



Gender Diversity Service

Welcome pack

The Child and Adolescent Health Service in Western Australia consists of Perth Childrens Hospital (PCH), Community Health and Mental Health Service. CAHS supports the health, wellbeing and development of children and young people aged 0-18 years in community and hospital settings.

Mental Health service

The CAHS Mental Health Service provides recovery-focused mental health programs to infants, children and young people up to their 18th birthday. This means that services have the family at the centre of their care. These services focus on the strengths and needs of the family, offering choice and working together.

Mental Health provides services in community and hospital settings. Services are available for children and young people who are experiencing significant mental health issues and their families.

Within Mental Health there are three main areas – PCH Mental Health, Community and Specialised services. Families may receive services from one or more of these areas.



PCH Mental Health	Community Mental Health	Specialised Mental Health
<p>PCH Mental Health Services are hospital and community based programs including crisis and urgent response services.</p> <ul style="list-style-type: none"> • Ward 5A – Mental Health Inpatient Unit • Eating Disorders program • Gender Diversity Service • Paediatric Consultation Liaison Service • Urgent mental health telephone line 	<p>There are 12 CAHS Community Mental Health services across the metropolitan area. These provide assessment and treatment of persistent mental health difficulties in infants, children and young people.</p> <p>Children and families are referred to these services by their treating therapist, specialist, GP, school or other community organisation.</p> <p>Community Mental Health service locations:</p> <ul style="list-style-type: none"> • Clarkson • Hillarys • Warwick • Swan • Shenton • Armadale • Bentley Family Clinic • Fremantle • Peel • Rockingham • Touchstone • Service User Network (SUN-A) 	<p>Specialised Mental Health services support infants, children and young people with complex mental health needs.</p> <ul style="list-style-type: none"> • Complex Attention and Hyperactivity Disorders service • Mutlisystemic therapy • Pathways

What is the Gender Diversity Service (GDS)?

The Gender Diversity Service (GDS) is an outpatient service located at Perth Childrens Hospital (PCH) that provides children and adolescents up to 18 years with a multidisciplinary approach to the assessment, care and treatment of gender diversity.

Any child or young person up to the age of 18, who resides in Western Australia, with concerns regarding their gender, gender non-conforming behaviour or gender dysphoria, can be referred to the Gender Diversity Service for consultation.

GDS provides support to children and their families seeking:

- Information about gender identity in childhood and adolescence
- Guidance and support
- Consultation and assessment
- Assessment and approval for medical intervention for the treatment of teenagers, where appropriate.

Our service does not provide:

- Counselling or case management to young people and/or their families
- Surgical gender reassignment affirmation
- The management and treatment of other coexisting mental health or behavioural problems.

Who works at GDS?

The GDS team is a multidisciplinary group of professionals including:

- Clinical nurse specialist
- Consultant psychiatrist
- Endocrinologist
- Research Assistant
- Consultant Gynaecologist
- Reproductive Medicine Specialist
- Clinical Psychologist
- Speech therapist.

What happens in GDS?

Before the age of puberty, children are offered an information and assessment consultation with the Clinical Nurse Specialist. At the end of this session, you will be supported to make a decision about what happens next for your child. You will be offered the opportunity to meet with our Endocrinologist at a later date, to carry out a medical assessment. This is optional, but will assist

us in understanding your child's stage of development and rule out any underlying physical conditions which may have an effect on your child's gender feelings. The Clinical Nurse Specialist can also support you to link in with community based resources for any emotional or social needs which are identified during the consultation. This appointment usually lasts around one hour.

Children who have begun puberty are offered full psychological and medical assessments, consideration and advice regarding the medical treatment process and the preparation for legal processes and fertility counselling.

Am I eligible for the Gender Diversity Service?

Children under the age of 18 who live in Western Australia and who have been referred by their General Practitioner (GP), Paediatrician or other health professional are eligible for an appointment at the Gender Diversity Service.

Referrals can be made if a child has concerns regarding their gender identity.

The [GDS referral form can be found on our website](#) and referrals should be faxed to the Nurse Coordinator, Gender Diversity Service.

After referring what usually happens?

Once a referral is received, the GDS Clinical Nurse Specialist will contact you regarding:

- the service and pathways
- the different assessments needed
- what support can be provided.

Physical examination and medical tests

While you are attending our service you will be seen by our paediatric endocrinologist. This is a paediatrician who is specialised in hormone therapy and will plan and oversee any medical treatment. This includes explaining every stage of therapy so that 'informed consent' can be given.

Hormone therapy will cause significant changes of genitals (private parts) and sexual function. Some of them will be irreversible the longer the treatment continues. This is why a physical examination that includes the genitals is important at the beginning and during hormone therapy. The doctor will be careful to respect your dignity, and you can have a family member present or a nurse to act as a chaperone. Hormone therapy also affects many other areas of the body that include liver, kidneys and blood cells. This is why blood tests and tests of bone mineral density are needed from time to time.

More information about gender diversity, please visit the [Freedom Centre](#).

CAHS Mental Health

Vision

To improve the health of children and young people experiencing mental health issues.

Our guiding principles

- Help will be available to infants, children and young people.
- Those with complex mental health issues will be helped first.
- A team of staff, with a variety of skills, will be provided that can help with a family's unique needs.
- Services that focus on the whole family, with the child at the centre, will be provided by Mental Health in partnership, to meet the individual needs of a family.
- Services will be empowering and goal-centred.
- Services that identify and help mental health issues early will be promoted to increase the chances of good mental health outcomes, and to minimise negative mental health outcomes.
- Children and young people will receive services as close to their own home as possible, in the place which best meet all of their needs.
- Children and young people, families, and carers will be able give their views about Mental Health services.
- Services will aim to meet all needs of a family, regardless of their beliefs, race and background.
- Services are based on what current research says will help families the most, and staff are trained to deliver these services.
- Unless we believe you are have been harmed, or are at risk of harm, your information will not be shared without talking to you first.
- We will work with schools to make sure children and young people have the best chance of doing well.

Experience of Service Questionnaire (ESQ)

What is the Experience of Service Questionnaire (ESQ)?

The Experience of Service Questionnaire (ESQ) is a questionnaire that has 15 questions for you to answer.

The questions include things like:

- what you think about your care with CAHS MENTAL HEALTH and your time here with us
- whether you had accessibility to the services
- how you felt about your care
- whether you felt comfortable and safe.

You or your parents or carers can fill this out; it's completely anonymous so no one knows what you have written.

We need this information so that we can make CAHS Mental Health a safe and comfortable environment for everyone.

Where can you get an ESQ from?

You can get a questionnaire from an administration staff member or the service manager/clinical nurse manager.

Consent

Taking part in the survey is voluntary.

The care that you receive will not be affected by your participation in any way. It is very important that you understand this fully. If you don't understand this, please ask.

ESQ Responses

You can find out what CAHS Mental Health are doing in response to the information we receive from ESQ's by [visiting our website](#).

And you can let us know what you think about our actions by emailing [CAHS MENTAL HEALTH.Participation@health.wa.gov.au](mailto:CAHS_MENTAL_HEALTH.Participation@health.wa.gov.au)

Making a complaint

To raise issues with staff members, you can:

- Discuss any concerns with the staff involved.
- Ask to speak to a more senior staff member.
- Ask to speak to the Advocate.

Child and Family Engagement Service

The Child and Family Engagement Service (CaFES) is committed to engaging with patients, parents, carers, families and members of the community to continually improve the quality of our care and services.

An advocate can assist you with the complaint process and represent you to the health service by:

- providing you with information
- helping you find out about your rights and responsibilities
- liaise and negotiate with staff on your behalf where appropriate.

Contact us

Share a compliment

Compliments can be submitted to CaFES via:

Email:

cahsfeedback@health.wa.gov.au

Phone:

[6456 0032](tel:64560032)

Mail:

CAHS Child and Family Engagement Service
Locked Bag 2010, Nedlands WA 6909

Lodge a complaint

If you have concerns regarding any element of your child's care or treatment, contact the manager of the service involved.

Alternatively, contact a CaFES liaison officer on:

health.wa.gov.au/cahs

Email:

cahsfeedback@health.wa.gov.au

Phone:

[6456 0032](tel:64560032)

Mail:

CAHS Child and Family Engagement Service
Locked Bag 2010, Nedlands WA 6909

In person:

Family Resource Centre
Ground Floor
Perth Children's Hospital
15 Hospital Avenue
Nedlands WA 6009

If you are not satisfied with the response you receive, you can lodge a formal complaint through CaFES. An investigation will be undertaken regarding the concerns you have raised and a written response will be provided to you within 30 days.

Other contacts

Health and Disability Services Complaints Office
Ph: (08) 6551 7600 Free call: 1800 813 853

Health Consumers' Council WA (Inc)
Ph: (08) 9221 3422 Free call: 1800 620 780

Office of the Chief Psychiatrist
Ph: (08) 9222 4462

Making a complaint will not impact negatively on any future service, care or treatment you may receive.

Charter of Rights and Responsibilities

You have a right to:

Access

- access services that support your needs and recovery
- advice from CAHS MENTAL HEALTH if we believe another service would help you better.

Safety

- be safe from all types of harm
- receive information about your care, including side effects of any medication
- receive information about the National Standards that protect you from harm and improve our services
- receive therapeutic care that keeps you safe in a place where you feel comfortable
- a second opinion.

Respect

- be treated with respect and dignity
- develop partnerships with CAHS Mental Health that are without discrimination and free from judgement
- ask to receive care from a staff member of your own gender
- be acknowledged for your journey throughout recovery.

Communication

- be given information in a language you understand
- ask questions about your care and have your care explained to you
- receive information and be given choices about your care and medication
- receive information about informed consent
- be heard.

Participation

- participate and be involved in your care and plans towards your recovery
- access advocacy – someone to help you speak out, express your views and ensure your rights are being met
- access additional support relevant to your needs and culture.

Privacy

- protection of your privacy
- discuss who will see your health records and information
- access your own health records and information in accordance with the law.

Comment

- compliment and complain about your care
- be given information on the correct way to compliment or complain about your care.

You have a responsibility to:

- be respectful towards staff and visitors at CAHS Mental Health services
- give honest information around your health needs including any medication you are currently taking
- work together with CAHS Mental Health by asking any questions you may have
- tell us any support, religious or cultural needs you may have
- let us know if you don't want to follow the care or treatment we have suggested.

Useful and emergency contacts

Here are some websites that you may find useful

- [PCH Mental Health](#) at CAHS Mental Health
- [Perth Children's Hospital – Gender Diversity Service](#)
- [Freedom Centre](#)
- [headspace](#)
- [Kids Helpline](#)
- [It's All Right](#)
- [Reach Out](#)
- [Youth beyondblue](#)
- [Child & Youth Health](#)
- If you need to contact someone in a crisis situation, call the **CAHS Urgent Mental Health telephone line on 1800 048 636.**
- If the situation is life threatening, dial 000.

Telephone contacts

- Gender Diversity Service at PCH: (08) 6456 0202

- CAHS Urgent Mental Health telephone line: 1800 048 636
- Kids Helpline (24 hour free call): 1800 551 800
- Family Helpline (freecall): 1800 643 000
- Lifeline (24 hour crisis line, free call): 13 11 14

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Disclaimer: This publication is for general education and information purposes.
Contact a qualified healthcare professional for any medical advice needed.

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