

## CHALLENGES

- Demand management has been a significant challenge for Evolve, along with reaching a balance between providing an intensive, extended period of care to a small group of young people, and achieving the throughput that allows a greater number of young people to receive care.
- Stepping up to under-resourced tertiary services when risk becomes too high to be managed in a primary care space.
- Staff burnout due to the pressure of working with a cohort of young people who present with high risk and complex needs.

## SUCCESSSES

- Many young people enter the Evolve program after a significant period of crisis and frequent engagement with crisis services. After engaging with Evolve, young people are requiring less intensive service supports, or no further supports, and less likely to need to access these tertiary crisis services.
- Evolve has helped young people to work towards achievable goals in many areas of their lives such as relationships and employment or vocational goals.

## LEARNINGS

- The Evolve program requires a highly-skilled workforce, with strong supervision and opportunities for a diverse workload. As well as clinical expertise, staff need case management skills and an ability to move between therapy and case management depending on the current needs of the young person.
- A trauma-informed lens and skillset is important given the high prevalence of trauma histories in this population.
- Staffing is particularly challenging in a rural setting; embedding the service in headspace centres has allowed it to be more streamlined.

## PETA'S STORY

**When I was about to age out of CAMHS, I still needed support so I was referred to headspace, which was really scary at first. With a history of trauma and a life that still felt like something out of 'The Hunger Games', I had a lot of trouble trusting people. I was still using drugs and making some bad choices but my worker never judged me and really cared. I was transferred to the Evolve team after a car accident left me injured with increased PTSD.**

In this program I have support from a youth focused GP, a support worker who attended court and insurance appointments with me, and I go to headspace groups. I have my own mental health worker who I talk about what happened in the past with, but also who helps me figure out how to move forward and problem solve the hard stuff that's still going on with me now.

Because of this support I've been able to get off drugs, get stable housing, save money, stay away from dangerous people, start focusing on my health and I'm now helping other young people by sitting on headspace interview panels and giving feedback.

If headspace and Evolve didn't exist I'm not sure I'd be alive, but if I was, I'd probably still be on drugs, hurting myself and getting hurt - making horrible choices because that's all I saw around me - and having no hope.

I've never had a safe family or support network before but headspace/Evolve has become that. The whole team, they care about me and each other. You can tell when you walk in, it feels safe.

Now I know what a support network is supposed to feel like and I've started to build one myself with friends and their family. Helping people helps me and now I've learned how to connect but also to set boundaries.

I still struggle and have scars from my past but I know it's not because I'm bad, life is just really hard for some of us!

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

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**REVOLUTION  
IN MIND** *orygen*



## YOUTH ENHANCED SERVICE CASE STUDY

### EVOLVE

**headspace Murray Bridge, Mt Barker  
and Victor Harbor, South Australia**

### INTRODUCTION

Evolve is a program funded by Country South Australia Primary Health Network to provide youth complex care services to young people in the Murray Lands, Adelaide Hills and Fleurieu regions of South Australia. The focus of the program is to support young people aged 12-25 years with a diagnosed mental health issue or at risk of developing a mental illness. The program is based in three headspace centres, and aims to provide mental health support within a primary care setting, therefore reducing the need for young people to access tertiary mental health services. The program has a strong focus on therapy-based services, alongside intensive therapeutic case management.

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## ELIGIBILITY CRITERIA

- 12-25 years
- Residing in the Mount Barker, Victor Harbor and or Murray Bridge region
- Experiencing or at risk of experiencing severe and or complex mental illness
- Functioning is impaired, resulting in disruption to two or more areas of the young person's life

## KEY PRESENTING ISSUES

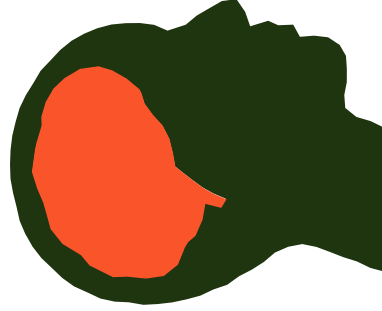
- Emerging or diagnosed mental health presentation
- Trauma
- Complex psychosocial issues, e.g. housing, family issues, AOD, disengaged from education/work

DIRECT REFERRAL FROM TERTIARY SERVICES

SELF OR FAMILY REFERRAL

HEADSPACE OPEN DOOR SINGLE SESSION

**TRIAGED USING IAR TOOL**



## CASE MANAGEMENT

- Delivered by clinical staff and care coordinator

## PSYCHOLOGICAL INTERVENTIONS

- Trauma-focussed therapy, systemic and family-inclusive services, DBT, CBT, ACT

## ENHANCED ACCESS

- Extended hours one night/week at Murray Bridge
- Minimal outreach capacity if required

## CASELOADS

- 20-30 clients per FTE

## EVOLVE

A program for young people striving to be the best they can be.

- Headspace Murray Bridge, Mt Barker and Victor Harbor
- Murray Mallee GP Network



## ACCESS TO MEDICAL CARE

- Subsidised appointments with GP partners
- Telepsychiatry

## STAFFING PROFILE

- Clinical:
  - 1.2 FTE Murray Bridge
  - 2.2 FTE Mt Barker
  - 0.8 FTE Victor Harbor
  - 0.5 care coordinator
  - Admin and management via headspace primary

**AVERAGE 6-12 MONTHS CARE; WEEKLY OR FORTNIGHTLY SESSIONS**



## PARTNERSHIPS AND INTEGRATION

- Co-located with headspace
- Tertiary services
- Vocational, AOD & GP services through headspace consortium



## PROGRESS MONITORING

- Regular review of goals with young person and family
- Minimum three-monthly clinical review
- ISBAR framework

RETURN FOR SINGLE SESSION ANYTIME THROUGH HEADSPACE CAN BE RE-REFERRED TO EVOLVE

HEADSPACE PRIMARY GP PRIVATE CLINICIAN E-SERVICES

**DISCHARGE**

## GOALS

- Young person has improved functioning and reduced mental health symptoms
- Increased self-management of mental health needs
- Preventing the need for escalation to higher levels of support