

WELCOME TO CHILD & YOUTH MENTAL HEALTH SERVICES:

**WHAT
YOU NEED
TO KNOW**



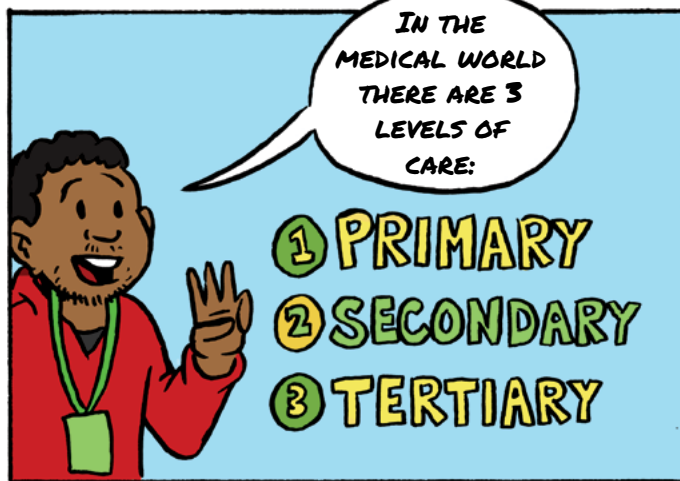
Werry Workforce
WHĀRAURAU

KIA ORA, HELLO,
TALOFA, KIA ORANA,
MALO E LELEI, NĪ HĀO,
NAMASTE, KAMUSTA,
AS-SALAM-U-
ALAIKUM



IN THE
MEDICAL WORLD
THERE ARE 3
LEVELS OF
CARE:

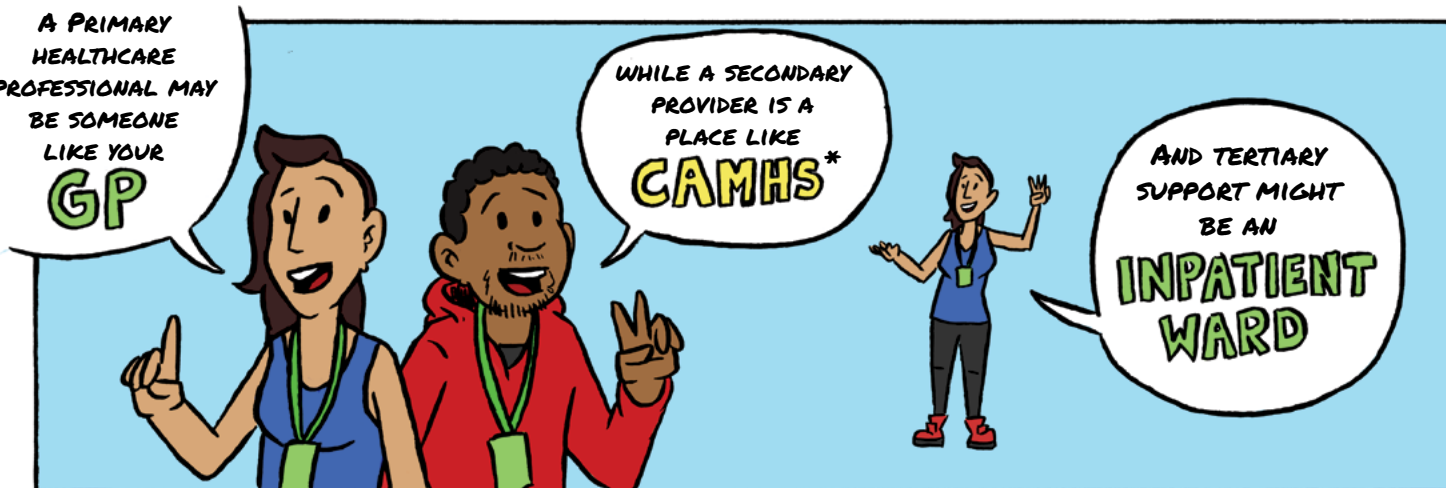
- ① PRIMARY
- ② SECONDARY
- ③ TERTIARY



A PRIMARY
HEALTHCARE
PROFESSIONAL MAY
BE SOMEONE
LIKE YOUR
GP

WHILE A SECONDARY
PROVIDER IS A
PLACE LIKE
CAMHS*

AND TERTIARY
SUPPORT MIGHT
BE AN
**INPATIENT
WARD**

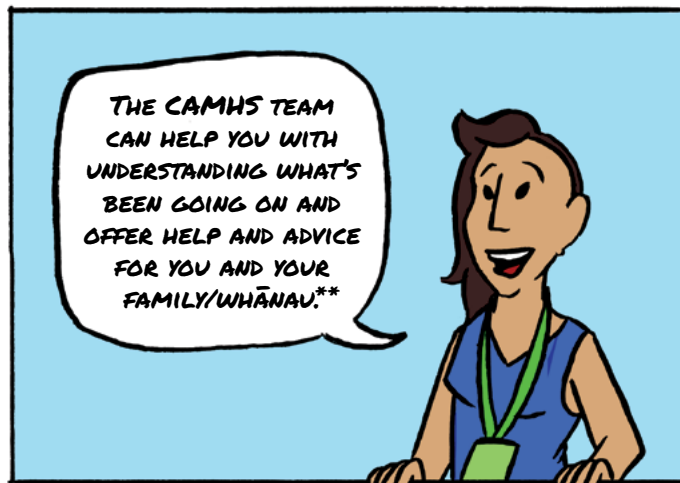


*CAMHS = Child, Adolescent Mental Health Services

CAMHS OFFER A
RANGE OF SERVICES
FOR YOUTH IN OUR
COMMUNITY WHO
NEED A LITTLE
EXTRA SUPPORT



THE CAMHS TEAM
CAN HELP YOU WITH
UNDERSTANDING WHAT'S
BEEN GOING ON AND
OFFER HELP AND ADVICE
FOR YOU AND YOUR
FAMILY/WHĀNAU.**



**family/whānau can be anyone, including friends you choose as your support.

CAMHS IS MADE UP
OF TEAMS OF PEOPLE
WITH DIFFERENT
BACKGROUNDS IN
AREAS SUCH AS...

SOCIAL WORK NURSING PSYCHOLOGY PSYCHIATRY FAMILY THERAPY.

THIS MEANS THAT
YOU'LL GET THE RIGHT
SUPPORT YOU NEED, FROM
THE PERSON THAT'S
RIGHT FOR YOU!



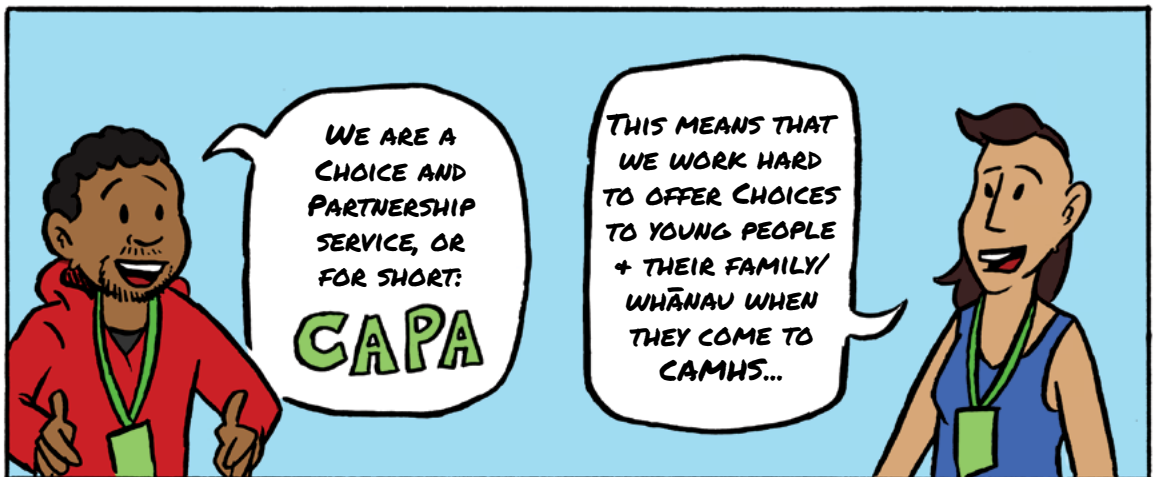
A VERY IMPORTANT
PART OF EVERYONE'S
IDENTITY IS THEIR
CULTURE



EVERYONE INVOLVED IN
SUPPORTING YOU AND YOUR
WELLBEING KNOWS HOW
IMPORTANT IT IS TO RESPECT
YOUR VALUES, AND WE WILL TRY
HARD TO MAKE YOU AND YOUR
FAMILY/WHĀNAU FEEL
COMFORTABLE.



WHAT TO
EXPECT WHEN
COMING TO
OUR SERVICE:



CHOICE

WHEN YOU FIRST
ENTER OUR SERVICE,
YOU'LL HAVE ONE TO
TWO CHOICE
APPOINTMENTS
WITH US.



A CHOICE
APPOINTMENT IS
USUALLY ABOUT
60-90 MINUTES
LONG ...



YOU CAN CHOOSE THE:

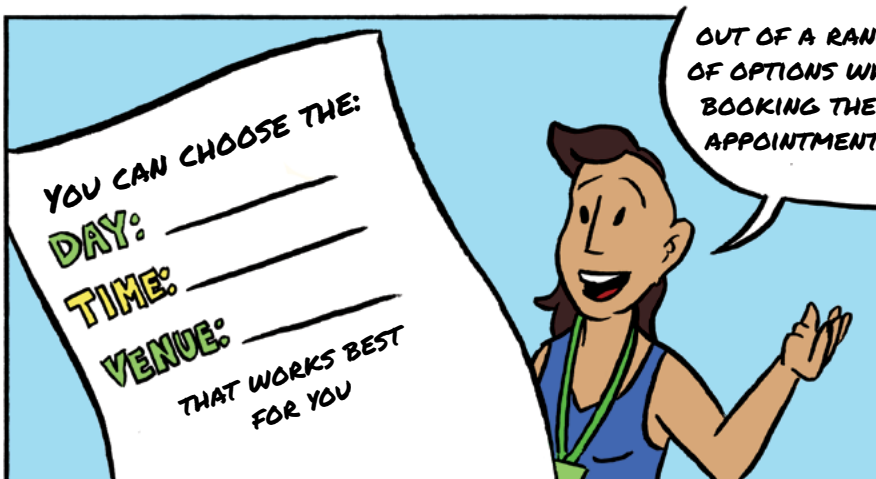
DAY: _____

TIME: _____

VENUE: _____

THAT WORKS BEST
FOR YOU

OUT OF A RANGE
OF OPTIONS WHEN
BOOKING THESE
APPOINTMENTS!



TOGETHER WITH
YOU AND YOUR
FAMILY/
WHĀNAU...



... WE'LL TALK ABOUT YOUR BIGGEST CONCERNS AND COME UP WITH SOME IDEAS AND A PLAN TO BEST MANAGE THEM.



THIS IS A CHANCE FOR US TO GO OVER PROBLEMS AND THEIR CAUSES, FIGURE OUT THE BEST KIND OF SUPPORT FOR YOU, AND DECIDE TOGETHER ON WHAT YOU MIGHT WANT TO DO NEXT



THERE ARE MANY OPTIONS FOR YOUR NEXT STEP!

FOR INSTANCE:

AFTER TALKING WITH US, YOU MIGHT FEEL OKAY TO MANAGE ON YOUR OWN!



YOU MIGHT FEEL LIKE YOU CAN WORK ON THE PROBLEMS YOURSELF WITH SUPPORT FROM APPS, WEBSITES OR USING OTHER RESOURCES AND TECHNIQUES WE RECOMMEND.



WE MIGHT GIVE YOU AND YOUR FAMILY/WHĀNAU, SOME OTHER ADVICE TO TRY ON YOUR OWN!



WE MIGHT FIND A GROUP OR ORGANISATION IN THE COMMUNITY TO HELP WITH YOUR NEEDS.



WE MIGHT RECOMMEND YOU ENTER PARTNERSHIP WITH CAMHS TO WORK WITH SOMEONE WHO HAS THE SKILLS THAT ARE BEST TO HELP YOU!



CHOICE APPOINTMENTS HELP US FIGURE OUT WHAT'S GOING ON

AND WHAT TO DO NEXT.



IF WE REALISE DURING CHOICE THAT OUR SERVICE IS NOT THE RIGHT FIT FOR YOU, WE MIGHT NOT NEED TO SEE EACH OTHER AGAIN...



...BUT DON'T WORRY - IF OTHER PROBLEMS COME UP IN THE FUTURE, YOU CAN ALWAYS COME BACK TO US FOR SUPPORT!



ON THE OTHER HAND, WE MIGHT BE ABLE TO HELP YOU WITH YOUR GOALS AND YOU MIGHT CHOOSE TO STAY WITH US FOR PARTNERSHIP.



IF SO, THEN WE'LL:



1 AGREE ON THE PEOPLE WHO'LL ATTEND THE FIRST PARTNERSHIP APPOINTMENT...



2 ...MAKE AN APPOINTMENT TIME...



3 AND CHOOSE A PARTNERSHIP CLINICIAN WHO WILL BE A GOOD MATCH FOR YOU AND YOUR FAMILY/WHĀNAU BASED ON THEIR KNOWLEDGE, SKILL AND PERSONAL STYLE.



PRE-PARTNERSHIP



BEFORE YOUR FIRST PARTNERSHIP APPOINTMENT, YOU AND YOUR FAMILY/ WHĀNAU WILL HAVE A BIT OF TIME TO START WORKING ON YOUR PRE-PARTNERSHIP HOMEWORK TASKS AT HOME!



THESE HOMEWORK TASKS WILL BE BASED ON THE ISSUES YOU TALKED ABOUT IN CHOICE.

IN BETWEEN YOUR CHOICE AND PARTNERSHIP APPOINTMENT, THE PERSON YOU WILL MEET WILL HAVE A CHAT WITH THE PERSON YOU MET IN CHOICE ABOUT THE GOAL YOU ARE HOPING FOR



1 CHOICE APPOINTMENT



3 PARTNERSHIP APPOINTMENT



AND THE THINGS YOU WERE GOING TO TRY AT HOME (HOMEWORK, PRE-PARTNERSHIP TASKS) SO THAT WE ARE ALL ON THE SAME PAGE WHEN WE MEET.

PARTNERSHIP

THE FIRST PARTNERSHIP APPOINTMENT WILL BE A NEW EXPERIENCE FOR YOU!



IT'LL PROBABLY TAKE PLACE ON YOUR SECOND OR THIRD VISIT TO OUR SERVICE, AND YOU'LL PROBABLY BE WORKING WITH SOMEONE NEW AS WELL.



REMEMBER WE'LL DO EVERYTHING WE CAN TO MAKE SURE THAT YOUR PARTNERSHIP CLINICIAN HAS THE BEST SKILLS, STYLE, AND PERSONALITY TO HELP YOU REACH YOUR GOALS!



HERE'S WHAT ELSE YOU CAN EXPECT FROM PARTNERSHIP:

WE'LL GO OVER YOUR PRE-PARTNERSHIP HOMEWORK TASKS (FOCUSING ON WHAT HAPPENED, WHAT WORKED, AND WHAT DIDN'T). YOU MIGHT'VE NOTICED SOME CHANGES ALREADY BETWEEN CHOICE AND PARTNERSHIP AND NOW WILL BE THE TIME TO DISCUSS THIS!



WE'LL LOOK AT YOUR CHOICE GOAL/S AND SEE IF THEY'VE CHANGED OR RESOLVED.

WE'LL FOCUS ON YOUR STRENGTHS.



WE'LL KEEP WORKING TOWARDS YOUR GOAL/S. WE'LL ALSO REVIEW YOUR PROGRESS REGULARLY TO MAKE SURE WE'RE ON THE RIGHT TRACK!



WE'LL WORK WITH OTHER GROUPS AND AGENCIES, INCLUDING ANY THAT YOU AND YOUR FAMILY/WHĀNAU ARE ALREADY WORKING WITH.

YOU AND YOUR FAMILY/WHĀNAU WILL STILL HAVE A RANGE OF CHOICES THROUGHOUT PARTNERSHIP, SUCH AS THE TYPES OF SUPPORT, WHEN AND WHERE THE SESSIONS WILL OCCUR, WHO WILL ATTEND AND WHEN VISITS WILL END.



WE'LL PROVIDE INFORMATION ABOUT THE PROBLEM, POSSIBLE SOLUTIONS, AND OTHER SOURCES OF HELP LIKE AGENCIES, APPS, RESOURCES AND OTHER USEFUL WEBSITES.

AT THE END OF IT ALL, WE'LL MAKE SURE THAT EVERY STEP OF THE PROCESS, INCLUDING WHEN YOUR VISITS END, ARE RIGHT FOR YOU AND YOUR FAMILY/WHĀNAU!



WE HOPE THAT AS YOU ENTER OUR SERVICE YOU FEEL CONFIDENT ABOUT THE PROCESS

AND IF YOU OR YOUR FAMILY/WHĀNAU HAVE ANY QUESTIONS, AT ANY TIME, ALL YOU HAVE TO DO IS ASK.

WE'D LIKE EVERYONE WE SEE TO FEEL SUPPORTED AND RESPECTED. IF AT ANY TIME YOU DON'T FEEL THIS WAY WHEN YOU ACCESS HEALTH CARE, YOU HAVE RIGHTS...

THESE RIGHTS ENTITLE YOU TO BE TREATED A CERTAIN WAY, AND IF YOU AT ANY TIME FEEL YOUR RIGHTS ARE BEING VIOLATED THEN YOU CAN LET US KNOW OR LAY A COMPLAINT WITH THE HEALTH AND DISABILITY COMMISSIONER

YOU HAVE THE RIGHT TO:

BE FULLY INFORMED

DECIDE WHETHER YOU WANT TO BE INCLUDED IN RESEARCH OR TEACHING

DIGNITY AND INDEPENDENCE

COMPLAIN

SERVICES OF AN APPROPRIATE STANDARD

EFFECTIVE COMMUNICATION

BE TREATED WITH RESPECT

FREEDOM FROM DISCRIMINATION, COERCION, HARASSMENT, AND EXPLOITATION

SUPPORT

MAKE AN INFORMED CHOICE AND GIVE INFORMED CONSENT

CONTACT DETAILS FOR YOUR CAMHS TEAM:

NEED HELP?

IN CRISIS?

**IF THIS IS AN EMERGENCY AND
YOU FEEL YOU OR SOMEONE ELSE
IS AT RISK OF HARM**

CALL 111

HELPLINES:

**ARE YOU WORRIED ABOUT YOUR OWN,
OR SOMEONE ELSE'S MENTAL HEALTH?
WOULD YOU LIKE TO TALK
TO SOMEONE ABOUT IT?**

**TEXT OR CALL 1737
TO TALK WITH A TRAINED COUNSELLOR**

**SUICIDE CRISIS HELPLINE:
(0508 TAUTOKO) 0508 828 865**

**LIFELINE:
(0800 LIFELINE) 0800 543354**

YOUTHLINE: 0800 376 633

HEALTHLINE: 0800 611 116



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