

## Specialist Outreach Consultation Service (SOCS) – Youth

### Frequently asked questions (FAQs)

#### 1. What is SOCS?

The Specialist Outreach Clinic Service (SOCS) clinic is a pilot project from Infant, Child and Youth Area Mental and Wellbeing Services, GV Health. It aims to provide you with support via secondary consultation in relation to the care you provide to Young people aged 12-25yrs with complex mental health difficulties. The SOCS team comprises of a child and youth psychiatrist and an experienced child and youth mental health clinician.

#### 2. Who can seek a consult from SOCS?

Any professional who supports young people aged 12-25yrs struggling with mental health challenges. The SOCS team shall endeavour to think together with you about how we could achieve the best possible outcomes for the young people you continue to provide care to.

#### 3. Can families/carers/young people themselves get a SOCS consult?

The professionals (and not the young people/families/carers) are the “consultees” for the SOCS clinic. Professionals can choose to have carers/families/young people present in the consultation they seek from SOCS. The SOCS clinic does not provide direct clinical assessment and does not take responsibility for the ongoing treatment and care of the young person discussed in the consultation.

#### 4. How can I access the SOCS clinic for the consult?

There are two ways –

- i. Individual consults: An individual professional consultee make an appointment by calling CAMHS reception on 03 5832 3170 to consult with a youth psychiatrist in the SOCS clinic. Once an appointment is made a link for videoconferencing (Healthdirect) and a phone number shall be sent to the consultee. We encourage discussion over a videocall which can easily occur on a computer, tablet or smartphone. Phone consults can also be provided. (also see point 8 ahead re emails). There is, unfortunately, no capacity to respond to urgent requests. **One-time pre-registration** is requested for this service using the link - <https://www.surveymonkey.com/r/SOCSREGO>.
- ii. Outreach to organizations: Your organization can book periodic regular times for the SOCS psychiatrist/senior clinician to either i. visit your site to think together with your team about multiple clients or ii. book videocall time slots for your team with the psychiatrist. During site visits, the SOCS team member’s time could also be flexibly utilized to suit the organizational needs (for e.g. for psychiatrist’s/senior clinician’s inputs in a clinical team review session, for education sessions, to help develop a wider community of practice in the region for young people with mental health difficulties, etc). *All potential consultees within the organization are requested to pre-register using the **one-time Registration** link <https://www.surveymonkey.com/r/SOCSREGO> to reduce any administrative delays when seeking a SOCS consult.*

#### 5. What’s involved in registering for SOCS?

Registration to access SOCS consults is required from all potential consultees, **only one-time for each consultee**. It is easy and free. The **Registration link** is <https://www.surveymonkey.com/r/SOCSREGO> (same as above). It involves providing basic details of the consultee and a brief 5-10min survey.

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**6. How do I make an appointment for a consult?**

Appointments or queries for SOCS consultations can be made via GV CAMHS reception - 03 5832 3170. This is not an emergency service. For any urgent matters, please contact 000 or Mental Health Triage on 1300 369 005.

**7. Do I need to prepare before seeking consult from the SOCS team?**

No forms are required to be filled in before seeking a SOCS consult (**except for the one-time Registration**). Handouts shall be provided to guide you or help prepare for the consult. These handouts are intended to enable you to benefit from the consult in a time-valuing and purposeful manner.

**8. Can I send an email instead?**

SOCS consults hope to give us a space to sit and think together on the challenges and coming up with way to navigate those challenges to help you continue your care of young people.

**BUT** if –

- i. that is not what you are looking for, or
- ii. you just have a specific query or need specific information,  
please feel free to let us know via email [socs@gvhealth.org.au](mailto:socs@gvhealth.org.au). We don't have to sit and discuss each time if email communication can easily find a solution. If the situation is more complex and can't be resolved in an email communication, we shall still have the option of booking a time together. And for urgent situations, please feel free to refer directly to Mental Health Triage on 1300 369 005.

**9. Do I need to seek consent from the young person or the family regarding whom I request a consult?**

Seeking consent is good practice and is encouraged. But that should not be a barrier to request a consultation with a mental health professional to think together with you about a challenging situation you face. You can deidentify a young person and discuss with the SOCS team even if you do not have consent. Please feel free to call and discuss this further if you wish.

**10. What happens after the consult?**

The SOCS team shall endeavour to provide a brief written feedback from the consultation. You can make another appointment to discuss the same young person/family to assist you with your follow-up support for them. You can utilize SOCS consults multiple times and for one or more young people. **Please do complete all surveys that come your way to evaluate this SOCS pilot project.**

**11. Why do you call this is a 'pilot project'?**

Based on the recent recommendations from the Royal Commission into Victoria's Mental Health System, we at GV Health applied for funding for a SOCS clinic. We received funding for a pilot project until June 2024. If this project demonstrates ongoing need for such outreach clinic, we shall be able to apply for ongoing funding for SOCS clinic (potentially for other age-groups as well, not just for 12-25yrs age-group). To evaluate this pilot project, brief 5-10 min surveys shall be sent out to consultees periodically. We request you to kindly and unfailingly complete all the surveys to help with diligent evaluation and appropriate feedback to the funding agency.