



**The 'Can Do' Initiative:
Managing Mental Health and Substance Use in General Practice**

***'Can Do' for Culturally and Linguistically Diverse People
Coordinator's manual***

**A guide to the planning, coordination, delivery and evaluation of
'Can Do' for CALD People training sessions**

Joint learning module for general practitioners, allied health practitioners and other service providers involved in the provision of care for culturally and linguistically diverse people who are at risk of or experiencing mental health and substance use issues.

www.agpncando.com

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About the 'Can Do' for CALD People training package

'Can Do' for CALD People is designed as a component of the 'Can Do' training package for delivery primarily through divisions of general practice. The resources are available in web based format and may also be used for training purposes by other organisations if desired, provided the source of the training materials is referenced back to the Australian General Practice Network.

'Can Do' for CALD People is intended to be run as one of a series of three workshops. Divisions are expected to choose another two units, from the 'Can Do' population specific networking units and/or the *Teams of Two* networking units, that are relevant to the local demographics and needs. It is hoped that by running a minimum of three units, over a two to three month period, GPs, nurses and health professionals will be able to put their new skills into practice between sessions.

All units of the training package are available in an easy to download, web-based resource. All documents can be accessed through the 'Can Do' website: www.agpncando.com.

The 'Can Do' for CALD People training package comprises a coordinator's manual (including forms and participant handouts), a facilitator's guide and facilitators notes to the training unit .

1. Coordinator's manual: a guide to planning, delivery and evaluation of 'Can Do' for CALD People training (*this document*).

This manual is designed to equip divisions of general practice and other training coordinators with resources to plan, deliver and evaluate joint learning training sessions for general practitioners, allied health practitioners and other service providers that provide care and support for CALD people at risk of or experiencing mental health and substance use issues.

The manual includes an introduction to the training module, recommendations of other 'Can Do' networking units to run with 'Can Do' for CALD People, a summary program, a checklist with suggested tasks and activities to ensure successful delivery of training, templates for sample newsletter articles, promotional material, attendance lists and certificates, and pre and post workshop evaluation forms.

Also included in the coordinator's manual are handouts for the participants as well as a list of relevant resources and web links. Handouts should be provided to participants at the discretion of the coordinators and facilitators. Coordinators and facilitators are invited to include handouts from local services.

2. Facilitator's guide: a guide to delivery of 'Can Do' for CALD People training.

Included in this guide is an overview of the training module, a sample program for the night, a guide to delivery of the unit, including facilitator's notes and reference material to accompany the PowerPoint presentations, case discussions and mapping and referral pathway exercises.

The unit provides two and a half (2 ½) hours face to face, interactive training and comprises:

- A 30 minute PowerPoint presentation including referenced facilitator's notes. The presentation is intended to set the context for the training workshop by outlining the key aspects relevant to the topic.
- Story vignettes and facilitator's notes for use as group case discussion. Case discussion, triggered by the stories, is the central strategy of each workshop, encouraging interactive

learning between the multidisciplinary teams represented. Vignettes are presented from a young mother's perspective.

- A mapping exercise including facilitator's trigger questions to assist compilation of local resources, contact details and referral protocols relevant to coordination of care and referral pathways for CALD people with mental health and substance use comorbidity.
- Pre and post test evaluation is completed by each participant.

Delivery

Workshops may be held in a local restaurant or club (however, keep in mind the noise level) and a meal served during or in addition to the training sessions. Ideally workshops are spaced at 4 week intervals allowing participants to put their new networking skills into practice between training sessions. This may not always be possible, especially in rural and remote areas, where the complexities of distance and scarce resources make the reality of bringing people together on frequent occasions both expensive and impractical. In such cases, you are invited to adapt the delivery to a format more convenient to your local needs (e.g. 1 day session or over 2 evenings).

Where further clinical education on specific topics and subject matter is required, divisions/lead organisations are directed to the 'Can Do' clinical education training module.

Recommended additional units

This training unit is intended to be delivered as one of a series of three networking units. 'Can Do' networking units are ideally run over a two to three month period, spaced at 4 week intervals, allowing participants to put their new networking skills into practice between training sessions.

Coordinators are encouraged to design the workshops to suit local needs and to maximise participation from the local area. We therefore encourage coordinators map the needs of their local area and then carefully select the two additional units to ensure appropriate training for participants and maximum benefit for the local community.

Other units recommended to be run with 'Can Do' for CALD People include:

- *Teams of Two unit 1: Alcohol and Depression*
- *Teams of Two unit 2: Benzodiazepines and anxiety*
- *Teams of Two unit 3: Cannabis, mental health and young people*
- *Teams of Two unit 4: Amphetamines and psychosis*
- *Teams of Two unit 5: Drugs, pain and opioid dependence*
- *Teams of Two unit 6: Drugs, sexual health and pregnancy*
- *'Can Do' for Young Mothers*
- *'Can Do' for Older People*
- *'Can Do' for Men in Rural Areas*
- *'Can Do' for Families and Carers*
- *'Can Do' for Young People, Families and Carers*

Pre-workshop checklist for the coordinator

Below is a checklist that is handy to follow in the lead up to each 'Can Do' for CALD People workshop. It is suggested that you read through it and note down a timeframe that would be suitable for you to ensure the workshops run smoothly.

Task	Checklist	Timeframe
Obtain support	<ul style="list-style-type: none"> <input type="checkbox"/> CEO of Division of General Practice <input type="checkbox"/> Director of CALD service <input type="checkbox"/> Involvement of other services (Drug and Alcohol, Mental Health, Youth services, Sexual Health, Police etc) <input type="checkbox"/> Discuss funding/sponsorship, 'time in lieu' etc 	
Organise admin support	<ul style="list-style-type: none"> <input type="checkbox"/> Minute taking for planning meetings <input type="checkbox"/> Workshop registrations etc <input type="checkbox"/> Sending out promotional materials <input type="checkbox"/> Contacting key stakeholders 	
Set planning meeting(s)	<ul style="list-style-type: none"> <input type="checkbox"/> Representation from Division of General Practice, CALD services, Youth services, Drug and Alcohol service, Mental Health service, Family and Carer Support services and others 	
Define local target group	<ul style="list-style-type: none"> <input type="checkbox"/> Complete the <i>understanding your local profile</i> table. This will help you determine the range of professionals to invite to each workshop. Ask decision makers such as service directors/coordinators as well as 'on the ground' service providers. <p>Suggested participants include:</p> <ul style="list-style-type: none"> <input type="checkbox"/> GPs and practice staff <input type="checkbox"/> CALD service professionals <input type="checkbox"/> drug and alcohol professionals (and service directors) <input type="checkbox"/> mental health professionals (and service directors) <input type="checkbox"/> community pharmacists <input type="checkbox"/> youth workers <input type="checkbox"/> domestic violence workers <input type="checkbox"/> police <input type="checkbox"/> consumer groups <p>NOTE: Maximum of 30 people per workshop recommended. Aim for approximately even number of GPs, health professionals and other service providers.</p>	
Secure date & time	<ul style="list-style-type: none"> <input type="checkbox"/> Consult with all stakeholders <input type="checkbox"/> Claim the date(s) 	
Secure local facilitators	<ul style="list-style-type: none"> <input type="checkbox"/> GP <input type="checkbox"/> drug and alcohol professional <input type="checkbox"/> mental health professional <input type="checkbox"/> CALD service professionals <input type="checkbox"/> community pharmacist <p>NOTE: Group facilitation skills and experience in topic area is highly recommended.</p>	

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Task	Checklist	Timeframe
Book venue	<ul style="list-style-type: none"> <input type="checkbox"/> Consider space, noise, lighting, ventilation, seating (cabaret style or U-shape is preferable) <input type="checkbox"/> Arrange catering and AV equipment (including microphone, data projector, screen, lap top, whiteboard and markers) 	
Download resources from 'Can Do' website	<p>Australian General Practice Network PO BOX 4308, Manuka ACT 2603 Ph: (02) 6228 0800 Fax: (02) 6228 0899 'Can Do' website: www.agpncando.com</p>	
Promote to target group	<ul style="list-style-type: none"> <input type="checkbox"/> Meetings/committees <input type="checkbox"/> Newsletters <input type="checkbox"/> Fliers/posters <input type="checkbox"/> Phone calls/fax outs <input type="checkbox"/> Letters/invitations (particularly to directors of services) <input type="checkbox"/> Website and email promotions 	
Brief facilitators	<ul style="list-style-type: none"> <input type="checkbox"/> Provide facilitator's guide and relevant unit materials <input type="checkbox"/> Clarify roles of each facilitator <p>NOTE: Make sure your facilitators understand the emphasis of the workshops is working together. It is not a lecture.</p>	
Organise meeting with other stakeholders	<ul style="list-style-type: none"> <input type="checkbox"/> Consumer and carer groups <input type="checkbox"/> Local community support groups <input type="checkbox"/> Non government agencies <input type="checkbox"/> Other (e.g. ambulance and emergency departments) 	
Gather localised information	<ul style="list-style-type: none"> <input type="checkbox"/> Send out <i>Mapping local resources</i> survey to all participants (we suggest you ask them to return it prior to the event so you can collate them, to be handed out as a 'directory' on the night) <input type="checkbox"/> Collect: <ul style="list-style-type: none"> - service's brochures/directories/maps - useful phone numbers and access/intake lines - referral forms - directory of GPs and their contact numbers - other community health care service providers - flow charts showing referral pathways to the different services <input type="checkbox"/> Ask all participants to bring business cards and/or brochures outlining their services <p>NOTE: The most important information to provide is contact phone numbers!</p>	

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Task	Checklist	Timeframe
Collate workshop materials	<p>Print/photocopy:</p> <ul style="list-style-type: none"> <input type="checkbox"/> attendance list <input type="checkbox"/> registration & evaluation consent forms <input type="checkbox"/> evaluation questionnaires <input type="checkbox"/> copies of participant handouts and the unit's story vignettes <input type="checkbox"/> attendance certificates* <input type="checkbox"/> flow charts/other key handouts <input type="checkbox"/> RACGP GP Adverse reaction form (only need to have a few (3-5) on site, not one for every participant) <input type="checkbox"/> localised information (see above) <p>Organise:</p> <ul style="list-style-type: none"> <input type="checkbox"/> name tags/double sided place cards <input type="checkbox"/> whiteboard pens <input type="checkbox"/> pens for case discussion <p>*NOTE: attendance certificates are required for non GP participants to claim education points with their accrediting organisation.</p>	
Collate 'take home' packages	<ul style="list-style-type: none"> <input type="checkbox"/> Additional resources are provided to accompany each unit <input type="checkbox"/> Use information from <i>Mapping local resources</i> survey to develop a 'directory' of local services <input type="checkbox"/> Information on GP initiatives (such as Better Access to Mental Health Care initiative – www.primarymentalhealth.com.au) 	
Confirm equipment	<ul style="list-style-type: none"> <input type="checkbox"/> Microphone, amplifier and speakers <input type="checkbox"/> Laptop (with 'Can Do' web materials downloaded) <input type="checkbox"/> Data projector and screen <input type="checkbox"/> Whiteboard and markers 	
Set up room	<ul style="list-style-type: none"> <input type="checkbox"/> Tables for 6 – 8 people. If not using tables, arrange chairs in a U-shape or circle <input type="checkbox"/> Ensure there is a balance of each stakeholder representative by arranging place cards on the tables 	
Photos	<ul style="list-style-type: none"> <input type="checkbox"/> Take photos of the presenters and participants throughout the night (confirm that it is ok for you to use them in newsletters etc) 	

Post-workshop checklist for the coordinator

The AGPN has attempted to minimise tasks following the workshop, however there are a few things you will need to follow up on.

Task	Checklist
Send out relevant papers	<ul style="list-style-type: none"> <input type="checkbox"/> Provide all participants with a certificate of attendance. It is important to note that non GP participants (other service providers) require an attendance certificate in order to apply for education points from their accrediting professional organisation. <input type="checkbox"/> Send all participants a summary from the <i>service mapping and referral pathways exercise</i> <input type="checkbox"/> Send thank you letters to facilitators
Accreditation	<ul style="list-style-type: none"> <input type="checkbox"/> After the final workshop, divisions should send the GP attendance lists to lparker@agpn.com.au in required format (refer to 'Can Do' website for CPD activity numbers and additional helpful information)
Follow up	<ul style="list-style-type: none"> <input type="checkbox"/> Follow up any requests that may have arisen from the workshop
Evaluations	<ul style="list-style-type: none"> <input type="checkbox"/> Gather information from the evaluations for your own reporting noting that you do not need to collate them! <input type="checkbox"/> Send the workshop registrations, pre workshop questionnaires and post work shop evaluation forms (you may wish to photocopy these for your files) to AGPN <input type="checkbox"/> Complete the <i>Coordinator's post workshop feedback form</i> and send to the AGPN
Other	<ul style="list-style-type: none"> <input type="checkbox"/> Update your division/organisation database with the details of other services (for future activities)

Examples of activities following your 'Can Do' for CALD People workshops

Below are a few examples of activities you can undertake to capitalise on the enthusiasm/momentum from the workshops and continue to foster local partnerships:

- encourage/ develop Memorandums of Understanding (MoUs) with local services
- organise regular inter-service meetings with division and GP representation
- develop a local directory for relevant services
- summarise the directory with key details in a one page contact list (ideally laminate this and send to participants)
- develop flowcharts of referral pathways to local services including emergency contact details
- explore opportunities for GP clinical placements within local services
- run 'Can Do' clinical education for health professionals.

Sample newsletter article

Document purpose

This is a sample article for your division/organisation's newsletter, fax stream broadcast, email bulletin or website. It is available in electronic format on the 'Can Do' website (www.agpncando.com), and can be edited to suit your local area and needs.

'Can Do' for CALD People workshops coming soon to a location near you!

[Division of General Practice] has chosen to participate in an exciting new initiative for general practitioners, allied health practitioners and other service providers involved in the provision of care for CALD people at risk of or experiencing mental health and substance use issues.

The workshops invite participation from a broad range of service providers and use story vignettes and case discussions to explore the practicalities of working together, so come along and meet your local team!

A series of multi-disciplinary learning units is being offered:

- Unit 1: CALD people, mental health and substance use
- Unit 2: <insert name of second workshop to be run>
- Unit 3: <insert name of third workshop to be run>

Identified benefits include:

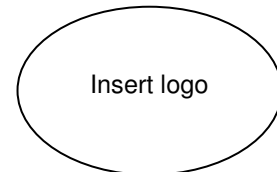
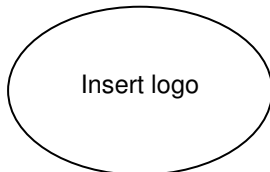
- Putting a face to a name! Enjoy sharing a meal with local clinicians, allied health professionals and other service providers. Discuss how you can work more effectively with CALD people and find out about local services that can support you.
- Have an opportunity to discuss the practicalities of working together and important local issues such as access to services, referral pathways, information sharing, confidentiality and the boundaries of service provision.
- Receive flow charts, guidelines and other practical information to assist with supporting CALD people who are at risk of, or experiencing, mental health and substance use issues.
- Be part of the health gains for CALD people through a coordinated, multi-disciplinary approach to care.
- You will also receive Continuing Professional Development (CPD) points for attending.

For more information, contact your local Division of General Practice.

Sample promotional flier

Document purpose

This is a sample promotional flier for your division/organisation's newsletter, fax stream broadcast, email bulletin, website or posted to local stakeholders. It is available in electronic format on the 'Can Do' website (www.agpncando.com) and can be edited to suit your local area and needs.



'Can Do' for CALD People

Joint learning module for general practitioners, allied health practitioners and other service providers involved in the provision of care for culturally and linguistically diverse people who are at risk of or experiencing mental health and substance use issues.

	Date	Time	Venue
Unit 1: CALD People, mental health and substance use			
Unit 2: <insert name of second workshop to be run>			
Unit 3: <insert name of third workshop to be run>			

Facilitators

1. Name, occupation, organisation, town/suburb
2. Name, occupation, organisation, town/suburb
3. Name, occupation, organisation, town/suburb

RSVP:

- I would like to register for this series of three workshops
- I cannot attend but am interested in future 'Can Do' workshops
- I would like to receive further information

Name: _____ Position: _____

Ph: _____ Email: _____

Please fax to: ### ### by (date)

Attention: (name)

Ph: #####

Understanding your local profile

'Can Do' for CALD People has been designed so that it can be adapted to meet local area needs. To ensure the best possible outcomes for your workshops, it is important to understand the profile of your area and select the additional units to ensure appropriate training for participants and maximum benefit for the local community.

Your local council or community health service may already have a profile of your area. It might be handy to engage them to assist you in adapting the workshop to suit your local area needs.

The table below may also be used as a prompt to develop a profile of your area. It summarises key determinants that need to be considered across the spectrum of risk to which CALD people with mental health and substance use issues are exposed.

Factors		Determinants	Your local needs & issues?
Individual	Age	<ul style="list-style-type: none"> - 0 – 18 y/o - 19 – 25 y/o - 26 – 55 y/o - 55+ y/o 	
	Migrant status	<ul style="list-style-type: none"> - Country of origin - Voluntary migrant <ul style="list-style-type: none"> - Arrived in past 12 months - Arrived 1 -5 years ago - Arrive 5+ years ago - Involuntary migrant (refugee) <ul style="list-style-type: none"> - Arrived in past 12 months - Arrived 1 -5 years ago - Arrive 5+ years ago - Visa status <ul style="list-style-type: none"> - Temporary protection visa - Short term visa - Permanent resident - Australian citizen - Child of migrant <ul style="list-style-type: none"> - Voluntary - Involuntary 	
	Mental health	<ul style="list-style-type: none"> - Anxiety - Depression - Eating disorders - ADHD & hyperactivity disorders - PTSD (childhood sexual abuse, refugee torture and trauma) - Gambling - Obsessive compulsive disorder - Phobias - Schizophrenia - Self-harm and suicidal behaviour 	
	Alcohol and other drug use	<ul style="list-style-type: none"> - Alcohol - Tobacco - Cannabis - Caffeine and over the counter preparations (OTC) - Benzodiazepines - Meth/Amphetamines - Ecstasy - Cocaine - Ketamine - GHB - Hallucinogens/LSD - Inhalants/volatile substances - Opioids (eg heroin) - Polydrug use 	

Factors		Determinants	Your local needs & issues?
Individual	Physical health	Medical history and current status of: <ul style="list-style-type: none"> - Nutrition - Dental health - Immunisation status - Blood born viruses <ul style="list-style-type: none"> - HIV - Hepatitis A, B and C - Infectious diseases - Gastrointestinal <ul style="list-style-type: none"> - Diarrhoeal illnesses - Intestinal parasites 	
	Other	<ul style="list-style-type: none"> - Disability (physical or intellectual) 	
Family and social	Family	<ul style="list-style-type: none"> - Location of family <ul style="list-style-type: none"> - In Australia - In detention centre - In country of origin - In refugee camp (in foreign country) - Unknown - If family in Australia <ul style="list-style-type: none"> - Living with family - Living in same town - Family interstate - Issues of language barriers (for individual and/or family members) - Issue of access to services - Issues of domestic violence 	
	Social	<ul style="list-style-type: none"> - Friends - Sporting activities - Music and recreational activities - Community centres 	
	Housing & accommodation	<ul style="list-style-type: none"> - Living at home; <ul style="list-style-type: none"> - Parents - Siblings - Extended family - Away from home - Renting - Mortgage - Supported Accommodation - Transient - Homeless 	
Life events and situation	Education/employment	<ul style="list-style-type: none"> - School <ul style="list-style-type: none"> - Local High School - Boarding school - Distance education - TAFE or Technical College - University - Teaching college - Not at school - Different age to others in same year - Apprenticeship - Working <ul style="list-style-type: none"> - Full time - Part time - Casual - Contractor - Not working/unemployed - Unable to work (visa restrictions) 	
	Financial status	<ul style="list-style-type: none"> - Welfare - Unemployed/no income - Debt/Bankruptcy - Student/HECS debt - No access to funds 	

Factors		Determinants	Your local needs & issues?
Community and cultural	Culture	<ul style="list-style-type: none"> - Ethnic group/tribe - Language - Religion - Use of traditional medicines - Understanding of western medicine - Dietary changes – compared with country of origin - Significant milestones and rituals <ul style="list-style-type: none"> - Coming of age - Marriage - Child bearing - Death 	
	Community and social connectedness	<ul style="list-style-type: none"> - Past community in country of origin - Community in transit (e.g. in camps) - Current community <ul style="list-style-type: none"> - Marginalisation - Level of integration - Isolation from family - Responsibility within family 	
	Current geographic environment	<ul style="list-style-type: none"> - Urban <ul style="list-style-type: none"> - Inner city - Metro - Suburban - Rural <ul style="list-style-type: none"> - Town centre - Out of town - Remote <ul style="list-style-type: none"> - Farmland - Remote communities 	
	Transport	<ul style="list-style-type: none"> - Reliant on another - Public transport - Driver's license with own car or access to private car - Community transport service - Disability transport service 	