

# CHALLENGES

- Demand management – demand for the Thrive service far outstrips supply, which can mean that young people are waiting longer for assessment and for allocation to an ongoing worker than is best practice.
- Vicarious trauma/burnout – the Thrive team work very hard with acutely unwell young people with complex psychosocial circumstances – this can lead to possible vicarious trauma and burnout within the team if not constantly managed. This can also, however, be seen as a success. The team works in a cohesive and supportive way, with strong supervision and support from management. This, along with regular de-briefs and a strong culture of sharing risk has helped to manage this vicarious trauma, reduce burnout and minimise turnover.

# SUCCESSSES

- Psychiatry model: the current psychiatrist at Thrive is committed to her role and feels well-supported by the team and model. This has enabled the program to bring on board a psychiatry registrar to increase psychiatry capacity without extra funding.
- Relationships with key stakeholders: Thrive has worked hard to build and maintain positive working relationships with key stakeholders, which allows for supported transitions for young people.

## JAY'S STORY

**My name is Jay, and before I came to Thrive I was quite a wreck. To say the least of it, I was dissociating consistently to the point where I felt I had little in terms of both emotion and a sense of identity because I was reeling from early-life trauma and the challenges that come with having ASD.**

There was little in the sense of comfort and routine in my life, and every day was constant anxiety. When I came to Thrive, I was at the lowest I possibly could have been as I had recently been hospitalised for mental health problems, and Thrive felt like my last chance.

Thanks to the Thrive program and their lovely staff who not only listened, but also actively challenged harmful mindsets I had. In almost two years I have achieved what five years of prior therapy couldn't. Thanks to my therapist and psychiatrist, I have managed to find a medication right for me that won't cause me harm, alongside good coping strategies for distress and day-to-day management of my life.

The recovery process hasn't been linear, but I'm happy I stuck with it because now I have a true sense of identity and a better time regulating my emotions and making healthier life choices. I am now confident that when I leave the program at the end of this year, I will have enough coping strategies put together in a therapy toolbox so that I do not forget everything I have learned in therapy. I feel that now, I will live past 20 and have a real shot at handling my mental health through any future hardships in life because of the lessons Thrive has taught me.

My experiences in the mental health system before Thrive were both unlucky and hard to access. From expensive assessments by psychiatrists, to a misdiagnosis and poor medication choice. This almost cost me my life, it has not been an easy journey. However, Thrive, being a free-to-access program, has helped me an incredible amount, and the only improvements I wish to see in the program are potentially more psychiatrists due to lack of availability, and more places of operation due to trouble getting to and from the centre.

The program itself is lovely, but it could always do with more resources! It's hard to get in to see the psychiatrist for a medication assessment or other assessment, and I would love to see that change as well as see the program spread to other parts of Adelaide.

**GET IN TOUCH**  
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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.



## YOUTH ENHANCED SERVICE CASE STUDY

### THRIVE

headspace Port Adelaide,  
Centacare Catholic Family Services

### INTRODUCTION

Thrive is a mental health program for young people aged 16-25 years who are experiencing, or at risk of experiencing, moderate-to-severe and/or complex mental illness and who may face barriers to accessing mainstream mental health services. Thrive is an office-based program located in the heart of Port Adelaide and covers the western region of metropolitan Adelaide. The program provides biopsychosocial assessment, clinical care coordination, psychological therapies and peer work interventions in both individual and group settings. Young people can access Thrive services for up to two years, and can be stepped up or down to acute mental health services or co-located headspace centre services as clinically indicated.



# THRIVE



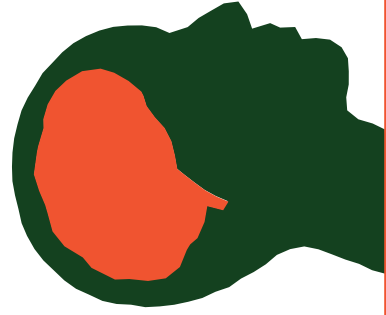
## ELIGIBILITY CRITERIA

- 16-25 years
- Living, working, or studying in western metropolitan Adelaide
- With or at risk of a severe mental health diagnosis and experiencing functional impairment
- Requiring multidisciplinary support

## KEY PRESENTING ISSUES

- Eating disorders
- Borderline personality disorder
- Anxiety or depression

- CAMHS/CMHT
- HEADSPACE CENTRES
- GPS
- SELF-REFERRAL



## DAILY TRIAGE BY SENIOR MENTAL HEALTH CLINICIANS

**THRIVE**  
 headspace  
 Port Adelaide  
 Centacare  
 Catholic  
 Family Services

## STAFFING PROFILE:

- 0.8 FTE manager
- 2.0 FTE senior youth mental health clinicians
- 0.6 FTE peer worker
- 0.2 FTE psychiatric registrar
- 0.1 FTE psychiatrist
- 0.5 FTE administration

## CASE MANAGEMENT

- Clinical case management model
- By senior mental health clinicians



## PSYCHOLOGICAL INTERVENTIONS

- Incl. CBT/CBT-E, DBT, ACT

## ACCESS TO MEDICAL CARE

- Employed psychiatrist and psychiatric registrar
- Onsite headspace GP



## CASELOADS

- 30 clients per FTE clinician

## BIOPSYCHOSOCIAL ASSESSMENT

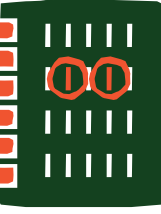
## ENHANCED ACCESS

- After hours group programs



## PARTNERSHIPS AND INTEGRATION

- Western CAMHS and CMHT
- Co-located with headspace



UP TO TWO YEARS DURATION OF CARE; USUALLY FORTNIGHTLY SESSIONS

## GROUP PROGRAMS

- Skills for Life - adolescent DBT group
- Coffee Club - functional recovery group

## REGULAR PROGRESS MONITORING

- K10
- MyLifeTracker (currently piloting)
- Progress against My Goals Plan
- Three-monthly clinical review



- HEADSPACE
- TERTIARY SERVICE
- PRIVATE PSYCHOLOGY / PSYCHIATRY
- PSYCHOSOCIAL SERVICES

## DISCHARGE

RE-ENTRY AND ALLOCATION TO SAME CLINICIAN WITHIN SIX MONTHS OF CLOSURE

## GOALS

- Individual My Goals Plan agreed upon with each young person

