

Confidentiality, compliments and complaints

All information provided by yourself, other family members, the referred person, the referring agent and/or other professionals involved will be treated in confidence.

If you have any feedback about the services provided, please speak to the staff member directly.

Complaints packs are available from reception

A brochure called “Consumer Rights and Responsibilities” is available from us.

The CAMHS Team Leader can be contacted on 9621 0999 between 8:30am and 4:30pm.

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MERREDIN WA 6415

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Endorsed by Wheatbelt Mental Health
Consumer and Carer Advisory Group

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Government of Western Australia
WA Country Health Service

Wheatbelt Mental Health Service

**CAMHS – Child and Adolescent
Mental Health Service**

Information for parents and referring agencies
concerned about a child or young person's
behaviour, emotional or mental health problems.

What is CAMHS?

Child and Adolescent Mental Health Service (CAMHS) has a multidisciplinary team who assists young people up to 18 years of age, and their families, who live in the Wheatbelt.

CAMHS offers specialised assessment, treatment and support to children, youth and their families and carers who are experiencing emotional and/or mental health problems.

Treatment may include individual and family counselling and parent education. In some cases, a referral to an inpatient facility may be made.

CAMHS is a free service.

Wheatbelt CAMHS is not a crisis service but the Triage officer can offer advice about who to contact.

How to discuss coming to CAMHS with my child

These guidelines may be of use when talking to your child:

- Try not to discuss this matter when you are distressed. Wait for a time when you are feeling okay.
- Explain about the service so that your son/daughter has some idea what to expect. This will reduce uncertainty and anxiety about attending.
- Express your concerns and why you are seeking help.
- Ensure your son/daughter understands that their feelings and thoughts will be sought and respected

Clinicians work with young people and their families on issues of concern such as:

- Feeling depressed.
- Persistent self-harm, suicidal thoughts or behaviours.
- Hallucinations, delusional thinking and thought disorder.
- Behavioural and conduct disturbance.
- School avoidance and phobias.
- Anxiety and fearfulness.
- Obsessions and compulsive behaviours.
- Severe and prolonged emotional and behavioural reactions to traumatic events.
- Eating and body image disturbance including anorexia nervosa and bulimia.

When are problems serious enough to be referred to CAMHS?

The following points may be of some assistance in helping you decide:

- If you have been worried for a considerable time.
- If the problem occurs often or is becoming increasingly worse.
- If these problems are leading to a tense, unhappy family life.

Do I need a referral?

Parents/guardians can make a referral, or you may obtain a written referral from your GP, school psychologist or support staff, paediatrician or other community agency.

If the situation is urgent you can discuss your concerns directly with the Triage Officer.

All new referrals are discussed by the team and following this you will be contacted by phone by one of our clinicians.

If you wish to discuss a potential referral, the Triage Officer is available between 8.30am and 4.30pm Monday to Friday on 9621 0999.