



Child and Adolescent Mental Health Service - Emergency Telehealth Service

Call 1800 048 636

What do we do?

The Child and Adolescent Mental Health Service (CAMHS) Emergency Telehealth Service (ETS) provides support for children and young people experiencing a mental health crisis, as well as support and advice to families and carers.

Our aim is to provide expert help to children and young people quickly, when they need it most.

This includes mental health advice, crisis management, assessment and referral to the most appropriate service depending on need.

Are you in need of urgent specialist child and adolescent mental health advice?

Who can access the service?

Do you have a young person in crisis needing urgent mental health support?

The service will be accessible to young people, families and carers as well as health professionals in the community including GPs, school psychologists, community nurses, across the metropolitan area.

Children and young people in regional WA have access to the WA Country Health Service (WACHS) Emergency Tele-mental Health Service.

Emergency tele-mental health assessments will be accessible to young people in the community up to the age of 18 years.

How does the service work?

The CAMHS **1800 048 636** urgent mental health line is the entry point to the CAMHS ETS.

Are you thinking about suggesting that a young person attends an Emergency Department?



Healthy kids, healthy communities

Compassion

Excellence

Collaboration

Accountability

Equity

Respect

The service is staffed with Mental Health Clinical Nurse Specialists and a Consultant Child and Adolescent Psychiatrist between 8am and 2.30am, seven days a week.

The CAMHS ETS will gather information from the caller and may:

- Provide advice, support and guidance
- Offer a tele-mental health assessment
- Recommend presentation to an Emergency Department for a face to face mental health assessment

CAMHS ETS care should be provided to a young person with a safe adult present.

If this is not possible, crisis support or direction to an ED for a face to face assessment may be provided.



For a telehealth assessment you will need a computer or phone with microphone and camera, reliable internet connection and latest version of web browser where possible

What will happen when a tele-mental health assessment is completed?

Every CAMHS ETS tele-mental health assessment will include an initial mental health assessment, risk assessment and discharge plan.

Young people, families and carers may be referred to a community mental health service or advised that an admission to an inpatient mental health unit may be required.

Every young person seen will be offered follow up from the CAMHS ETS within 24 hours.

Further information

cahs.health.wa.gov.au/CAMHS-ETS



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

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