

Crisis Assessment and Treatment Team Services (CATT)

What are Crisis Assessment and Treatment Team Services (CATT)?

- CATT services are an important component of the mental health system.
- CATT provides a service between the hours of 7.30am-10.30pm seven days a week. The clinicians provide assessment and treatment to people experiencing a mental health crisis.
- CATT services offer intensive, **short-term** community based treatment as an alternative to hospitalisation, for people who are suffering from an acute mental illness.
- If consumers become very distressed, CATT services may visit daily or twice daily. If the person is improving they may be seen on alternate days.
- If consumers do need to go to hospital CATT service staff can assist in admission and may provide ongoing assistance during and following the period in hospital.
- CATT services are provided throughout the whole of metropolitan Melbourne and in country Victoria.

What does the Crisis Assessment and Treatment Team Services do?

- Assesses the type of psychiatric treatment and support that is required.
- Assesses the availability of other possible community support.
- Provides treatment such as medication, counselling, psycho education, linkages and family work.
- Actively involves family and carers wherever possible.
- Visits regularly if the consumer is a current client with CATT.
- Can provide assistance in gaining access to other resources, for example: family support, legal, financial or housing services.
- Assists with admission if hospitalisation is required.
- Liaises with inpatient service staff when consumers are admitted to hospital to assist people to return home as soon as possible.
- Link consumers to services such as community mental health centres or general practitioners for treatment and support.

What is psychiatric triage?

- Psychiatric Triage is the main point of contact for adult mental health services. Triage occurs when a potential consumer (family member/service provider) contacts the mental health service. It is a clinical function that typically occurs over the telephone.
- The role of a triage clinician is to conduct a preliminary assessment of whether a person has a mental illness or disorder, and to determine the nature and urgency of the response required.
- If specialist mental health services are not the most appropriate option for the consumer, they may be referred to another organisation or given other advice and / or resources.
- When Psychiatric Triage indicates that specialist mental health services are required, a more detailed assessment and treatment planning is provided.
- Psychiatric Triage is staffed twenty-four hours a day, seven days a week. The Psychiatric Triage number is:

1300 721 927

How is CATT staffed?

Generally CATT services are comprised of the following disciplines:

- A Manager
- Consultant Psychiatrist
- Psychiatric Registrar
- Psychiatric Nurses
- Social Workers
- Psychologists
- Occupational Therapists
- Administration officer

This is usually referred to as a **Multidisciplinary Team**. Multidisciplinary Teams can offer range of different skills and perspectives on the presenting issues for the consumer, friends and family.

How can I contact CATT?

- If you are a current CATT client you can call the office on 9843 5888.
- The main point of contact for the CATT service is through Psychiatric Triage. (**1300 721 927**) This can be accessed by telephone.
- The clinician in the triage role may talk with you about the current problems and can discuss the potential treatment options.
- If you cannot be put through to Psychiatric Triage immediately, arrangements will be made to contact you as soon as possible.

Are other services involved?

- CATT services offer intensive short-term treatment. Clients who require ongoing treatment and support can be linked to other services that offer longer-term assistance.
- CATT services work closely with other services such as community mental health centres, community health centres, general hospitals, general practitioners, private Psychiatrists and non-government organisations.

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The Central East Crisis Assessment and Treatment Team (CATT)

An introduction
to our services