



YOUTH ENHANCED SERVICE CASE STUDY

CARES PROGRAM

headspace Griffith

INTRODUCTION

The CARES program provides care to young people with complex mental health needs and functional impairment. The program is based at headspace Griffith, and also provides occasional outreach to surrounding towns. CARES provides therapeutic and case management support from a multi-disciplinary team, including individual sessions, family-inclusive practice, and group programs. The program can provide flexible, longer-term care at no cost to the young person.

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CARES PROGRAM



- CMH/CAMHS/SAFEGUARDS
- SCHOOLS
- SELF-REFERRAL & FAMILY OR FRIENDS
- GPS

ELIGIBILITY CRITERIA

- Aged 12-25, residing in Griffith or surrounding areas
- Experiencing, or at risk of experiencing, severe and/or complex mental health needs
- Impaired functioning
- Severe/high level of risk, as defined by headspace Griffith risk matrix
- Consents and motivation to engage

KEY PRESENTING ISSUES

- Depression
- Anxiety
- Complex trauma



HEADSPACE INTAKE MEETINGS

Risk matrix and CARES eligibility criteria to assess level of care required

CARES (COORDINATION, ADVOCACY, REFERRAL, EDUCATION, AND SUPPORT)

Centacare South West NSW
headspace Griffith

PSYCHOLOGICAL INTERVENTIONS

- Psychoeducation
- Problem-solving
- CBT, DBT, ACT, SST, SSFC, CBT-E, family therapy, family inclusive practice and trauma-informed/focused practice

ENHANCED ACCESS

- Extended opening hours
- Outreach appointments, e.g. schools, community centres
- Home visits
- Telehealth



CASE MANAGEMENT

Care coordination provided by dedicated staff member and clinicians as required

ACCESS TO MEDICAL CARE

Access to telepsychiatry services and consulting GP via referral from headspace clinicians

CASELOADS

15-25 young people across 0.9 FTE

DURATION OF CARE

6-12 month duration of care, with flexibility as required



STAFFING PROFILE

0.9 FTE, split across staff who also work in headspace core

PARTNERSHIPS AND INTEGRATION

- Clear referral pathways to consortium partners and other lead agency (Centacare) programs
- Strong relationships with schools, clinical leaders for eating disorders (MLHD) and Griffith Community and Mental Health (CAMHS, adult team, Safeguards)
- Service agreement in progress with This Way Up



PROGRESS MONITORING

- Regular review sessions
- My Life Tracker, K10, hAPI client satisfaction measure used with all YP
- Questionnaires and scales such as DASS, PHQ9 as indicated

- CLOSURE LETTER TO YP AND REFERRER
- ONWARDS REFERRAL IF REQUIRED

DISCHARGE

GOALS

Collaboratively set goals aimed at improving symptoms and issues that may be impacting a YP's functioning and wellbeing



This service is funded by



CHALLENGES

A big challenge is limited funding. It is clear that CARES (and other Youth Enhanced Services), as a provider of long-term care at no cost, fills a space where not many other services can. The CARES program catches those who would otherwise fall through the cracks of the mental health system. More funding is needed to ensure CARES can be provided to the young people who need it most.

The high demand for services like CARES demonstrates that many young people with complex needs cannot, or struggle to, begin their journey of healing within a Medicare model. This sheds light on the challenges within the mental health system, and at the same time, makes it so rewarding to provide a service that addresses these challenges.

SUCCESSSES

The greatest success of the CARES program has been its flexibility and duration of care. Many young people present with complex needs and a standard 10-session model would only begin to scratch the surface. The CARES program allows for clinicians to work more frequently and intensively with young people and for an extended period of time. It allows clinicians to apply a trauma-informed approach including rapport building and creating a safe space for young people who mostly (if not all) come from invalidating and unsafe environments.

ASHER'S STORY

My name is Asher and I'm 15. I began with headspace for the first time back in December of 2021, as an attempt to help me deal with bullying and childhood trauma that was beginning to affect me.

I saw no point of therapy at the time and didn't want to do it, so I left for a few months. In 2022 when I rejoined I was in a bad mental state due to bullying and just what I thought were normal mental problems, but I had something not so normal that was affecting my mental and physical health severely. I had anorexia nervosa. I had lost maybe 15kg in a few months and it was taking a toll on my body. I knew I needed help to overcome the disorder, so came back to headspace where I was offered the CARES program. My therapist was fairly new when I started, but he has helped me more than pretty much anybody else I have ever known. Headspace has well set out plans to follow, it helped me to stay on track with what I was dealing with at the time. The most helpful thing that headspace does is make it possible to have appointments over the phone when you can't make it to Griffith. You don't have to miss a session. When you go to headspace, the rooms are comfortable and make you feel like you're safe. Headspace has taught me so many things that help me get by day to day. I've learned to think before I do things and things to help me manage my troubles. It's taught me how to understand what's going on in my mind, which was one of my goals when I first started. Since starting I have become calmer, healthier, happier and more thoughtful. I have reached my weight goal and I am learning to like myself and accept myself and what I look like. I still have bad days but generally I am happier as I feel happier with me.

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.

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IN MIND** *ory
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