

## ANTICIPATED OUTCOME OF SECONDARY CONSULTATION SERVICE

Following a secondary consultation, it is anticipated that the following will have been achieved:

1. Consolidation of cultural assessment and formulation skills previously learnt in cultural competence training.
2. Consolidation of knowledge about culturally responsive recovery models of care.
3. Greater awareness of organizational-related ways of providing improved culturally responsive care including the central role of CPHs.



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MENTAL HEALTH

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## VICTORIAN TRANSCULTURAL MENTAL HEALTH

St Vincent's Hospital, Melbourne

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### The Secondary Consultation Service

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## OVERVIEW

The Secondary Consultation Service is an expansion of the VTMH External Enquiry Service and is available only to services that are part of a network partnered with VTMH and where the referrer has undertaken cultural competence training.

The service builds on knowledge and skills already in existence or recently acquired during the VTMH Cultural Competence Training.

It offers service providers an opportunity to consult with VTMH Service Development Consultants about multidisciplinary and culturally responsive perspectives in treatment and recovery care. CPHs are expected to coordinate and participate in the secondary consultation.



## PROCESS OF REFERRAL

1. All referrals are to be made by the referrer in collaboration with the CPH on their team.
2. The referrer identifies and invites team members involved in the treatment plan to the secondary consultation. This may involve others beyond the immediate team, taking into consideration privacy and confidentiality policies.
3. The VTMH Secondary Consultation Service Referral Form must be completed (available on request) and sent to VTMH at least 1 week prior to the consultation either electronically or faxed.
4. The referring practitioner and host CPH will be responsible for booking an appropriate venue on-site.
5. The hosting CPH will be invited to participate in a pre-consultation planning meeting at VTPU prior to the secondary consultation
6. The CPH will be asked to co-facilitate the session



## FORMAT

1. The secondary consultation will last for 90 minutes total.
2. VTMH staff will provide an orientation to the session including an outline of the session and learning objectives, introduce the speakers and explain assessment and evaluation processes.
3. The referring practitioner presents the case, facilitated by the CPH (approximately 20 minutes.)
4. VTMH staff will facilitate a discussion regarding cross-cultural issues raised in the individual's assessment and regarding the individual's treatment/recovery program.
5. VTMH staff will facilitate a discussion regarding organizational issues raised by the individual case.
6. At the conclusion of the session, written feedback forms from participants will be requested
7. The discussion will be documented by VTMH and a subsequent formal report with references will be provided to the referring practitioner and CPH.
8. A 3 month followup evaluation will then be conducted with the referring practitioner and CPH by VTMH staff.

