



YOUTH ENHANCED SERVICE CASE STUDY

YOUTH+

Central Tablelands, New South Wales

INTRODUCTION

headspace Lithgow is a satellite service operating on Wiradjuri Country, in the Central Tablelands of New South Wales. The service provides a unique youth enhanced service, Youth+, to local young people and their families.

The Youth+ brief intervention service was established to provide support to young people presenting with more complex mental ill-health, ensuring this group of young people get the supports they need so they don't fall through the cracks. The service is an additional step in the stepped care model, established to ensure young people have access to the appropriate services aligned to their presenting and future needs.

Youth+ offers a timely and rapid response to young people seeking treatment in crisis to manage the young person's immediate risk and needs. The service also acts as a link to other support services as required.

The Youth+ program has integrated an innovative single-session family-consultation into the intervention which means families are involved in their young person's care – which research has shown can lead to better health and recovery outcomes for the young person.

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SELF-REFERRAL
OTHER COMMUNITY ORGANISATIONS

ELIGIBILITY CRITERIA

- 12 to 25 years
- Require more immediate or timely support than what primary mental health care can provide
- Willing to engage in weekly sessions

KEY PRESENTING ISSUES

- Current or recent suicidal ideation/plans/ attempts or self-harm, that is not acute
- Impulsive or self-destructive behaviour
- Intense change in emotions
- Strong or overwhelming emotions (commonly depression, anxiety, stress)



COMBINED INTAKE AND TRIAGE WITH HEADSPACE PRIMARY

YOUTH+
headspace Lithgow
Marathon Health

STAFFING PROFILE:

- 1 FTE clinical manager, shared between headspace and Youth+
- 0.8 FTE mental health clinician
- 0.2 FTE intake, shared between headspace and Youth+

CASE MANAGEMENT

- Care coordination provided by provisional psychologist alongside psychological therapy

COLLABORATIVE ACTION PLANNING

- Goal-setting
- Exploring strategies for managing distress
- Identifying support networks



ACCESS TO MEDICAL CARE

- Onsite and telehealth GP through headspace Lithgow
- Telepsychiatry

SINGLE SESSION FAMILY CONSULTATION

- Psychoeducation and advocacy
- Improving advocacy
- Support for how to manage future crises
- Self-care for family members

PSYCHOLOGICAL INTERVENTIONS

- Brief interventions, EFT, ACT, CBT, DBT, IPT

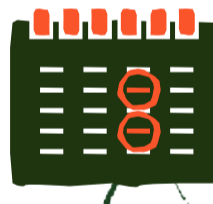
ENHANCED ACCESS

- Extended hours Tuesdays and Thursdays
- Telehealth
- Assertive engagement



CASELOADS

- 20 young people per FTE



6X WEEKLY SESSIONS:

- 1x assessment
- 4x intervention
- 1x family consultation

PARTNERSHIPS AND INTEGRATION

- Clear referral pathways
- Co-located with headspace Lithgow

PROGRESS MONITORING

- OASIS
- The CRAFT+N Questionnaire
- QIDS-A17
- K10
- MyLife Tracker
- SOFAS
- Feedback from clients and/or parents/carers
- Weekly clinical reviews



STEPPING BACK PROCESS

- Open-door policy so young people can re-present with minimal wait times
- Top-up sessions available

STEP DOWN TO HEADSPACE, COMMUNITY PROGRAMS, SCHOOLS, GPs, ONLINE

STEP UP TO CYMHS/CAMHS

CLOSURE



GOALS

- Management of immediate needs and risk
- Young person better understands their presenting concerns
- Family/carer/partner better understand the young person's presenting concerns
- Young person has strategies to manage future crises
- Reduced psychological distress
- Building resilience and support networks beyond Youth+

CHALLENGES

- There really is no one-size-fits-all for this cohort of young people.
- In a rural community, there are limited referral options and avoiding conflict of interest by ensuring that siblings see different clinicians has sometimes been challenging.
- Creating a service with limited evidence/research into what works for this group of young people, and understanding how to evaluate this service.

"I CONNECTED REALLY WELL WITH MY YOUTH+ WORKER AND THEY REALLY LISTENED TO ME."

- Christian

SUCCESSSES

- Integrating Youth+ into the headspace Lithgow service.
- The program has been flexible and adaptable enough to meet the needs of young people.
- Youth+ fills a service gap and supports young people who would traditionally not receive care.
- Excellent team culture of learning and working collaboratively.
- Establishing a strong relationship with our PHN.

LEARNINGS

- The importance of youth and family friendly language when supporting this cohort.
- Having team meetings often! Not just to discuss client presentations, but to converse on new ideas, themes, share knowledge and experiences, and to celebrate the wins!

Trigger warning: This story references suicide

CHRISTIAN'S STORY

There were two reasons that led to me engaging with headspace Youth+ service. My older brother had previously engaged with a headspace service, so I knew it was a good place, and my mum and dad really wanted me to get support as they had noticed a change in me.

I was anxious all the time and worried about the future, it was impacting my life in every way. I was fighting alone with a lot of difficult thoughts like "you're a man, and you shouldn't talk about feelings", "men are supposed to help people and not burden people", "it's weak to talk about emotions, and just bottle it down". These thoughts would then amplify my thoughts of suicide - I even had a plan at once stage.

I connected really well with my Youth+ worker and they really listened to me. I found it helpful and they provided clarity on how to learn about anxiety and explore how anxiety impacted me and my life - which helped me change my mindset and stop things spiralling out of control in my mind. The process also normalised help seeking for me and talking things out.

That's why I am happy to provide this story, because I want other young men to know its manly to talk about

things and take care of yourself, not the other way around.

I finished with the Youth+ program because I was in control and feeling less burdened by thoughts, and happier. However, over the last year I have struggled with COVID, went through a bad breakup, and I also am grieving the death of a friend who died by suicide.

But because of the time I spent in Y+, I learnt how to recognise earlier when my thoughts and feelings were impacting on my life and I knew that the people there would support me again.

As Christian was able to seek help earlier, he was able to receive the support he needed from headspace Lithgow without needing to be stepped up to Youth+ again.

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 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** *ory
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