



# Statewide Specialist Clinical Consultation Service

*A service provided by the Queensland Transcultural Mental Health Centre*

## Consumer information sheet (English)

You have just met with a Bilingual Mental Health Consultant (BMHC) from the Queensland Transcultural Mental Health Centre (QTMHC).

The name of your Bilingual Mental Health Consultant is: \_\_\_\_\_

The QTMHC provides the following services through Bilingual Mental Health Consultants:

- Culturally appropriate assessments
- Clarification of cultural issues relating to your mental health issue
- Assistance in the development or review of your individual care plan
- Short-term assistance, such as information and education about your mental health issue with you and your carer

### Your rights

You have the right to:

- make decisions about your own health care
- receive professional assistance without discrimination due to your culture, age, social status, sex, sexual preference, religion or political beliefs
- have your condition, illness and plans for management explained in words that you can understand
- have your privacy and confidentiality respected
- ask for, and be offered, an interpreter if required

- have a support person (friend, relative, support worker) involved in all aspects of your care
- make a complaint about any aspect of your care if you are not satisfied.

### Your responsibilities

You are encouraged to work with a mental health professional and support your own health care by:

- answering questions about your health as openly as possible
- keeping your appointments and letting your health worker know if you are unable to keep an appointment
- following the treatment or management that you have agreed to and telling your health worker if you decide not to continue with your treatment
- letting your health worker know if you are seeing another health care worker about the same problem.

If you require further information, would like to discuss your concerns, or to make a complaint, you can ring (07) 3317-1234 (in Brisbane) or 1800 188 189 (outside Brisbane), and ask to speak with the Clinical Services Coordinator or the Manager.

If you don't speak English, please call 131450 to request an interpreter in your language and ask to be connected to the Queensland Transcultural Mental Health Centre on (07) 3317-1234. The cost of the interpreter will be met by the Centre.