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 Service (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**
- Acute CAMHS services are hospital and community-based programs including crisis and emergency response services.
  - Acute Response Team
  - Ward 4H Princess Margaret Hospital
  - Bentley Adolescent Unit
  - Acute Community Intervention Team
  - Gender Diversity Service PMH
  - Paediatric Consultation Liaison Program

**Community CAMHS**
- There are 12 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.
  - Clarkson CAMHS
  - Hillarys CAMHS
  - Warwick CAMHS
  - Swan CAMHS
  - Shenton CAMHS
  - Armadale CAMHS
  - Bentley Family Clinic
  - Fremantle CAMHS
  - Peel CAMHS
  - Rockingham CAMHS
  - Touchstone
  - Service User Network (SUN – A)

**Specialised CAMHS**
- Specialised CAMHS services support infants, children and young people with complex mental health needs.
  - 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 the Gender Diversity Service and let you know what to expect.

**What is the Gender Diversity Service (GDS)?**

The Gender Diversity Service (GDS) is an outpatient service located at Princess Margaret Hospital (PMH) that provides children and adolescents up to 18 years with a multidisciplinary approach to the assessment, care and treatment of gender diversity.

Any child or young person up to the age of 18, who resides in Western Australia, with concerns regarding their gender, gender non-conforming behaviour or gender dysphoria, can be referred to the Gender Diversity Service for consultation.

GDS provides support to children and their families seeking:
- Information about gender identity in childhood and adolescence;
- Guidance and support;
- Consultation and assessment;
- Assessment and approval for medical intervention for the treatment of teenagers, where appropriate;

Our service does not provide:
- Counselling or case management to young people and/or their families;
- Surgical gender reassignment affirmation
- The management and treatment of other coexisting mental health or behavioural problems

**Who works at GDS?**

The GDS team is a multidisciplinary group of professionals including:

- clinical nurse specialist
- consultant gynaecologist
- consultant psychiatrist
- reproductive medicine specialist
- endocrinologist
- clinical psychologist
- research assistant
- speech therapist

**What happens in GDS?**

Before the age of puberty, children are offered an information and assessment consultation with the Clinical Nurse Specialist. At the end of this session, you will be supported to make a decision about what happens next for your child. You will be offered the opportunity to meet with our Endocrinologist at a later date, to carry out a medical assessment. This is optional, but will assist us in understanding your child’s stage of development and rule out any underlying physical conditions which may have an effect on your child’s gender feelings. The Clinical Nurse Specialist can also support you to link in with community based resources for any emotional or social needs which are identified during the consultation. This appointment usually lasts around one hour.

Children who have begun puberty are offered full psychological and medical assessments, consideration and advice regarding the medical treatment process and the preparation for legal processes and fertility counselling.
Am I eligible for the Gender Diversity Service?

Children under the age of 18, who live in Western Australia and who have been referred by their General Practitioner (GP); Paediatrician or other health professional are eligible for an appointment at the Gender Diversity Service.

Referrals can be made if a child has concerns regarding their gender identity.

The referral form can be found on our website and referrals should be faxed to the Paediatric Consultation Liaison (PCL) triage on (08) 9340 8398, for the attention of GDS. Children and families are able to contact GDS if they require assistance accessing a GP or other professional for a referral.

After referring what usually happens?

Once a referral is received, the GDS Clinical Nurse Specialist will contact you regarding:

- the service and pathways
- the different assessments needed
- what support can be provided.

Physical examination and medical tests

While you are attending our service you will be seen by our paediatric endocrinologist. This is a paediatrician who is specialised in hormone therapy and will plan and oversee any medical treatment. This includes explaining every stage of therapy so that "informed consent" can be given. Hormone therapy will cause significant changes of genitals (private parts) and sexual function. Some of them will be irreversible the longer the treatment continues. This is why a physical examination that includes the genitals is important at the beginning and during hormone therapy. The doctor will be careful to respect your dignity, and you can have a family member present or a nurse to act as a chaperone. Hormone therapy also affects many other areas of the body that include liver, kidneys and blood cells. This is why blood tests and tests of bone mineral density are needed from time to time.

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 and 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 are 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

What is 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 knows 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

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)

• 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 welcome and appreciated. Please let us know what we could improve, do differently and also the things 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 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

Freedom Centre  www.freedom.org.au
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

If you need to contact someone in a crisis situation, call the Acute Response Team on 1800 048 636.

If the situation is life threatening, dial 000.

Telephone Contacts

Gender Diversity Service  (08) 9340 7030

Acute Response Team (ART)  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

This document can be made available in alternative formats on request for a person with a disability.