



**About Eastern Health
CYMHS**

**A Guide
For Young
People**

ACKNOWLEDGEMENTS

Thank you to the many consumers, parents and clinicians who contributed to the development of the Eastern Health CYMHS booklets.

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Information in this booklet is true and correct at the time of printing; however, agency details are subject to change.

Material in this booklet can be photocopied for training and education purposes. Full acknowledgement must be given to the source.

Copies of the booklet are available from the community teams, which are listed towards the end of the booklet.

March 2003, Updated March 2016 Eastern Health CYMHS, Melbourne, Australia
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This booklet has been written to help young people better understand our service

We've tried to provide the kind of information young people might want and need when they first come to Eastern Health CYMHS. It includes:

- An explanation of who we are
- A description of how most people move through our service
- A list of young people's rights when they use our service
- Information about how to contact clinicians and clinics.

Please feel free to ask us for more information.

Definitions:

Consumer: A person who uses the mental health service

Case Manager/ Clinician: A worker who supports you when you are receiving services from Eastern Health CYMHS

CYMHS: Child and Youth Mental Health Service

**We asked some young people, 'How would you describe this place (CYMHS) to your friends?'
They said:**

Warm and friendly... casual.... but you get help that's needed.... sometimes you have to push your point and communicate with them more, but I highly recommend it.

17 Year old

It's a place full of everyday people with problems that they can't handle by themselves.

17 Year old

If you're down, it's not a bad placeyou feel uncomfortable at first, but then it gets easier and easier when you get to trust them.

15 Year old

Its shit scary but it's worth it in the end, and it may take you a while to realise it.

16 Year old

The unit isn't a very nice place to be, but when you're distressed it's the very best place to be.

15 Year old

And when asked what helped most:

Lots of way to be able to manage issues...and someone to talk to

19 Year old

We work with children and young people up to the age of 25, their families and other supports with the aim of helping young people improve their emotional and mental health, so they can do the things that are important to them—like manage at school and feel connected to others. We also provide guidance and support to families and carers. We try to help people deal with emotional problems they're having right now and help people learn how to prevent some problems or handle things better.

People can use our service if they live in the cities of Whitehorse and Maroondah and the Shire of Yarra Ranges as well as parts of the cities of Manningham, Knox and Monash. Eastern Health CYMHS is funded by the State Government of Victoria, and it's a free service.

Eastern Health CYMHS is a service, staffed by specialists in mental health.

The workers at our service are often called 'clinicians'. All of them specialise in child and adolescent mental health, but they can have different professional backgrounds. We also have Youth Peer Advisors who have experienced mental health problems who can provide a youth perspective on CYMHS services and are involved in group programs.

Our group of clinicians includes psychiatrists, psychologists, social workers, occupational therapists, psychiatric nurses, paediatricians and speech therapists.

What you say to a clinician is confidential. That means it won't be passed on to someone else unless you say it's OK or unless you or someone else is at risk of being hurt.

Young people come to CYMHS to get help with complex problems which are causing a lot of distress and have a significant impact on your life. Also you may have tried other local support services they may not have been sufficient to assist you.

Children and young people who use CYMHS might have a combination of the problems below:

Psychological signs of distress

- Feeling or acting suicidal
- Self-harming behavior
- Hearing voices or seeing things that no one else thinks are real
- Having ideas or beliefs that seem out of touch with reality
- Having moods that swing from really high to really low
- Thinking you have to do something over and over again to feel ok

Emotional / behavioural signs, where most of the time you feel:

- Sad or depressed
- Really anxious, nervous or stressed out
- Angry or aggressive
- Isolated or numb (like you're detached from your feelings)
- That your life is out of control
- Difficulty in concentrating and focusing and it interferes with school, work and social activities.
-

Health and wellbeing problems

- Eating difficulties
- Sleeping difficulties
- Drug and alcohol use.

Relationship problems, which are severe and persistent, for example:

- Difficulties making and keeping friends
- Family conflict, like fights with parents, brothers or sisters

There are some specialist services that you may be offered or need to use at some time if you are a current client of CYMHS.

Other Specialist Services are able to help young people with some specific issues, like:

- Early Psychosis Teams
- Neuro - Developmental Assessment Clinic
- The **Adolescent Day Program (Groupworx)** is a part-time group therapy program for young people. This runs once a term for 12 to 18 year olds.
- The **Adolescent Inpatient Unit** is a 12 bed hospital ward where young people aged 12 to 18 can stay if they need more intensive care.
- The **Adult Psychiatric Inpatient Units** where y can stay for more intensive treatment and care.
- The **Intensive Mobile Treatment Team** provides more intensive support in the community.

How you can get the most out of your time at CYMHS:

- Work together with the team.
- Be open and honest.
- Share information.
- Respect other people.
- Let clinicians know beforehand if you can't keep an appointment.

Everybody - no matter what their age - has rights. People who work at CYMHS will help you understand your rights within the mental health system. We encourage you to know your rights and speak up if you think these aren't being respected.

The following list of rights has been developed with a group of young people who have used CYMHS. Some are rights that you (or your parents on your behalf) have according to the law.

Young people who come to CYMHS have rights in the following areas:

Information

- Getting the information you need about the service - when you need it
- Having your rights explained to you when you first go to the service
- Being told what will happen during your involvement with the service
- Knowing how to get help when the clinic is closed
- Knowing what information will be collected and why (You'll receive a privacy pamphlet about this).
- To see your file you will need to fill out some forms required by the Freedom of Information - F.O.I. Act. Ask your clinician for details.

Privacy

- Having your privacy respected as much as possible
- Having a say in what information is given out to various people about you, except:
- Where you or someone else may be at serious risk

ere information about your treatment is required by people caring for you, for example, parents or teachers. **Consent:**

- Consent means giving permission for a health care professional to provide you treatment.
- Young people over 18 years of age are legally allowed to make decisions about their healthcare.
- If you are under 18 years of age you may be able to make your own decisions about your healthcare without your family/carer, as long as the health care professional believes that you are mature enough to make the decisions
- You may be asked to sign a consent form to agree to treatment or for communication with other services you may be involved with.
- We value the involvement of families, carers and significant others in your life and we will discuss with you the importance of their involvement in your care. It is your choice whether to share information with your parents, and if so, what information.
- If you are considered mature enough to make certain decisions, your health information will not be shared without your consent (unless you are thought to be unsafe to yourself or others)

Getting help

- Having someone help you when you're in a crisis
- Getting the help of a qualified interpreter if you need this

Choice and participation

- Being involved in planning how the service can best help you (through an Individual Recovery Plan or IRP)
- Being involved in decisions made about you
- Being able to ask for a second opinion
- Being able to say no when asked to be part of a research project, including research about new medications
- Being able to say no to having a student present during your treatment
- Being able to seek legal advice

Respect

- Being able to explain what you need & have that heard and respected
- Being allowed to ask questions and receiving answers that you can understand
- Receiving treatments in the kindest way possible
- Not being talked down to or 'treated like a little kid' (patronized or belittled)
- Having your individual needs respected in areas such as religious beliefs, cultural values & practices (things about your family background) & language

Giving Feedback

- Being able to compliment or complain about your treatment or anything that you're happy/unhappy with
- Being given information about how to make a complaint (Start by talking with the clinician involved or their team leader (see team directory on pages 7, 8 & 9 of this booklet for contact numbers).
- An Eastern Health feedback booklet 'Your Feedback is Important to Us: We are Listening' lists other ways to provide us with feedback. This includes Experience of Care Survey's and Patient Opinion.
Your feedback helps our service be more responsive to the needs of children, young people and their families.

- We sometimes have Youth Forums and Focus Groups where you can contribute your ideas. If you're interested in getting involved, please contact:

The Youth and Family Advisor Coordinator
Phone: 98954060

If you have any questions – ask your CYMHS worker.

We're keen to hear from you. Your ideas and feedback can help make CYMHS a better place for other young people.

"People who are using the service need to have a voice"

CYMHS Youth Peer Advisor

Child & Youth Mental Health Service

Access Team

A telephone service for referrals, general enquiries

Phone: 1300 721 927, option 2

Associate Program Director

Eastern Health CYMHS

Upton House

1/131 Thames Street

Box Hill 3128

Phone: 9895 4060

Clinical Director

Eastern Health CYMHS

Upton House

1/131 Thames Street

Box Hill 3128

Phone: 9895 4060

Wundeela Team

21 Ware Crescent

Ringwood East 3135

Phone: **9870 9788**

Chandler House Team

16-18 Albert Street

Upper Ferntree Gully 3156

Phone: **9839 6700**

Box Hill Team

3/43 Carrington Road

Box Hill 3128

Phone: **9843 1200**

Lilydale Team

25 Market Street

Lilydale

Phone: **9091 8888**

Intensive Mobile Treatment Team

21 Ware Crescent

Ringwood East 3135

Phone: **9870 9788**

Box Hill Early Psychosis Team

Koonung Clinic

Level 1, 43 Carrington Road

Box Hill 3128

Phone **9843 5800**

Maroondah Early Psychosis Team

Murnong Clinic

4 Bona St

East Ringwood, 3135

Phone: **9871 3988**

Groupworx

21 Ware Crescent
Ringwood East 3135
Phone: **9871 3845**

Adolescent Inpatient Unit

135 Thames Street
Box Hill 3128
Phone: **9092 6740**

AFTER HOURS CRISIS SUPPORT

Contact Psychiatric Triage Service on **1300 721 927**

Some Supports That May Be Helpful**Lifeline 131 114**

A 24 hour telephone counseling service

Kids Helpline 1800551800

A 24 hour telephone and online counselling service for young people aged between 5 and 25
www.kidshelpline.com.au

Suicide Line 1300 651 251

24 hour counseling line for people who are having thoughts of suicide, or are concerned about someone else, or bereaved by suicide

www.headspace.org.au

National Youth Mental Health Foundation

Switchboard 1800184527

Telephone counselling, information and resources for LGBTIQ community.
www.switchboard.org.au

www.itsallright.org

SANEs youth website

www.reachout.com

Reachout supports kids through tough times. It provides information and it allows young people to share their stories.



If you have any English language difficulties, please ask staff to book an interpreter. From home contact the Telephone Interpreter Service on 9605 3056. Services are provided free of charge. Ask staff if this information is available in your preferred language.

Protecting Your Privacy

Eastern Health is committed to protecting your privacy. We will keep your personal information secure and will disclose information about you only when required or permitted by law.

We comply with relevant information and privacy legislation. If you would like more information, please ask a staff member or visit our Web site www.easternhealth.org.au

Eastern Health is accredited by the Australian Council on Healthcare Standards

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