



Child and Adolescent Mental Health Service



Child and Adolescent Health Service (CAHS)

The Child and Adolescent Health Service in Western Australia consists of Princess Margaret Hospital for Children (PMH), Child and Adolescent Community Health, Child and Adolescent Mental Health Services (CAMHS) and the Perth Children's Hospital Project. CAHS supports the health, wellbeing and development of children and young people aged 0-18 years in community and hospital settings.



Child and Adolescent Mental Health Service (CAMHS)

The Child and Adolescent Mental Health Service (CAMHS) provides recovery-focused mental health programs to infants, children and young people up to their 18th birthday. This means that services have the family at the centre of their care. These services focus on the strengths and needs of the family, offering choice and working together.

CAMHS provides services in community and hospital settings. Services are available for children and young people who are experiencing significant mental health issues and their families.

Within CAMHS there are three main areas – Acute, Community and Specialised. Families may receive services from one or more of these areas.



Acute CAMHS	Community CAMHS	Specialised CAMHS
<p>Acute CAMHS services are hospital and community-based programs including crisis and emergency response services.</p> <ul style="list-style-type: none"> ▪ Acute Response Team ▪ Ward 4H Princess Margaret Hospital ▪ Bentley Adolescent Unit ▪ Acute Community Intervention Team ▪ Paediatric Consultation Liaison Program 	<p>There are 10 community CAMHS services across the Perth metropolitan area. These provide assessment and treatment of persistent mental health difficulties in infants, children and young people. Children and families are referred to these services by their treating therapist, specialist, GP, school or other community organisation.</p> <ul style="list-style-type: none"> ▪ Clarkson CAMHS ▪ Hillarys CAMHS ▪ Warwick CAMHS ▪ Swan CAMHS ▪ Shenton CAMHS ▪ Armadale CAMHS ▪ Bentley Family Clinic ▪ Fremantle CAMHS ▪ Peel CAMHS ▪ Rockingham CAMHS 	<p>Specialised CAMHS services support infants, children and young people with complex mental health needs.</p> <ul style="list-style-type: none"> ▪ Complex Attention and Hyperactivity Disorders Service ▪ Eating Disorders Program ▪ Multisystemic Therapy ▪ Pathways



CAMHS Information for Children and Young People

For a young person, we recognise that coming to see us could be a worrying thing to do. We want to reassure anyone coming to Community CAMHS and let you know what to expect.

What is CAMHS?

Children, young people and families come to see us for lots of different reasons. The Child and Adolescent Mental Health Service (CAMHS) offers support, advice and treatment to young people and their families who are having problems with how they feel, how they think about things and how they behave. We work with children, young people and their families when relationships are difficult and have an impact on well-being and family life.

Who works at CAMHS?

All of our team are trained to work with children, young people and their families. They come from a number of different backgrounds: mental health nursing, social work, clinical psychology, psychiatry and occupational therapy. You will be seen by the people who will best be able to help you, depending upon the type of problem and the reason for your referral.

What happens if we choose to come to CAMHS?

If you and your family decide you want to come and see us, you can call to book a first appointment with us. We call this a **Choice Appointment**. This first appointment will usually last 1 – 2 hours. You will be seen by one or two people who will talk to you and your family so you can get to know us and we can get to know you. This will help us all understand some of the problems you are facing, and help us all to decide who might be best to work with you. We may work with your parents or carers, supporting them to help you. We have found that things work best when we all come together to help solve the problems. We will discuss with you the kind of help and treatment we or other agencies might be able to offer. Sometimes you may be helped by medicines. If we decide with you that you do not need CAMHS then we will link you with the most appropriate person or service that can help.

At the end of the meeting, we will work out a plan together. You and your family will have a say as we work out what happens next. If we decide with you, that support and treatment from our team at CAMHS is needed, then we will ask you to choose a suitable day and time for you to see us again for another appointment. We call this second appointment a **Partnership Appointment**.

Is anyone else involved?

It is sometimes helpful for us to talk with other people like your teacher or your doctor. We will ask you or your carer or family for permission first before we contact them.

Will it be confidential and private?

Yes. Unless we believe you are at risk of harm, or have been harmed, your information will not be shared without talking to you first.



CAMHS Vision and Guiding Principles

CAMHS Vision

We are committed to improving the health of children and young people experiencing mental health issues.

CAMHS Guiding Principles

- Help will be available to infants, children and young people.
- Those with complex mental health issues will be helped first.
- A team of staff, with a variety of skills, will be provided to help with a family's unique needs.
- Services that focus on the whole family, with the child at the centre, will be provided to meet the individual needs of a family.
- Services will be empowering and goal-centred.
- Services that identify and help mental health issues early will be promoted to increase the chances of good mental health outcomes, and to minimise negative mental health outcomes.
- Children and young people will receive services as close to their own home as possible, in the place which best meet all of their needs
- Children and young people, families, and carers will be able give their views about CAMHS services.
- Services will aim to meet all needs of a family, regardless of their beliefs, race or background.
- Services are based on what current research says will help families the most, and staff are trained to deliver these services.
- Unless we believe you have been harmed, or are at risk of harm, your information will not be shared without talking to you first.
- We will work with schools to make sure children and young people have the best chance of doing well.



Experience of Service Questionnaire

ESQ

What's the ESQ?

The Experience of Service Questionnaire (ESQ) is a questionnaire that has 15 questions for you to answer.

The questions include things like:

- What you think about your care with CAMHS and your time here with us
- Whether you had accessibility to the services
- How you felt about your care
- Whether you felt comfortable and safe

You or your parents or carers can fill this out; it's completely anonymous so no one else will know what you have written.

We need this information so that we can make CAMHS a safe and comfortable environment for everyone.

Where can you get an ESQ?

You can get a questionnaire from an administration staff member or the Service Manager/Clinical Nurse Manager.

Consent

Taking part in the survey is voluntary.

The care that you receive will not be affected by your participation in any way. It is very important that you understand this fully. If you don't understand this, please ask.

ESQ Responses

You can find out what CAMHS are doing in response to the information we receive from ESQ's by visiting the CAMHS website:

<http://pmh.health.wa.gov.au/general/CAMHS/wedid.htm>

And you can let us know what you think about our actions by emailing CAMHS.Participation@health.wa.gov.au



Making a complaint

Making a complaint

To raise issues with staff members, you can:

- Discuss any concerns with the staff involved
- Ask to speak to a more senior staff member
- Ask to speak to the Advocate

Customer Liaison Service (CLS) and Advocacy

- We welcome your complaints, compliments and suggestions.
- We are here to help and listen.

An advocate can assist you with the complaint process and represent you to the health service by:

- Providing you with information
- Helping you find out about your rights and responsibilities
- Liaise and negotiate with staff on your behalf where appropriate

Location: PMH, Main Entrance, Level 4 (Opposite Patient Enquiries desk)

Telephone: (08) 9340 7198

pmhcls@health.wa.gov.au

Other contacts

Health and Disability Services Complaints Office

Ph: (08) 6551 7600

Free call: 1800 813 853

Health Consumers' Council WA (Inc)

Ph: (08) 9221 3422

Free call: 1800 620 780

Office of the Chief Psychiatrist

Ph: (08) 9222 4462

Making a complaint will not impact negatively on any future service, care or treatment you may receive.

Compliments

All feedback about Child and Adolescent Mental Health Services is welcomed and appreciated. Please let us know what we could improve, do differently and also the things that we are doing well.

You can compliment CAMHS services in writing, send by mail or give to a staff member in person. Compliments can be made either during your time using our services, or after you have been discharged.



Charter of Rights and Responsibilities

You have a right to:

Access

- Access to services that support your needs and recovery
- advice from CAMHS if we believe another service would help you better

Safety

- be safe from all types of harm
- receive information about your care, including side effects of any medication
- receive information about the National Standards that protect you from harm and improve our services
- receive therapeutic care that keeps you safe in a place where you feel comfortable
- a second opinion

Respect

- be treated with respect and dignity
- develop partnerships with CAMHS that are without discrimination and free from judgement
- ask to receive care from a staff member of your own gender
- be acknowledged for your journey throughout recovery

Communication

- be given information in a language you understand
- ask questions about your care and have your care explained to you
- receive information and be given choices about your care and medication
- receive information about informed consent
- be heard

Participation

- participate and be involved in your care and plans towards your recovery
- access advocacy – someone to help you speak out, express your views and ensure your rights are being met
- access additional support relevant to your needs and culture

Privacy

- protection of your privacy.
- discuss who will see your health records and information
- access your own health records and information in accordance with the law

Comment

- compliment and complain about your care
- be given information on the correct way to compliment or complain about your care

You have a responsibility to:

- be respectful towards staff and visitors at CAMHS services
- give honest information around your health needs including any medication you are currently taking
- work together with CAMHS by asking any questions you may have
- tell us any support, religious or cultural needs you may have
- let us know if you don't want to follow the care or treatment we have suggested



Useful and Emergency Contacts

Here are some websites that you may find useful

cahs.health.wa.gov.au/general/CAMHS

headspace www.headspace.org.au

Kids Helpline www.kidshelp.com.au

It's All Right www.itsallright.org

Reach Out www.reachout.com.au

Youth beyondblue www.youthbeyondblue.com

Child & Youth Health www.cyh.com

Telephone Contacts

Urgent child and family telephone line: 1800 048 636

Kids Helpline (24-hour free call) 1800 551 800

Family Helpline (free call) 1800 643 000

Lifeline (24-hour crisis line, free call) 13 11 14

If the situation is life threatening, dial 000.

CAMHS are committed to partnering with children and families when we develop, design, deliver and evaluate our services. To give us feedback about this publication, or to find out how you can get involved at CAMHS visit ww2.health.wa.gov.au/camhs/getinvolved or email CAMHS.Participation@health.wa.gov.au

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