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## Cultural capability for mental health eLearning

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#### *Respectful Communication*

##### **Lynten Johnson, Indigenous Mental Health Consultant:**

“I guess some of the top tips that I would probably recommend to people is when they’re in an interview don’t mention things like ‘are you people’ or ‘your people’, that type of thing, it’s quite derogatory and maybe some people could be offended by that . When you’re also in that situation in order to get out of it, also build rapport, have a nice chat with people, work out what their interests are, also give a little bit of yourself over, like where you’re from, where you were born and where you grew up and the person may also know where you’ve come from and may be able to relate as well. The other thing is to overcome the ‘you people’ and ‘your people’. Just be a bit more respectful and say ‘well, what would you like me to do in this situation?’ or ‘how about we...’, be kind of more inclusive and say well ‘I am a clinician, you are a patient, but we are working together for your health so it’s about **us** working for **you** and you being a part of that, working for yourself as well’.

So be conscious of things like that. Another tip is when you’re in that environment is to utilise the services that are available to you. Some agencies will carry an Aboriginal/ Torres Strait Islander person where that will probably give you the local knowledge as well as provide you with some cultural issues and also introduce you to some of the organisations and elders within the district or within an area. So utilise the staff as much as possible and even in that situation take into consideration your own staff members as well, because they are indigenous as well, so almost do the same things as you would with a client or a consumer or patient that talk, be respectful, don’t say things like ‘you people’ that type of thing and don’t also be offensive in a way that could sort of ruin a possible good working relationship with another person. Find out I guess, if you can, if the person has a particular group. Like not all Aboriginal and Torres Strait Islander people know where they come from as well, so that could be an issue where you’re trying to find out when they don’t know at all, be conscious of that as well.”

Thank you to **Griffith University** for the permission to use this video.