

INFORMATION FOR FAMILIES

ALFRED CAMHS provides a wide range of free services, delivering mental health care for infants, children and adolescents [under 18 years] and their families or carers.

ALFRED CAMHS offers an outpatient service which covers the municipalities of Port Phillip, Stonnington, Glen Eira, Bayside and Kingston west of Boundary Road.

How do I know if my child needs to come to your service?

If your child has one or more of the following symptoms which causes stress at home or school, we may be able to help. Your child may

- seem very unhappy, anxious, extremely shy or angry
- have sleeping or eating problems
- suffer physical complaints due to emotional stress
- constantly fight with family members, friends, teachers or others or have poor peer relationships
- have behaviour problems [eg. stealing, lying, fire lighting]
- refuse or be reluctant to attend school
- have difficulties learning or concentrating
- be distressed after being involved in a traumatic incident. This may be recent or may have happened some time ago
- have experienced sexual abuse
- display unusual or odd behaviours [eg. hearing voices]
- have suicidal thoughts or self harming behaviour

How do I make contact?

You can make direct telephone contact with Alfred CAMHS by phoning **8552 0555** to discuss the possibility of referral.

A doctor, school counsellor or other professional can contact us on your behalf, however we will still need you to ring and give us your permission before we can make an appointment

Do I have to see our doctor first?

No. You can bring your child without talking to your doctor or the class teacher. However, it is often better to have discussed the problem with them first.

What happens when I make contact with the service?

When you first ring Alfred CAMHS you will be put through to a member of the *Intake team*. The workers on this team are mental health professionals and available from 9.00 am to 5.00 pm Monday to Friday. The Intake worker will talk to you about your concerns and try to get an understanding of your situation. To do this effectively they will need to ask you a range of questions – this could take up to 20 minutes. Your conversation with the worker will be confidential and conducted in a secure and private place.

During this phone call, the intake worker will suggest the most appropriate options for you and your child. This could lead to either an appointment being made with one of our mental health professionals or a referral to another community services.

As there are many people wanting to use our service, we may not be able to schedule an immediate appointment. However, should your situation change and become more urgent, please ring and ask to speak to an Intake worker

In emergency situations after 5 pm and before 9am:

- phone **1300 363 746** if you live in the cities of Port Phillip, Stonnington or Glen Eira [north of North Road]
- phone **1300 369 012** if you live in cities of Glen Eira [south of North Road], Bayside or Kingston [west of Boundary Road]

What happens next?

When a referral is accepted, the Intake team contacts the family and offers an appointment with a Case Manager. This worker will meet with you and other family members – sometimes separately, sometimes together – usually over several visits. This helps the worker and the family to gain a better understanding of what the concerns are and how they may have developed over time.

At the end of this process, referred to as an assessment, the Case Manager discusses the results with you. You will then be involved in planning how the service can best help you and your family. The help we provide varies according to the nature of the problem. We may

- meet with your family together
- see your child or adolescent individually or in a group.
- meet with parent [s] or carer[s].
- provide specific assistance with language, physical, educational or social skills.
- provide medication for specific problems.

Who works at Alfred CAMHS?

The service is made up of staff from different professional backgrounds. We work in teams and you may be involved with one or more of our staff depending on your child's needs

- Child Psychiatrists
- Psychiatric Registrars
- Clinical Psychologists
- Psychotherapists
- Family Therapists
- Child Psychiatric Nurses
- Social Workers

- ❑ Occupational Therapists
- ❑ Speech Pathologists
- ❑ Special Education Consultants

What if I need an interpreter?

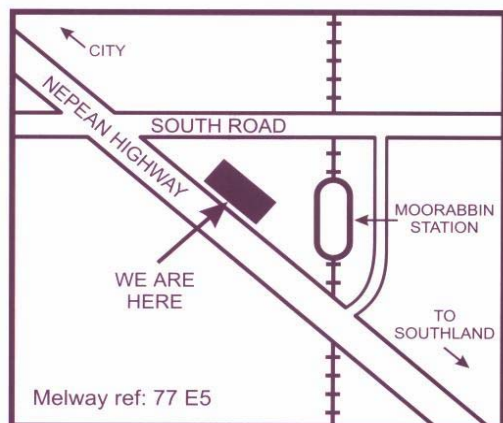
We are able to provide an interpreter service for many languages. If you think it would be helpful to have an interpreter it is important that you speak to your worker beforehand as the interpreter will need to be booked before your appointment.

To speak to us through the telephone interpreter, phone the **Telephone Information Service [TIS]** on **131 450** and ask them to contact Alfred CAMHS.

How do I get there?

Alfred CAMHS is well served by public transport. Moorabbin is the nearest railway station.

Bus routes 811, 812, 823, 824, and 825 terminate at Moorabbin Station.



ALFRED CHILD AND ADOLESCENT MENTAL HEALTH SERVICE
2nd floor, 999 Nepean Highway, Moorabbin, 3189
phone: 8552 0555 fax: 9532 5631
Hours: Monday to Friday, 9.00 am to 5.00 pm
Other times by appointment