

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...



NEED TO TALK?

**1737**

free call or text  
any time

# WELCOME TO CHILD & YOUTH MENTAL HEALTH SERVICES:



**WHAT  
YOU NEED  
TO KNOW**

Werry Workforce  
**WHĀRAURAU**

Name of service:

## SERVICES 101

In the medical world, there are three levels of care: primary, secondary and tertiary. A primary health care professional might be someone like your GP while a secondary provider is a place like CAMHS (Child, Adolescent Mental Health Services) and tertiary support could be an inpatient ward.

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 and offer help and advice for you and your family/whānau. CAMHS is made up of teams of people with different backgrounds in areas such as social work, nursing, psychology, psychiatry and 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. Throughout your time with CAMHS this will be a priority. 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

We are a CAPA (Choice and Partnership) service. This means that we work hard to offer Choices to young people and their family/whānau when they come to CAMHS and continue to make sure that you and your family/whānau stay involved during your time with us in Partnership.

## 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, and 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.

- 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. We may realise during Choice that our service is not the right fit for you, and 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, we will then all agree on the people who'll attend the first Partnership appointment, make an appointment time and choose a Partnership clinician based on who will be a good match for you and your family/whānau based in 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 off 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 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 goals and see if they've changed or resolved.
- We'll keep working towards your goals. We'll also review your progress regularly to make sure we're on the right track!
- We'll focus on your strengths.
- 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 you decide to leave, is the right one for you and your family/whānau!