

## Asian Mental Health Team

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### Referral/Access Criteria

- § Asian who is experiencing depression, anxiety, psychosis or any other mental health distress
- § Is currently under the care of WDHB mental health clinical team
- § Residing in WDHB region (North Shore, West Auckland, Rodney)

**Note:** Asian refers to people who comes from Asia, including people coming from West Asia eg Afghanistan, Nepal, to South Asia, covering the Indian sub-continent, East Asia covering China, North and South Korea, Taiwan, Hong Kong, Japan and South East Asia, consisting of countries like Singapore, Malaysia, Phillipines, Vietnam, Thailand, Myanmar, Laos, and Kampuchea (Statistics NZ 1995, 1999, 2003).

### Asian Cultural Mental Health Team comprises of:

CCA = Clinical Cultural Advisor

TL = Asian MH Team Leader

CSC= Asian Mental Health Cultural Support Coordinator

BCSSW= Bureau Asian Cultural /Social Support Worker

INT= Asian MH trained Interpreter

For non-Asian interpreters please contact WATIS directly

### Asian Mental Health Clinical Cultural Advisors (CCA)

This group is made up of contracted psychiatrists who have experience working with cross-cultural clients and extensive knowledge of the impact of culture on mental health.

- § Dr Sai Wong (Chinese Psychiatrist)
- § Dr Chohye Park (Korean Psychiatrist)
- § Dr Ashok Malur/Dr Rajendra Pavagadash (Indian Psychiatrist)
- § Dr Tony Fernandez (Filipino Psychiatrist)

### Asian Mental Health Cultural Support Coordinators (CSC)

This is the core team of full-time/part-time CSC, who have qualifications ranging from Social Work, Counselling, or a minimum Diploma in Mental Health Support Work or Mental Health qualifications; who are bi-lingual; who understand the impact of culture on mental health; are competent with the provision of social cultural advice and assessment; understand recovery principles and process; and have good knowledge of community resources and agencies.

- § Kelly Feng (TL) - Chinese
- § Amy Chu (BCSSW Coordinator/CSC) - Chinese
- § Wannu Wu (CSC) – Chinese
- § Simon Zhao (CSC) - Chinese
- § Hannah Lee (CSC) – Korean
- § Mina Lee (CSC) - Korean

The Bureau team (BCSSW) comprises of cultural/social support workers who are from different Asian ethnicities (Afghan, Burmese, Cambodian, Filipino, Indian, Indonesian, Iraqi, Japanese, and Malaysian) This team must have a minimum Certificate in mental health support worker or have experience working in mental health field; are bi-lingual, understands the impact of culture on mental health; are capable with the provision of cultural advice, are familiar with mental health system, services, roles; are familiar with client recovery process and have good knowledge of community resources.

The Bureau MH interpreters team (INT) comprises of Asian mental trained interpreters, coordinated, trained and supported by the Bureau Coordinator. Trained Interpreter refers to someone who has received certified professional qualifications.

## Asian Mental Health Team

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### Roles and Responsibilities

#### (A) Asian Mental Health Clinical Cultural Advisors (CCA)

- Provide only one-free clinical cultural consultation per client
  - Individually with client only
  - Group meeting with client, family, and clinicianConsult can be provided via (organized by AMH-TL/CMHC)
  - Face to face meeting
  - Video conferencing
  - Audio conferencing
- Provide assessment notes after the clinical cultural consult via TL who will be responsible for ensuring notes go to key clinician and enter into HCC system

**When to access:** When the clinician or key worker encounters the clinical cultural challenge. **How to access:** Referral to TL. **NB:** Extended CCA consult will be at the cost of the requesting service.

#### (B) Asian Mental Health Cultural Support Coordinator (CSC)

##### For Chinese and Korean referrals

- Provide engagement and communication support between clients/family members and WDHB clinicians/key workers at clinical meetings (will not need to use interpreters unless clinicians prefer to have word for word interpretation of clients' responses)
- Provide social-cultural assessment
- Provide life skill counselling
- Provide psycho-education to client /family members
- Coordinate clinical cultural consultation referrals
- Communicate with key workers; via HCC, email, phone, fax
- Promote mental health information to Asian community
- Organise translated mental health resources for key workers/clients
- Organise bi-lingual professionals therapists (on fee for service), if required
- Provide social and cultural support for Chinese/Korean clients if no NGO CSW resource available after clients has been discharged.

##### For non-Chinese and Korean referrals

- In addition to the above..., the Bureau coordinator will organise a matching BCSSW or an interpreter (INT) to match the language and culture of the client based on the referral info to provide engagement and communication support between client, family, clinician at clinical meetings
- Provide social and cultural support for clients if no NGO CSW resource available after clients has been discharged.

**When to access:** First and ongoing engagement; cultural assessment and cultural support needed. **How to access:** Referral to TL

#### (C) Asian Mental Health Interpreters (INT)

Asian MH Cultural Support Coordinators (CSC) or Bureau Cultural Social Support Workers (BCSSW) are not trained as interpreters. They are bi-lingual cultural staff who will assist client's communication and engagement, summarizing information for the clinician.

**When to access INT:** When clinician prefers to hear directly from the clients/family members or need word for word interpreting. Please specify on the AMHCSC referral form that a trained interpreter is preferred for the first or specific clinical consultations. **How to access:** Referral to TL

## Quick Referral Guide

### Service hours

Monday to Friday except for public holidays (from 8.30am to 5.00pm)

### Who can refer

WDHB mental health clinical teams, **health practitioners, other community agencies, family members, self**

### How to make urgent referrals

Urgent referral = referral requiring immediate or same day response

☎ Dial ( Kelly Feng 09-4868920 ext 3042 or 021-2409584

You will be asked the following information:

- Your name; service name; phone number
- Client: NHI number; Language, Ethnicity
- Purpose of the referral

Note: Urgent Response for Chinese and Korean referrals = within 2 hours  
For other Asian ethnic referrals = within 2 days or Team Leader will discuss with requester

For crisis communication support with Non-English speaking clients, contact WATIS Interpreting (24-7) Call Centre on 09 4423211 for a Telephone or Face to Face Interpreter.

### How to make non-urgent referrals

Non-urgent referral = referral allowing more than 1 day response

☎ Go to [www.amhcs.org.nz](http://www.amhcs.org.nz)

On the Left Bar on web-page, click **REFERRAL**  
Complete the online referral form and click submit



• Type on the online referral form your name and details; client's name, NHI number, language, ethnicity and the purpose of the referral

✉ Email to Kelly Feng ([Kelly.feng@waitematadhb.govt.nz](mailto:Kelly.feng@waitematadhb.govt.nz))

Note: Non-Urgent Response = an email confirmation will be sent to you within 24 hours or Team Leader will phone for further discussion

### How to contact us:

Phone: 09 4868920 ext 3042  
Cell Phone: 021-2409584  
Fax: 09 486 8347  
Email: [kelly.feng@waitemataDHB.govt.nz](mailto:kelly.feng@waitemataDHB.govt.nz)  
Website: [www.amhcs.org.nz](http://www.amhcs.org.nz)

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## Asian Mental Health Team

This service is part of WDHB's Asian health support services

## How to access and work with the Asian Mental Health Team

### Objectives

Working in partnership with mental health clinical teams to:

- ✚ Improve access to information and services to reduce crisis intervention
- ✚ Improve communication and engagement process
- ✚ Enhance cultural input in the assessment, treatment and recovery process
- ✚ Promote Asian mental health and wellbeing

