

How do we work?

We will help by:

- Understanding your problems
- Getting to know your strengths and needs
- Providing information to you about your mental health
- Giving you ideas about how to make things better
- Providing a chance to talk with young people or parents who have used CYMHS (peer support)
- Providing a treatment program specific to your needs
- Providing medication if needed
- Recommending other services or people that can support mental health recovery and wellbeing

It may involve:

- A range of therapies to you individually, in groups, or through family sessions
- Assistance with education or employment
- Practical advice

We also consult to and collaborate with agencies and private providers to improve young people's mental health and wellbeing outcomes. We offer a range of community seminars for professionals.

For Further Information

Child & Youth Mental Health Service
Ph: 1300 721 927 (Option 2)

Protecting Your Privacy

Eastern Health is committed to protecting your privacy. We will keep your personal information secure and 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.



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



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CHILD & YOUTH MENTAL HEALTH SERVICE (CYMHS)

A free mental health service

"The service is more accessible to young people than ever before. Don't be afraid to ask for help"

Sam, Support Worker, 24 years old

How do I ask for help?

Who are we?

Eastern Health Child & Youth Mental Health Service (CYMHS) is a free service for children, adolescents and young people up to 25 years of age, their families and carers.

What do we help with?

We provide a range of help, support and treatment for complex and severe emotional and behavioural difficulties for example when a child or young person is having problems with:

- Behaviour and attention (e.g. not going to school, acting aggressively, very fidgety or restless, risk-taking)
- Sadness, anxiety, mood swings, or anger (a lot of the time)
- Shyness, bullying, difficulty making and keeping friends
- Social, play and relationships including family conflict
- Reactions to abuse or trauma
- Health and wellbeing (e.g. eating, sleeping, self-harming)
- Feeling suicidal, or attempting suicide
- Hearing voices or seeing things that no one else thinks are real, having ideas or beliefs that seem out of touch with reality
- Confused and disorganised thoughts

**For all enquiries and referrals ring:
1300 721 927 (press option 2)**

**This telephone number will be
answered 24 hours a day, 7 days a week**

You can also speak to your GP, your school welfare coordinator or your community health centre. They may call CYMHS for you, or you can ring them directly yourself.

Some young people get help from us when they have been to a hospital or an emergency department because of a crisis.

What should I usually expect?

1. When you first call to get help or enquire about our service, **a worker will ask a few questions and arrange for a clinician from the access team to talk with you** in more detail. He or she will work out what help is needed and who can provide the help you need.
2. If CYMHS is the best service for you, **an Initial Consultation will be offered to you and your family to discuss the best options for treatment.** Sometimes, you may be advised about another place that may be able to help with the problems you have.
3. **An appointment will be arranged with you** so you know the time, date, location and the name of the clinicians you will be meeting. Information will also be provided

to you with what to expect in the first appointment.

4. In any circumstance, **if your situation becomes worse call 1300 721 927 (press option 2).**
5. The first appointment is an **Initial Consultation** that will include meeting you (the child, adolescent or young person), family members, carers or friends, separately and together.
6. The clinicians together with your family or significant others will come to an agreement about how we can help you, and the best treatment options and an **Individual Recovery Plan (IRP)** will be completed to assist you and the treating team to support your recovery.

Who works at CYMHS?

The following are who are most likely to meet at an Initial Consultation:

- Occupational Therapists
- Social Workers
- Psychologists
- Mental Health Nurses
- Psychiatrists

Other support people you may meet during your care include:

- Carer, family and consumer consultants and representatives
- Speech Therapists
- Teachers (from Avenues Education)
- Paediatricians

