

Clare House CAMHS

26 Clare Street

New Town Tasmania 7008

Phone: 6233 8612

and

161 Davey Street

Hobart Tasmania 7000

Phone: 6233 9600

Email: clare.house@dhhs.tas.gov.au

Hours of operation:

8:30 am to 5:00 pm

Monday to Friday



PRODUCED BY
Clare House CAMHS
April 2008

CHILD & ADOLESCENT MENTAL
HEALTH SERVICES

Clare House

*A Specialist Service for young people under
18 years with mental health disorders,
and their families.*



Department of Health
and Human Services



How does Clare House work?

All referrals to Clare House CAMHS should be made through the Mental Health Services Helpline which is a 24/7 telephone service (1800 332 388). Your doctor, social worker or guidance officer are some of the people who can refer to Clare House through the Mental Health Services Helpline.

All young people who are referred to Clare House have an initial assessment that often involves two clinicians and could include parent/carers and children being seen separately.

Parents/carers and young people over 11 years will also be asked to complete a questionnaire to help the service understand their views of their problems.

The clinical team then decides if Clare House is the right service for you. If not, we will inform you of other services available.

When Clare House provides ongoing services, a clinician is allocated and a treatment plan developed in collaboration with the young person and other significant people.

Personal Information Protection Act 2004

This is a summary of the principles of the Act. It guides the collection of personal information, as well as how it can be used & disclosed.

Organisations will:

- ◆ Be open in how personal information is managed
- ◆ Only collect the information that is needed
- ◆ Keep information collected secure
- ◆ Keep information collected up to date
- ◆ Only disclose information with consent – an important exception is protecting health, safety or welfare
- ◆ Only disclose information to others with similar privacy principles.

If you have any questions about your privacy, please ask a clinician at Clare House.

Your rights at Clare House

- ◆ Receive quality & professional services
- ◆ Be consulted about your child's care
- ◆ Receive private & confidential services
- ◆ Receive assistance from an interpreter if required
- ◆ Have somebody support you or speak on your behalf
- ◆ Provide feedback about the service you are receiving
- ◆ Access information through procedures in the Freedom of Information Act 1991.

Your responsibilities at Clare House

- ◆ Keep your appointment times or notify Clare House if you are unable to attend
- ◆ Participate in your child's care & treatment
- ◆ Accept consequences of your informed decisions
- ◆ Inform Clare House when contact details change
- ◆ Inform your clinician if you are seeking treatment from another service or agency
- ◆ Ensure your child's and your own conduct does not interfere with the rights of other clients or staff.