



YOUTH ENHANCED SERVICE CASE STUDY

EMERGE NORTH

Edinburgh North, South Australia

INTRODUCTION

emerge North is a program delivered by lead agency Sonder and funded by the Adelaide PHN to provide care to young people aged 16 – 25 years who are experiencing moderate to severe and/or complex mental ill-health. emerge is co-located with headspace Edinburgh North, servicing young people living in the northern metropolitan regions of Adelaide.

emerge North consists of a multidisciplinary team that provides individual and group support based on the needs and goals of each young person. Support includes evidenced-based structured psychological therapies, care coordination, youth peer work, functional recovery, access to psychiatry and access to education and employment services delivered by onsite Individual Placement and Support (IPS). Groups available to young people include a DBT group as well as various psychosocial groups.

emerge North is part of a Multi-Agency for Youth Initiative (based on the Integrated Practice Unit model), that works closely with local services including headspace, headspace Early Psychosis and SA Health (both community mental health teams and local hospital) on integrated care pathways.

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ELIGIBILITY CRITERIA

- Aged 16-25
- Experiencing a severe and complex mental health concern
- Experiencing functional impairment

KEY PRESENTING ISSUES

- BPD, complex PTSD, severe anxiety and mood disorders, eating disorders



SELF-REFERRAL

GPS

HEADSPACE CENTRES

CAMHS

OTHER COMMUNITY SERVICES

REFERRED VIA MULTI-AGENCY PARTNERS, REDUCING NEED FOR YOUNG PERSON TO TELL THEIR STORY TO MULTIPLE SERVICE PROVIDERS.

INTAKE ASSESSMENT BASED ON IAR TOOL

EMERGE NORTH

co-located with headspace Edinburgh North
Sonder

STAFFING PROFILE:

- Clinical Lead 1 FTE (0.5FTE caseload)
- Operational Lead 0.7FTE (0.2FTE caseload)
- Mental Health Clinicians 4.2FTE
- Care Coordinator 0.8FTE
- Psychiatrist 0.3 FTE
- Functional Recovery Clinician 0.6 FTE
- Peer Practitioner 0.5 FTE

PSYCHOLOGICAL INTERVENTIONS

- CBT, CBT-E, CPT, DBT, ACT, EFT, Schema Therapy and trauma informed care
- Provided by multi-disciplinary team of clinicians



ACCESS TO MEDICAL CARE

- 0.3 FTE employed psychiatrist
- Maintain regular communication with referring GPs
- Access to onsite GP

CASE MANAGEMENT

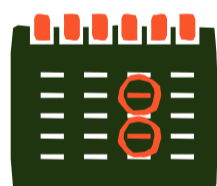
- 0.8FTE dedicated care coordinator
- Care coordination also delivered by mental health clinicians

ENHANCED ACCESS

- Appointments 8am-6pm
- Outreach for functional recovery & peer work
- Telehealth
- Weekly drop-in clinic
- Walk-in after-hours service

CASELOADS

- Average 20-30 per FTE



Up to 2 years duration of care, average 6 to 9 months

PARTNERSHIPS AND INTEGRATION

- Member of Multi-Agency for Youth Initiative with the Northern Adelaide Local Health Network which includes collaborative care arrangements, clinical meetings and complex care reviews and integrated care pathways
- Co-located with headspace centre and consortium partners
- Strong relationships with early psychosis services and YES programs in other regions
- Communication pathways with local CAMHS

PROGRESS MONITORING

- K10, WSAS and SOFAS
- Other outcome measures as clinically necessary
- Completed every six sessions or three months



STEP UP TO SA HEALTH (COMMUNITY MENTAL HEALTH TEAM)

STEP DOWN TO GP OR HEADSPACE

PRIVATE PSYCHOLOGY

LOCAL COMMUNITY SERVICES

DISCHARGE

GOALS

INDIVIDUAL GOALS:

- Reduce severity of mental health symptoms
- Improve functioning
- Specific goals developed in partnership with young person

PROGRAM GOALS:

- Provide a youth-focused service that meets the needs of young people
- Ensure a positive help seeking experience



CHALLENGES

- One of the biggest challenges emerge North has experienced is demand for services. The need for support greatly outweighs our resources, as young people in our program usually require longer term interventions and care. There are limited alternative services for young people presenting with these needs which means they face significant waiting times and often do not receive services in a timely manner.
- Another challenge is staff retention and burnout. Our team works with young people facing challenging and complex issues, and as a caring profession, our team can experience vicarious trauma and be at risk of burnout. We implement a variety of strategies to manage this, but it is something that we are constantly mindful of and attentive to. This can also flow through to staff retention, and given that our service is based in the outer metropolitan area, recruitment for suitably qualified and skilled staff can be difficult at times.

SUCCESSSES

- We are providing a youth focused and youth friendly service co-located with headspace Edinburgh North that offers a range of services within the program, including groups, telehealth sessions, and outreach in the community with our care coordinator and functional recovery worker.
- We are proud to be involved with the Multi-Agency for Youth Initiative, driven by the Northern Adelaide Local Health Network and Sonder. This has allowed for better communication between services, streamlining entry points into services, reducing the chance of young people falling through the gaps, and collaboration and warm transitions of care based on the young person's care needs and goals.
- We are also proud of the skillset and multidisciplinary nature of the team and the wonderful outcomes achieved for the young people involved. We pride our service on continual staff development and training in evidenced based treatments, having worked with Flinders University around delivering Cognitive Processing Therapy to young people experiencing trauma.

TYLAH'S STORY

Through my youth I struggled with my mental health, but it wasn't until my mother's passing that it ultimately took the biggest toll. I completely isolated myself from life and started created false belief systems.

I knew that this wasn't any sense of a quality life and that I had to reach out for help.

Upon accessing headspace I was stepped up to Emerge considering what I was presenting with.

The first few sessions were based around mindfulness, ultimately this did not help me. I am thankful that I spoke up and my clinician listened. I was then offered a structured form of therapy, CPT. It changed my life and broke down so many barriers I had built. It made me responsible and accountable for my own healing and reminded me that that you don't have to be stuck in the same place.

Although the therapy was good, I began to use unhealthy coping mechanisms through my CPT. My behaviours were recognised and I was referred to e-CBT, as well as still participating in CPT.

My clinicians worked together, they communicated and did what was best for me.

Once I completed my therapies, it was daunting exiting the service - going from having 1-2 sessions per week for 3 months to little or no support - I was scared. But once I finally completed the sessions, I came to the conclusion that I can cope by myself with the resources they had given me and that supports would be there if needed.

I couldn't be more grateful to be able to have that experience, as I know it's hard to find the right fit. But it's important to speak up in regard to your own therapy especially if you know what they're providing you isn't improving your current state.

Take your healing into your own hands.

GET IN TOUCH

IF YOU'D LIKE MORE INFORMATION ABOUT ORYGEN, PLEASE CALL +61 3 9966 9100 OR SEND AN EMAIL TO INFO@ORYGEN.ORG.AU

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ORYGEN LTD

35 POPLAR ROAD
PARKVILLE VIC 3052
AUSTRALIA

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Orygen acknowledges the Traditional Owners of the lands we are on and pays respect to their Elders past and present. Orygen recognises and respects their cultural heritage, beliefs and relationships to Country, which continue to be important to the First Nations people living today.

**REVOLUTION
IN MIND** *orygen*