



YOUTH ENHANCED SERVICE CASE STUDY

YOUTH ENGAGEMENT TEAM

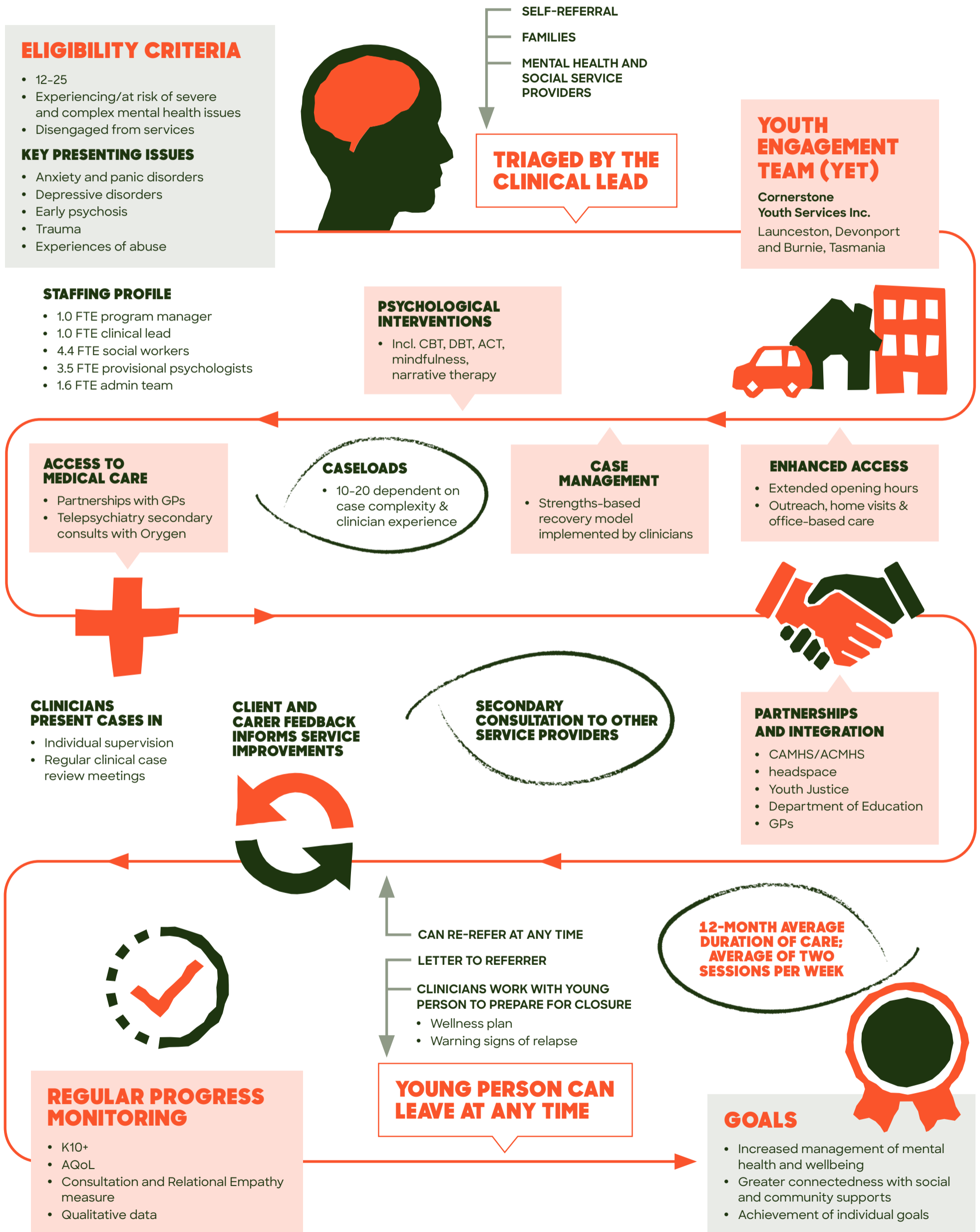
Cornerstone Youth Services

INTRODUCTION

The Youth Engagement Team (YET) supports young people aged 12-25 years across the north and north-west regions of Tasmania who are experiencing, or are at risk of, severe and complex mental health issues and who are disengaged from services such as healthcare, education and employment. The program operates out of Launceston, Devonport and Burnie.

The YET program considers biological, psychological and social factors in a young person's life to provide mostly outreach-based case management and psychological interventions to young people. Treatment plans are determined by the needs, preferences and individual goals of the young person. The following represents the journey of a young person through the YET program.

ory
gen



CHALLENGES

Recruitment

Recruiting staff who are appropriately qualified and experienced has been challenging, particularly considering the remote location of the team. Networking with universities and other key stakeholders has created recruitment pathways. Providing financial support for relocation and ongoing opportunities for professional development has also helped to attract potential staff.

Engagement

Given the focus on disengaged young people, creative and constantly evolving engagement strategies have had to be developed to build trusting relationships with young people and their families.

Tertiary support

Access to tertiary support, particularly psychiatry, has been challenging but extremely necessary for young people accessing this service. Some successes include developing a memorandum of understanding and establishing weekly phone meetings with CAMHS, attending and hosting interagency meetings and ensuring promotional materials are up to date and distributed to relevant services.

SUCCESSES

Shared understanding within the team

Consistent policies and procedures, staff meetings and team planning days has led to a consolidated team with a shared understanding of the service and clients.

Clinical support for clinicians

Providing robust support mechanisms, such as regular supervision and clinical case review meetings, has been especially important given the complexity and severity of the client cohort and to reduce isolation of clinicians across sites.

Positive outcomes for young people

Improvements in the health and wellbeing of young people experiencing complex mental health issues have been demonstrated in outcome measures.

ABBEY'S STORY

My name is Abbey and I am 21 years old.

I have been a part of the YET program for over ten months and I have definitely seen a change in my personal attitude and in the way in which I see things.

I have always had depression and anxiety, then chronic inclusive pain impacted me out of the blue.

All this made it difficult for me to find employment. My GP referred me to Cornerstone, and this is where I took part in the YET program.

When the day came to meet my worker, I was an anxious mess. Barely spoke the whole drive there and couldn't make eye contact for more than a few seconds when we sat down and spoke.

But that quickly changed. My assigned worker is named is Laura, and I owe her everything. Our first meeting, and every meeting thereafter, we sat at the bakery in the next town over. Though we'd never met beforehand I quickly came to terms with putting things out in the open. My past and new issues were put on the table, Laura sat and listened.

I'm Abbey, I'm 21. I work my dream job as a graphic designer during the day and at night, I work at the local pub and restaurant serving meals and bartending.

In my spare time I am a wildlife rescuer and carer and I have received TasTafe animal care certification, Certificate 4 in design, and my Responsible Serving of Alcohol certificate.

My physical and anxiety issues may never leave me but now my outlook on life is a positive one. I look forward to tomorrow, even the day after.

Laura and the YET program have given me the encouragement and means to help me get my life back and that is something I can never hope to repay.

GET IN TOUCH

IF YOU'D LIKE MORE INFORMATION ABOUT ORYGEN, PLEASE CALL (03) 9966 9100 OR SEND AN EMAIL TO INFO@ORYGEN.ORG.AU

ORYGEN.ORG.AU

**REVOLUTION
IN MIND** *ory
gen*