

## Confidentiality

Information collected is treated in a confidential manner. If there is significant risk to yourself or others, some essential information will have to be shared to ensure safety.

We will seek your permission to gather assessment information or speak with others involved. Some demographic data is collected as a requirement of the Ministry of Health for service planning purposes.

All youth and families seen will have their case discussed within the clinical team. Notes will be taken and on computer records. These are then only accessed by Mental health Service staff as needed, according to confidentiality and professional guidelines. Some correspondence will routinely take place with your GP.

## Feedback

If you have a complaint or compliment about the service you are receiving, please contact:

- ✚ Your key worker or
- ✚ The YSS unit manager or
- ✚ Administration officer, Patient Safety and Risk or
- ✚ Health and Disability Advocacy Services, South Island, phone: 0800 377 766.

## Contacts Youth Specialty Service

### Otago

8 Moray Place, Level 3,  
Savoy Building, Dunedin  
Phone (03) 474 5601 or  
0800 44 33 66

### Rāpoi (Day Programme)

8 Moray Place, Level 2,  
Savoy Building, Dunedin  
Phone (03) 474 5601 or  
0800 44 33 66

[www.southerndhb.govt.nz](http://www.southerndhb.govt.nz)

Future Directions Southland Mental  
Health & Addictions network website:  
[www.futuredirections.org.nz](http://www.futuredirections.org.nz)

Emergencies during office hours for  
current youth (9am – 4pm) please contact  
our duty worker (03) 474 5601 or 0800 44  
33 66. See below for after hours.

**If you are in crisis and need  
urgent assistance, please phone  
the Emergency Psychiatric  
Service who provide 24 hour, 7  
days a week service on:  
0800 46 78 46**

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**Te Whatu Ora**  
Health New Zealand

## Mental Health, Addictions and Intellectual Disability Services

## Youth Specialty Service



“Better Health, Better Lives, Whanau Ora”

## What is the Youth Specialty Service (YSS)?

YSS is a specialised adolescent and family mental health service, providing assessment and treatment for young people 14 years up to 18 years.

Our service is for young people and their families who live in the Te Whatu Ora Southern region of Otago who are experiencing moderate to severe mental health difficulties, suspected psychiatric disorders or severe emotional and behavioural disturbance.

Our service is free of charge for New Zealand citizens, permanent residents and is voluntary. Some charges can apply to people from other countries.

### Who are we?

We are team of health professionals from various backgrounds, such as:

- ✚ Child and adolescent psychiatry
- ✚ Psychology
- ✚ Nursing
- ✚ Social work
- ✚ Occupational therapy
- ✚ Substance abuse
- ✚ Kaioranga Hauora Māori

We have a close working relationship with the Youth Consumer Adviser who provides the service with advice, support and feedback from a youth perspective.

### How can we support you?

We can support you with:

- ✚ Depression
- ✚ Anxiety disorders
- ✚ Deliberate self-harm
- ✚ Obsessions and compulsions
- ✚ Eating disorders
- ✚ Psychotic disorders
- ✚ Post-traumatic stress disorder
- ✚ Attention deficit/hyperactivity disorder
- ✚ Oppositional defiant disorder
- ✚ Alcohol and other drug issues
- ✚ Other mental health issues

### What can we do to help?

Sometimes people have difficulties which may lead them to feeling sad, hopeless, worried, scared or angry. These feelings often go away but sometimes they can linger and begin to impact on everyday functioning. This is when people might need extra help which we are able to provide.

After an initial appointment where information about your difficulties is gathered, we would then work with you to decide what the next steps might be.

Treatment and therapy plans are developed in close consultation with you and often your family. We, at all times, aim to involve parents and families.

The number of treatment sessions will vary depending on your difficulties and a key worker will coordinate your care and treatment while you are in the service, they will also be available to answer any questions.

## What forms of treatment do we offer?

Depending on your needs, you may be offered:

- ✚ Individual or group/family therapy
- ✚ Cognitive behaviour therapy
- ✚ Medication
- ✚ Alcohol and other drug counselling
- ✚ School support/liaison
- ✚ Cultural assessment and support
- ✚ Rapoi Youth Day Programme
- ✚ Education about mental illness and Youth mental health wellbeing
- ✚ Support with/for families

### Who can refer to YSS?

We accept referrals, in writing, from any professional working with young people. Professionals can contact our triage staff to discuss any referral queries. Once your referral is accepted you will be given an appointment time. Staff and youth may use text or etxt as a way of reminding or cancelling appointments only. It is not to be used for any other communication or emergency contact.

### Do you live outside Dunedin?

Te Whatu Ora Southern has youth services in other locations: Child & Adolescent Family MH Services (CAFS/CAFMS) based in Oamaru, Balclutha, Dunstan and Southland services of Invercargill, Gore and Queenstown. Assistance with transport costs may be available.