

## 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 clients and families seen will have their case discussed within the clinical team. Notes will be taken and kept in a paper file and on computer records. These are then only accessed by mental health service staff as needed and under 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 CAFS team manager, **or**

The administration officer, Southern DHB Quality, Risk and Education Department. Phone: 03 214 5738, **or**

Health and Disability Advocacy Services South Island  
Phone: 0800 555 050

To complete a survey about this service, please scan this QR code using your smartphone:

**or enter this URL into your home computer:**



<https://maramasurvey.co.nz/#/publicsurvey?735752454444910>

## Contacts

### Child, Adolescent and Family Services

#### INVERCARGILL

Elles Road (Gate 1), PO Box 828  
Invercargill  
Phone: (03) 214 5753 or 0800 443366  
Fax: (03) 214 7279

#### GORE

6 Irwell Street  
Gore  
Phone: (03) 208 0299  
Fax: (03) 208 8709

#### WAKATIPU

19 Douglas Street, PO Box 2022  
Frankton, Queenstown  
Phone: (03) 441 0010  
Fax: (03) 441 4310

Dunedin Hospital  
201 Great King Street, Private Bag 1921,  
Dunedin, New Zealand.  
Telephone 03 474 0999

Southland Hospital  
Kew Road, PO Box 828  
Invercargill, New Zealand  
Telephone 03 218 1949

### Mental Health, Addictions & Intellectual Disability Service

## Child, Adolescent & Family Service



*“Better Health, Better Lives, Whanau Ora”*

## What is the child, Adolescent and Family Service (CAFS?)

CAFS is a specialist child, adolescent and family mental health service providing assessment and treatment primarily to children and young people aged up to 18 years.

Our service caters for children, young people, and their families who live in the Southern DHB district and who are experiencing moderate to severe mental health problems, suspected psychiatric disorders, or severe emotional and behavioural disturbance.

Our service is free of charge and voluntary.

## Who are we?

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

- Child and Adolescent psychiatry
- Psychology
- Nursing
- Social work
- Occupational therapy
- Maori Mental Health support work

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

## How can we support you?

With such a wide variety of skills within our team we can support you with:

- Depression
- Anxiety disorders
- Deliberate self harm
- Obsessions and compulsions
- Eating disorders
- Psychotic disorders
- Attention deficit/hyperactivity disorder
- Oppositional defiant disorder
- Other mental health issues

## What can we do to help?

Initially an assessment of relevant issues such as mood, behaviour, social functioning, health, family and other circumstances is made. Consultation with other professionals involved, such as a GP or teacher, is usually requested.

Treatment and therapy plans will be developed in close consultation with the child/young person and family. The number of intervention sessions will vary from case to case. A key worker will coordinate your care and treatment while you are in the service and is 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
- Parent management training
- Cultural support

## Who can refer to CAFS?

We accept referrals from parents as well as referrals from young people and professionals involved with children, adolescents and their families. We prefer the CAFS referral form to be completed, which outlines the concerns, current situation, and some background information about the family. You can contact our intake worker to discuss any referral queries.

## Do you live outside Invercargill?

The CAFS team provides services from 6 Irwell Street in Gore and 19 Douglas Street in Frankton, Queenstown, opposite Lakes District Hospital. At times clinics are also available in other areas. Assistance with transport costs to attend CAFS may be available.