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# YOUTH ENHANCED SERVICE CASE STUDY

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## ENHANCED CARE PROGRAM

headspace Darwin, Anglicare NT

### INTRODUCTION

The Enhanced Care Program was established at headspace Darwin in 2019, with services commencing in July 2019. The Enhanced Care Program aims to address the gap in mental health services available to young people with emerging complex mental health difficulties. Often, these young people may have trouble engaging with support services due to multiple issues impacting on their lives, for example family/relationship issues, domestic violence, and homelessness, which can all serve as barriers to obtaining mental health treatment. The Enhanced Care Program aims to address these obstacles by providing a flexible, assertive outreach, therapeutic case-management approach. This model supports a continuum of care that enables capacity building, sustainability and delivery of quality responsive services

to young people across the Darwin, Palmerston and greater Darwin rural region, delivering:

- greater case and service coordination;
- individualised therapeutic case management and outreach support;
- culturally adapted health support for Aboriginal and Torres Strait Islander young people; and
- evidence-based therapeutic interventions.

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## ELIGIBILITY CRITERIA

- 12-25
- Emerging complex mental health difficulties
- Circumstances that may lead to vulnerability to mental health challenges

## KEY PRESENTING ISSUES

- Trauma
- AOD
- Domestic/family violence
- Emerging personality disorders
- Depressive disorders
- Anxiety disorders



- SELF-REFERRAL
- OTHER HEADSPACE TEAMS
- SERVICE PROVIDERS

## INTAKE ASSESSMENT WITH ACCESS TEAM

## ENHANCED CARE PROGRAM

headspace Darwin  
Anglicare NT

**60-70%**

of young people identify as Aboriginal or Torres Strait Islander

## PSYCHOLOGICAL INTERVENTIONS

- Trauma-informed counselling, CBT, DBT, narrative therapy

**INITIAL FOCUS ON ENGAGEMENT AND RAPPORT-BUILDING AND THE YOUNG PERSON'S GOALS**



## ACCESS TO MEDICAL CARE

- Onsite GP
- Telepsychiatry via headspace National

## CASELOADS

- 10-20 depending on complexity

## CASE MANAGEMENT

- Flexible, assertive, therapeutic approach
- Strengths-based and culturally informed

## ENHANCED ACCESS

- Extended opening hours
- Outreach, home-visits and office-based care



**12-MONTH DURATION OF CARE; AVERAGE WEEKLY SESSIONS**

## STAFFING PROFILE

- 1.0 FTE Senior Enhanced Care Coordinator
- 1.0 FTE Aboriginal Wellbeing Worker
- 1.0 FTE Team Leader
- 0.6 FTE Administration

**FLEXIBLE STRUCTURE: NO 'ONE-SIZE FITS ALL'**

## PARTNERSHIPS AND INTEGRATION

- Danila Dilba Health Service
- Tertiary mental health services



- CAN RE-REFER AT ANY TIME
- ONWARD REFERRAL IF REQUIRED

## PROGRESS MONITORING

- Based on individual needs and preferences
- 3-monthly review
- hAPI
- Recovery Star
- Stay Strong App

## SUPPORTED CLOSURE



## GOALS

- To support young people who are often seen as 'hard to engage'
- Collaboratively-set individual goals

# CHALLENGES

## Distances

At times we may travel up to 100km to see one young person, however the pay off is ensuring good quality clinical case management and treatment to young people who, prior to the establishment of the program, may have slipped through service gaps.

## External support services

Darwin has limited access to support services, for example, youth homeless and domestic and family violence services are very limited, despite their elevated incidence rates. Enhanced Care aims to treat and support young people who may have previously fallen through service gaps.

## Demand

Often demand for service has exceeded capacity. This is definitely an area of considerable need for young people and their families who don't 'fit' into traditional primary health care settings or may not be seen to be 'high needs' enough for the tertiary service. Enhanced Care aims to meet the demand so all young people needing our support receive it.

# SUCCESSSES

## Flexibility

A key factor in the program's success is the way that the program is able to adapt to meet young people's needs on their terms.

## Positive outcomes for young people

In particular, we have had great outcomes with Aboriginal and Torres Strait Islander young people, young people from the LGBTIQ+ community and those with a significant trauma history. Some highlights for young people include: finding employment; improved functional outcomes and social connection; improved family relationships; and improved mental health and wellbeing.

## Filling a gap

The program has filled what was previously a gap in the mental health services that are available to young people in the Darwin/ Palmerston and rural region.

## STEVEN'S STORY

**Early last year, the lovely people at Mission Australia recommended that I take part in headspace's Enhanced Care Program, to help build my confidence and decrease my anxiety.**

I called headspace and an appointment was set up. I talked to the nice workers there and shortly after, I was going to headspace every week. They encouraged me to join multiple social groups, so I decided to join cooking and gym as they weren't my strong points. I really enjoyed learning to cook and make amazing food and I always went home with delicious food to share with my partner. The gym was difficult but I loved going. It motivated me to be healthier and to work out and go on walks with my partner in the afternoon if we weren't busy.

The headspace Enhanced Care Program helped me with my anxiety a lot. When I first started attending, I was worried, always overthinking things.

I also attended therapy lessons once every week as part of the Enhanced Care Program. We would talk about my feelings, how I was going, what I'd been up to. It was nice talking about things I wouldn't normally talk about. The one person who helps me loads while I am attending headspace is Shaun (Aboriginal Wellbeing Worker), he helped me join the Aboriginal Employment Strategy.

I'm happy to say my anxiety is almost gone. It feels amazing not having to freak out over the tiny things and to focus on the future. I'm still attending the Enhanced Care Program and will continue until my anxiety is gone. Without the headspace Enhanced Care Program, I don't know where I would be. I'm so thankful to the people who have helped me and I look forward to their help again. Thank you so much.

### 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](mailto:INFO@ORYGEN.ORG.AU)

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