

## 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. This will be discussed with you first.

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 kept in a paper file and on computer records. These are then only accessed by Mental Health Service staff, as needed, 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 case manager or
- YSS unit manager or
- Quality and Risk (03) 213 5738 or [feedback@southerndhb.govt.nz](mailto:feedback@southerndhb.govt.nz) or
- Health & Disability Advocacy Service South Island  
Phone: 0800 555 050 or [www.advocacy.org.nz](http://www.advocacy.org.nz)

Youth Speciality Service Otago  
Southern DHB 81841 V2 Released 22/08/2017

## Contacts

### Youth Specialty Service

#### Dunedin

8 Moray Place, Level 3

Savoy Building

Dunedin

Phone: (03) 474 5601 or 0800 44 33 66

Fax: (03) 474 5603

#### Rāpoi (Day Programme)

8 Moray Place, Level 2

Savoy Building

Dunedin

Phone: (03) 474 5601 or 0800 44 33 66

Fax: (03) 474 5603

[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 currently youth (9:00am – 4:00pm) please contact our duty worker 03 474 5601 or 0800 44 33 66. After hours see below:

**If you are in crisis and need urgent assistance please phone the Otago Emergency Psychiatric Service who provide 24 hours a day, 7 days a week service on:**

**0800 46 78 46**

## Mental Health, Addictions and Intellectual Disability Service

### Youth Specialty Service (Otago)



Information on support we can offer you

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

### 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 19 years.

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

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

### Who are we?

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

- ⇒ Child and adolescent psychiatry
- ⇒ Psychology
- ⇒ Nursing
- ⇒ Occupational therapy
- ⇒ Substance abuse
- ⇒ Kaioranga hauora Māori
- ⇒ Youth forensic

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 help you?

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

- ⇒ Depression
- ⇒ Anxiety disorders
- ⇒ Deliberate self-harm
- ⇒ Obsessions and compulsions
- ⇒ Eating disorders
- ⇒ Psychotic disorders
- ⇒ Post-traumatic stress disorder
- ⇒ Attention deficit/hyperactivity 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 can go away but sometimes they stay. This is when some people might want extra help and that is what we are here for.

An initial assessment and gathering of information to complete the assessment is made. We would then work with you to decide where to from here.

Treatment and therapy plans are developed in close consultation with the young person. We, at all times, aim to involve parents and families. The number of intervention sessions will vary from case to case. A case manager will coordinate your care and treatment while you are in the service, and is available to answer any questions.

### What form of treatment and type of services do we offer?

Depending on your needs you may be offered:

- ⇒ Individual or group/family therapy
- ⇒ Cognitive behaviour therapy
- ⇒ Medication
- ⇒ Alcohol & other drug addiction advice
- ⇒ Secondary school support / liaison
- ⇒ Cultural assessment & support
- ⇒ Rāpoi Youth Day Programme
- ⇒ Education about mental illness and youth mental health well-being
- ⇒ Support with/for families

### Who can refer to YSS?

We accept referrals, in writing, from any professional working with young people. We can accept family and self-referrals. You can contact our triage staff to discuss any referral queries. Once your referral is accepted you will be posted an appointment time. Staff and youth may use text or e-text 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?

Southern DHB has youth services in other locations — Child and Adolescent Family Mental Health Services (CAFS/ CAFMHS) based in Oamaru, Balclutha, Dunstan and the Southland services of Invercargill, Gore, and Queenstown. Assistance with transport costs to attend these services may be available.