



About Community CAMHS

Community Child and Adolescent Mental Health Services (CAMHS) provide specialist mental health support for children and young people up to 18 years of age. We help children and young people who are experiencing serious mental health concerns that are affecting their daily life, relationships, learning or safety.

Not every child or young person referred to CAMHS will need support from our service.

If CAMHS is not the best service for you, we will talk with you and your family about other support options and help connect you with services that may better meet your needs.

Our goal is to help children, young people and families get the right support at the right time.

Our approach

At Community CAMHS, we are committed to:

- providing the right care at the right time
- communicating openly, clearly and respectfully
- delivering care that is safe, respectful and trauma-informed
- working in partnership with children, young people, families and carers
- providing culturally safe, inclusive and affirming care that values Aboriginal and Torres Strait Islander peoples, diverse cultures, neurodiversity, LGBTQIA+ communities, and the unique lived experiences of every child and family.

What happens after a referral?

First contact

After we receive a referral, a CAMHS clinician will contact you within 1–2 business days.

We will talk with you and those caring for you about:

- what is happening right now
- any concerns about safety
- support already in place
- what has and hasn't been helpful
- what support may be needed.

We understand that you are likely going through a difficult time. Our goal is to ensure everyone referred gets the right support for their current needs. If we need more information, we will arrange another call to discuss next steps.



What happens next?

Our team will review the information provided and work with you to decide the best next steps for you and those caring for you.

This may include:

- short-term support from CAMHS
- ongoing support from CAMHS
- information, advice and practical strategies to support your child's mental health
- connecting you with other services and supports that may be helpful
- access to interpreters, Aboriginal Mental Health Workers (AMHWs) and Peer Workers for young people, parents and carers where appropriate.

We are committed to providing culturally safe, inclusive and family-centred care. If you or your family prefer to communicate in a language other than English, we can arrange an interpreter. Aboriginal children, young people and families may be supported by an AMHW, and young people, parents and carers may be offered support from a Peer Worker.

If another service is better suited to your needs, we will help you understand your options and support you to access the right service.

Support at CAMHS

Your care team

If Community CAMHS is the right service to support you, you will be allocated a Care Coordinator who will be your main contact person. They will work alongside you and your family to understand your needs, develop goals and coordinate your care. Sometimes, as your needs change, your Care Coordinator may also change to ensure you continue to receive the best support for your needs.

Planning support

We will work with you and your family to understand your concerns, strengths and goals. Together, we will develop a plan that reflects what is important to you. This may include assessment, therapy, family support, practical strategies, and connecting with other services when needed.

Where support is provided

Support can be provided in different ways, including:

- at a Community CAMHS clinic
- by phone or videocall (telehealth)
- at home, school or in the community, in a setting that is safe for everyone involved and best meets your needs.

We will discuss the available options with you and work together to find what best suits you and your family.

Receiving support

The type of support and treatment you receive will be based on your needs and goals.

Community CAMHS is a Tier 3 specialist mental health service that provides intensive support for children and young people with significant mental health needs. To make the most of this support, young people and families should be prepared to attend regular weekly appointments while receiving care from Community CAMHS.

Your care and progress will be reviewed regularly by the treating team to ensure the support provided continues to meet your needs and that you are receiving the right care at the right time.

This may include:

- assessment and treatment
- individual, family or group therapy
- evidence-based treatment for anxiety, low mood, emotional distress and other mental health concerns
- developing coping, communication and problem-solving skills
- support for families and carers
- support with relationships, school attendance and daily life
- working with schools, GPs and other services involved in your care.

Some young people only need support for a short time, while others may benefit from longer-term care. We'll talk with you about the options available and work with you to decide what support is right for you. We are committed to providing care that is safe, respectful, culturally responsive and trauma informed.

Further opinion

You have the right to request a further opinion about your care.

You can speak with your psychiatrist or any member of your care team, who can provide information about the process. Further opinions may also be requested through the Office of the Chief Psychiatrist. A parent, carer or nominated support person can also make a request on your behalf.

Moving forward

We will work with you and your family to plan next steps and make sure you understand the supports available. If CAMHS support is no longer needed, we will help connect you with other services and supports where appropriate.

If you are still receiving care from CAMHS as you approach 18 years of age, we will work with you and your family to plan for the future and support a smooth transition to adult mental health services or other supports if needed.

Your health care rights

CAMHS is committed to providing safe, respectful and high-quality care.

You have the right to:

- be treated with dignity and respect
- be involved in decisions about your care
- ask questions and receive information you can understand
- have your views heard and considered

Follow the links to learn more about what you can expect when accessing CAMHS services.

[Australian Charter of Healthcare Rights](#) and the [Charter of Mental Health Care Principles](#).

If you need urgent help or advice



Community CAMHS does not provide a mental health crisis response or after-hours service.

For urgent help after hours, please call **CAMHS Crisis Connect** on **1800 048 636** (open 24 hours a day, 7 days a week) to discuss your concerns and decide what steps you may need to take.

For more information visit:
cahs.health.wa.gov.au/CAMHSCrisisConnect

**If the situation is life threatening,
call 000 or present at any hospital emergency department.**

While you are waiting

We understand it can be hard to wait for support. While you are waiting, there are other supports and resources that may help.

You might also like to:

- talk to someone you trust, such as a family member, friend or teacher
- stay connected with your GP, school or other supports already involved
- focus on healthy routines such as sleep, physical activity and activities you enjoy
- use trusted online resources such as headspace and 13YARN
- write down your concerns and questions to discuss at your appointment.



Government of **Western Australia**
Child and Adolescent Health Service



This document can be made available in alternative formats on request for people with disability.

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