the experiences of refugee communities, communicating with refugee clients, working with interpreters and potential physical health needs. The book is available for download,

[www.moh.govt.nz/moh.nsf/49ba80c00757b8804c256673001d47d0/d85ce7cd090faaa4cc256b050007d7cb?OpenDocument](http://www.moh.govt.nz/moh.nsf/49ba80c00757b8804c256673001d47d0/d85ce7cd090faaa4cc256b050007d7cb?OpenDocument).

**Australian Guidelines for the Treatment of Adults with Acute Stress Disorder and Post-traumatic Stress Disorder (Australian Centre for Posttraumatic Mental Health, 2007)**

These evidence-based guidelines for responding to post-traumatic stress disorder include specific considerations and assessment criteria for refugee and asylum seeker populations under the specific populations and trauma types section (pp.137-141). For more information visit

[www.acpmh.unimelb.edu.au/resources/resources-guidelines.html](http://www.acpmh.unimelb.edu.au/resources/resources-guidelines.html).

**Guidelines for Assessing and Treating Anxiety Disorders (New Zealand National Health Committee, 2008)\***

This evidence-based guideline on assessing and treating anxiety disorders includes a short section on working with Asian communities (pp.37-38) and refugee communities (see pp.31-32). It is available as a PDF, see

[www.nzgg.org.nz/guidelines/0038/Anxiety\\_guideline.pdf](http://www.nzgg.org.nz/guidelines/0038/Anxiety_guideline.pdf).

**Assessment and Management of People at Risk of Suicide (New Zealand Guidelines Group, 2003)\***

This evidence-based guideline on assessment and management of people at risk of suicide includes a short reference to working with refugee communities (pp.38-39). For more information visit

[www.nzgg.org.nz/guidelines/dsp\\_guideline\\_popup.cfm?guidelineCatID=8&guidelineID=5](http://www.nzgg.org.nz/guidelines/dsp_guideline_popup.cfm?guidelineCatID=8&guidelineID=5).

**STARTTS relaxation CDs and cassettes (New South Wales Service for the Treatment and Rehabilitation of Torture and Trauma Survivors, 2007c)**

Relaxation CD-ROMs in a variety of languages (Arabic, Bosnian, Dari, Khmer, Serbian, Tamil and Vietnamese) can be ordered from the New South Wales Service for the Treatment and Rehabilitation of Torture and Trauma Survivors. For more information, or to order, visit [www.startts.org.au/default.aspx?id=95](http://www.startts.org.au/default.aspx?id=95).

**Psychevisual – Lectures about mental health therapy for refugee communities (New South Wales Service for the Treatment and Rehabilitation of Torture and Trauma Survivors, 2007b)**

This site includes a range of presentations about delivering care to refugee communities. Presentations cover topics from therapeutic considerations when working with refugee communities to the use of specific approaches such as physiotherapy, neurofeedback, mindfulness, counselling, psychoeducation and assessment in refugee communities. For links to relevant lectures visit [www.startts.org.au/default.aspx?id=352](http://www.startts.org.au/default.aspx?id=352).

**New Zealand's Health and Disability Services (core) Standards (Standards New Zealand, 2008)\***

These core standards include recommendations for working with refugee, migrant and ethnic clients. All services should have a copy of these. They can be ordered at a cost through the Standards New Zealand website, use the catalogue search function at [www.standards.co.nz](http://www.standards.co.nz).

**Talking Therapy for Asian Service users: Best and Promising Practice Guide for Staff working in Mental Health and Addiction Services (Te Pou, 2010)\***

This guideline outlines recommendations for engagement and application of talking therapy models when working with Asian service users. Recommendations are based on existing research, international experts and the experience of New Zealand practitioners. They will be available for download from [www.tepou.co.nz](http://www.tepou.co.nz)

**Talking Therapy for Refugees, Asylum Seekers and New Migrants: Best and Promising Practice Guide for Staff working in Mental Health and Addiction Services (Te Pou, 2010)\***

This guideline outlines recommendations for engagement and application of talking therapy models when working with refugee and new migrant service users. Recommendations are based on existing research, international experts and the experience of New Zealand practitioners. They will be available for download from [www.tepou.co.nz](http://www.tepou.co.nz)

# SERVICE AND COMMUNITY LINKAGES AND APPROPRIATE INFORMATION

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**Checklists for translations** (Multicultural Mental Health Australia, 2007)

This checklist for developing translated information is based on lessons from the *No more 'mualagh' project* to develop and evaluate mental health resources for Afghan communities in rural Australia. For more information visit [www.mmha.org.au/translations/check-list](http://www.mmha.org.au/translations/check-list).

**Kai Xin Xing Dong website** (Mental Health Foundation of New Zealand, 2010)\*

This education tool for Chinese communities aims to reduce stigma and discrimination toward mental illness. The site contains culturally appropriate mental health resources for service users and community members, a literature review *Chinese Attitudes to Mental Illness* and information on organisations, helplines, free workshops, and Chinese support groups to inform your referrals. Visit [www.mentalhealth.org.nz/kaixinxingdong/page/5-Home](http://www.mentalhealth.org.nz/kaixinxingdong/page/5-Home).

**Standards for Engagement Guidelines for Central and Local Government, and NGOs Working with Refugee Background Communities** (ChangeMakers Refugee Forum, 2008)\*

The Standards for Engagement guidelines are designed as a practical guide to assist government and NGOs to work together on issues that affect refugee communities. It contains principles and standards for successful engagement as well as indicators for measuring how well these principles and standards are being met.

For more information visit [www.crf.org.nz/StandardsForEngagement](http://www.crf.org.nz/StandardsForEngagement).

**The Voice of the Community: Speech to the National Refugee Health and Wellbeing Conference, Auckland, New Zealand** (ChangeMakers Refugee Forum, 2008)\*

This speech was presented at the 2009 Refugee Health and Wellbeing conference. It challenges us to move decision making and solution development for refugee communities into the hands of these communities. It also reflects on refugee experiences of mental health and key areas where mental health services can be more responsive to these communities. The speech is available from [www.crf.org.nz/Speeches](http://www.crf.org.nz/Speeches).

## FOR MORE INFORMATION

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\*Resource developed in New Zealand