



Information for Families

What is the RCH MHS?

Royal Children's Hospital Mental Health Service is for children adolescents (aged 0–15 years) and their families who are in need of mental health services. We are a non-fee paying service that helps children and adolescents with emotional, social behavioural and developmental problems. RCH MHS is for families living in the cities of:

- Brimbank
- Hume
- Melton
- Moreland
- Hobson's Bay
- Maribyrnong
- Moonee Valley
- Wyndham

How do I know if my child needs to come to your service?

If you think your child has one of more of the following symptoms which cause stress at home or school, we may be able to help. Your child may:

- Seem very unhappy, anxious, extremely shy or angry
- Have sleeping or eating problems
- Suffer physical complaints due to emotional stress
- Constantly fight with family members, friends, teachers or others
- Refuse or be reluctant to attend school
- Have difficulties learning or concentrating
- Have behavioural problems (eg stealing, lying, fire lighting)
- Be distressed after being involved in a traumatic experience which may be recent or may have happened some time ago (eg abuse)
- Display unusual or odd behaviours (eg hearing voices)
- Have suicidal thoughts or self-harming behaviour.





Freecall 1800 445 511

How do I make contact?

Phone 1800 445 511 (free call) to speak to our intake worker. Intake operates from 9.00am to 5.00pm, Monday to Friday. For afterhours emergencies, go directly to the Royal Children's Hospital emergency department. When you call, the intake worker will talk to you about your concerns and try to get an understanding of your situation. The worker will then suggest the best option for you and your child.

What happens next?

Assessment of the problem usually requires one or more visits. Following the assessment, the mental health worker will develop a treatment plan with you and your child, their family or carer.

Who works at the Service?

The service is made up of staff from different professional backgrounds:

- Psychologists
- Occupational therapists
- Child psychotherapists
- Nurses
- Social workers
- Psychiatrists
- Speech pathologists
- Psychiatric nurses

You may be involved with one or more of these, depending on your child's needs.

Where are we?

Our centres can be found in the following locations:

- Flemington
- Broadmeadows
- Sunshine
- Royal Children's Hospital
- Werribee

(Visits to Melton and Sunbury are part of the service provided.)

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