

In it together



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Ballarat Health Services
Putting your health first

Youth Mental Health Service



- Located in Victoria, Australia
- Region spans 48,000 sq km
- Covers 11 local government areas
- Youth MHS provides evidence based treatment for young people aged 15-25 years and their families



Working Together

- We want to work together at both an individual and systemic level
- Youth MHS was designed based on feedback from 49 young people and 61 family members
- The teams processes ensure that young people and families are listened to and actively engaged from triage to assessment and treatment
- Feedback is encouraged through a variety methods including questionnaires and an invitation to participate in research projects to continue to improve and develop the service we provide.



Feedback led to...

- Increased hours of operation to 10pm at night so young people and families can be seen at times that work for them
- Increase in service access for young people with “at risk” mental state for early intervention
- Interagency model to ensure greater collaboration between agencies so young people and families don't have to repeat their story and so there is a clear plan.



Treatment planning based on client and family needs

What does the young person and their family understand about what is happening for them? What makes it better? Worse? What treatment have they tried? What works?

How stressed are they by what is happening? How are they managing their stress?

What goals do they have? How are they going with their goals? What is getting in the way of their goals?

What does their life look like currently (activities they are doing, who they are spending time with)? What would they like to be doing?



Interagency Approach when Young People Need Multiple Services

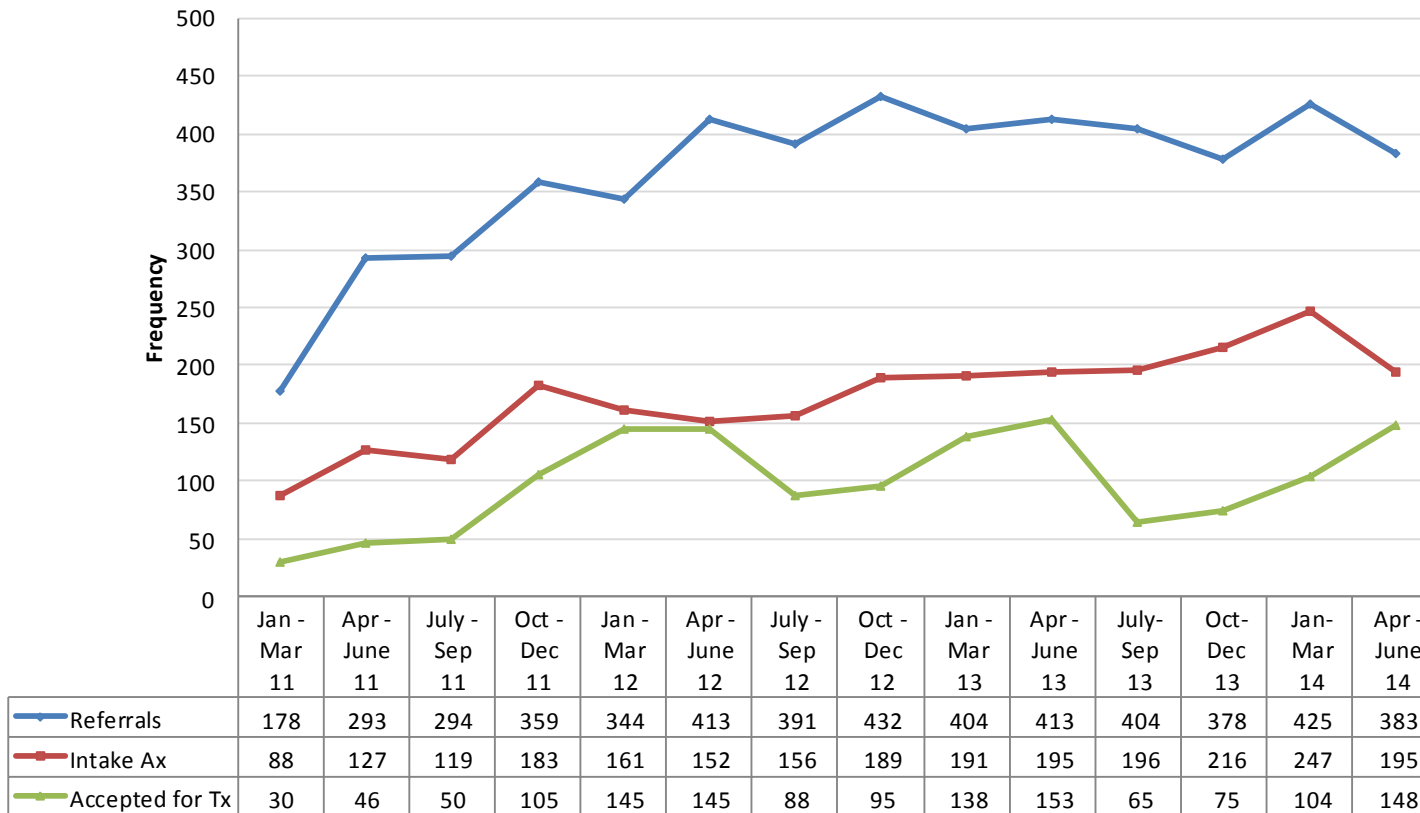


- Client centred
- Family inclusive
- Collaborative model
- Goal focused
- 50 shared support plans completed 2013



Mental Health Service Access

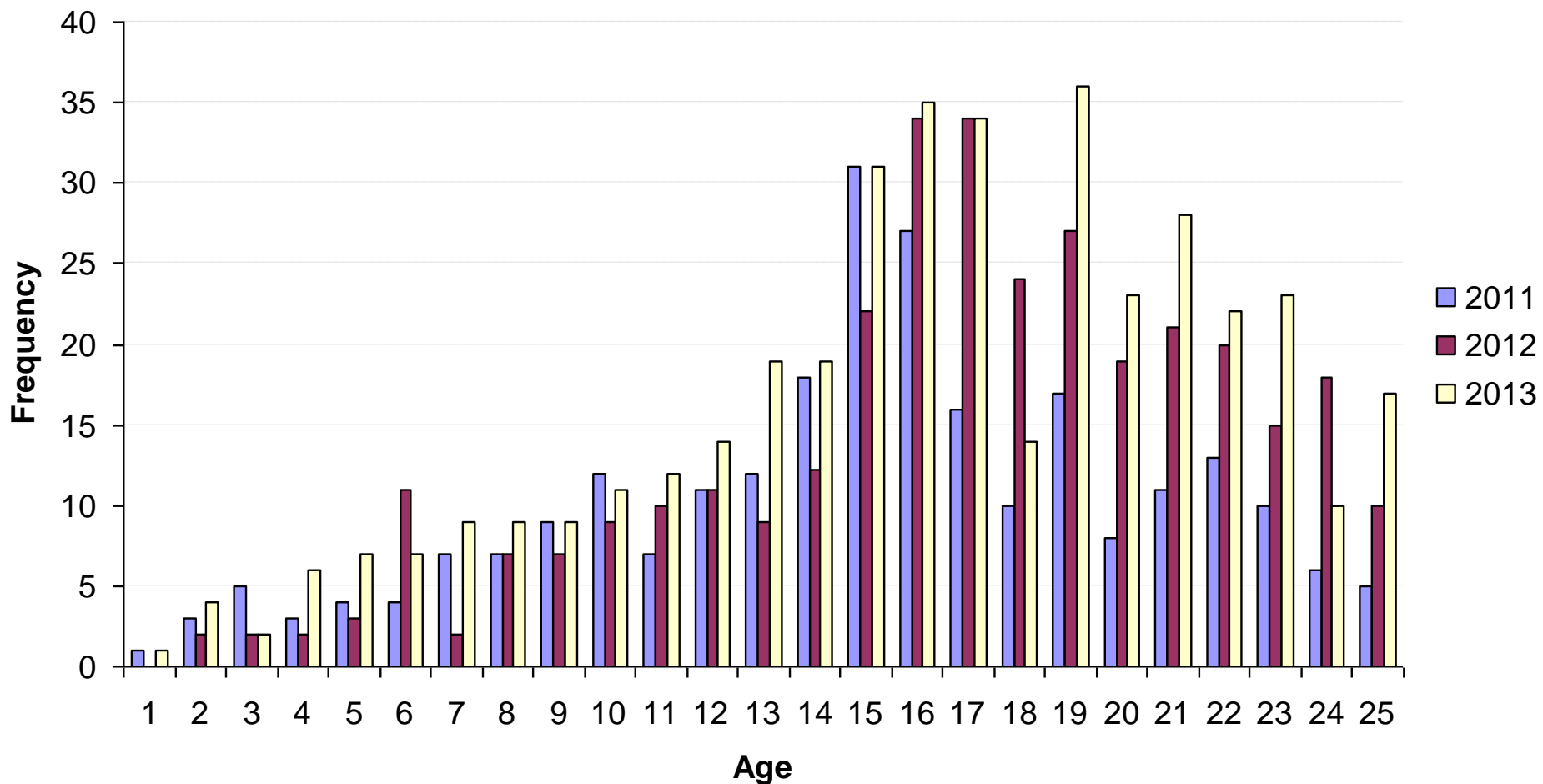
- Increase in the numbers of children and young people being referred, assessed and accepted for treatment by the mental health service



Referrals, Intake Assessments and Accepted for Treatment Jan 2011 - Jun 2014

Age Distribution

- Increase in older adolescents and young adults being seen by the mental health service



Outcomes

- Young people more willing to engage with mental health services
- A collaborative approach to treatment
- Young people and families achieving their goals
- Ensuring that the voices of young people and their families/carers are heard at the system level as well as in their individual care



Thank you



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