

## CHALLENGES

- The “missing middle” is a large population. It has been a challenge to clearly identify which segment of this population to direct our limited resources towards.
- Recruitment into a new service has been challenging and ongoing training of new staff requires significant time.
- Finding the time to clearly communicate the work we do to important stakeholders (e.g. conferences, publications, website, social media) and setting aside time for evaluation.

## SUCCESSSES

- Continued high community demand for this service;
- Excellent team culture of learning and working collaboratively; and
- Strong relationship with the PHN has laid the groundwork for significant innovation.

## LEARNINGS

- This cohort of young people is often very difficult to engage, so continuing to challenge ourselves as a team to innovatively engage with this group pays off!
- Ensure the service operates as an interdisciplinary team.
- Embrace family work. This skill set is not often found in other primary care services.

### COMMENT FROM A PARENT

“ He is safe and being properly looked after at last because of you both. I can’t tell you how amazing, caring, skilful, reassuring and wonderful you have both been in a frightening desperate time for our family. Thank you. YESS has been an oasis in a public mental health desert. We’ve endured incompetence, indifference and been judged as the problem. I’m gobsmacked by the absence of effective mental health care services in 2018. We are way behind the rest of the western world.”



## MATT'S STORY

**Throughout high school and university, I had suffered with depression for years without knowing it until a major health crisis made me start taking my health seriously.**

I was recommended YESS Northern Sydney from a recovery service, which I struggled to attend early on due to believing it was a sign of weakness. After a few weeks though, the thing which stood out to me was how my experiences were validated without judgement or expectation.

Having a professional tell you that what you are going through is tough and understanding that it is not all your fault was a huge relief. Opening up about your experiences is unexpectedly powerful, especially to people who know you have struggled and have come out the other side.

Being able to connect with the staff was very helpful as well. My peer worker and I are massive nerds, so we had something to talk about whenever emotions ran a bit too hot (and a regular Dungeons and Dragons group, though logistically very difficult, is amazing at connecting young people in a non-threatening environment!)

Having a strong support network was key as well. I had a friend that I would go and get ice cream with every week (even in winter!) and we would sit in a park or a bench and unload our feelings and insecurities onto each other. Being vulnerable to people close to you, with the proper boundaries, is important.

I am also very lucky to have a group of friends who I play video games with regularly, so if I stop connecting for a while they notice and reach out to me in non-threatening and non-judgemental ways.

Overall, I am immensely grateful for the tremendous work these staff have done for me and many others, and I am hopeful that they can help many more.

### 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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## YOUTH ENHANCED SERVICE CASE STUDY

### YOUTH ENHANCED SUPPORT SERVICE

#### Parramatta Mission

#### INTRODUCTION

The Youth Enhanced Support Service (YESS) Northern Sydney is the first of Parramatta Mission's three YESS teams across Sydney. The service delivers holistic care to young people with complex mental health issues, and to their families. Through a psychiatry-led interdisciplinary team approach, YESS provides enhanced support to young people who require more than what GPs, private clinicians, headspace, school and university counsellors can provide. YESS seamlessly integrates with existing services, developing clear pathways of care with primary and tertiary providers.

Their innovative outreach model delivered in the primary care sector provides care to young people who do not necessarily think they need mental health care, but whose loved ones have seen significant functional

decline. The service brings the care to young people, giving them the choice on where and how they are seen.

Uniquely positioned at the upper end of the primary care stepped care continuum, YESS also provides enhanced support for GPs and headspaces, building the capacity of primary care in the region.

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## ELIGIBILITY CRITERIA

- 12-25
- Requiring more support than what primary mental health care can provide
- Priorities:
  - Unable or unwilling to attend centre-based appointments
  - Unable to afford private services

## KEY PRESENTING ISSUES

- Comorbidity
- Developmental trauma
- Social disadvantage

- SELF OR FAMILY REFERRAL
- PRIMARY CARE PROVIDERS
- YOUTH SERVICES
- CYMHS

## TRIAGED AT TEAM MEETING

## YOUTH ENHANCED SUPPORT SERVICE NORTHERN SYDNEY (YESS)

Parramatta Mission  
Chatswood, Sydney

## STAFFING PROFILE

- 0.6 FTE psychiatrist
- 5.0 FTE mental health clinicians
- 1.0 FTE youth peer workers
- 0.4 FTE GP
- 0.25 FTE administration
- 0.58 FTE managers

## PSYCHOLOGICAL INTERVENTIONS

- CBT, DBT, ACT, EMDR, Narrative therapy

## COMPREHENSIVE, HOLISTIC ASSESSMENT

- By clinician, psychiatrist, GP and peer worker

## ACCESS TO MEDICAL CARE

- Psychiatrist as clinical lead
- Onsite GP

## CASE MANAGEMENT

- Delivered by interdisciplinary team

## ENHANCED ACCESS

- Extended opening hours by appointment
- Outreach, home visits, telehealth

## FAMILY SUPPORT

- Family therapy
- Access to Family and Carer Mental Health Program

## CASELOADS

- 15-20 per clinician

## GROUP PROGRAMS

- Social group
- Dungeons and Dragons
- Parents group
- Study skills (with headspace)
- DBT group (with Lifeline H2H)

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



## REGULAR PROGRESS MONITORING

- Outcomes Star
- Focus on functioning, relationships, values, hopes and goals, as well as symptoms

- +/- PRIVATE MENTAL HEALTH PROVIDER
- +/- SUPPORT SERVICES

## DISCHARGE TO GP

## CAPACITY BUILDING FOR LOCAL GPs

- Ongoing dialogue during young person's care
- Information about social prescribing and community programs

## GOALS

- Individual goals set using Outcomes Star tool