



YOUTH ENHANCED SERVICE CASE STUDY

BOUNCEBACK

Casey/Cardinia and Dandenong/Kingston, Victoria

INTRODUCTION

BounceBack (BB) was developed in response to a need for services to support young people presenting with severe and complex mental health in the community health sector. The BB program is funded by the South Eastern Melbourne Primary Health Network (SEMPHN) and delivered by EACH in partnership with Alfred Health in the Casey, Cardinia, Dandenong and Kingston regions, and YSAS in the Frankston and Mornington Peninsula regions of Victoria. This document focuses on the service delivered by EACH, and was developed as part of their participation in Orygen's Implementation Lab.

BB provides a collaborative and integrative service to young people aged 12-25 years with serious mental ill-health. It utilises the stepped care model of mental health support, a continuum of key service elements that efficiently provide needs-based support to people with, or at risk of, mental ill-health.

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ELIGIBILITY CRITERIA

- Has been assessed and diagnosed with a mental illness
- Requires more than the 10 MBS-funded sessions
- Mental ill-health is significantly impacting their social, personal and/or occupational life
- Has complex needs
- Has a healthcare card, or is unable to pay for private mental health care

KEY PRESENTING ISSUES

- History of trauma, mood disorders, personality disorders, disordered eating, isolation, disengagement from education/employment, suicidality/risk to self, complex family dynamics



CENTRALISED TRIAGE AND ALLOCATION AT PHN USING IAR

- TERTIARY MENTAL HEALTH SERVICES
- HEADSPACE
- GPs
- SCHOOLS
- SELF-REFERRAL
- OTHER COMMUNITY SERVICES

REVIEWED BY BOUNCEBACK

BOUNCEBACK

EACH & Alfred Health
Casey/Cardinia and Dandenong/Kingston, Victoria

STAFFING PROFILE:

- Mental health clinicians 7.5 FTE
- Senior clinician/coordinator 0.9 FTE
- Youth AOD worker 1.0 FTE
- Family therapists 1 FTE
- Peer support workers 0.6 FTE
- Carer peer support worker 0.4 FTE
- Team leader 1.0 FTE
- Administration 0.4 FTE
- Psychiatrist 0.3 FTE

CASELOADS

- 20 per clinical FTE

CASE MANAGEMENT

- Provided by mental health clinicians alongside psychological therapy



ACCESS TO MEDICAL CARE

- Alfred Health psychiatrist provides diagnostic clarification, medication reviews and secondary consults
- Onsite GPs

PSYCHOLOGICAL INTERVENTIONS

- CBT, DBT, ACT, IPT, schema therapy, family systems theory, trauma-informed practice, exposure therapy, motivational interviewing

ENHANCED ACCESS

- Extended hours by request
- Outreach to schools, community, or home
- Telehealth (phone or video appointments)

PROGRESS MONITORING

- K10, K5, SDQ, My Life Tracker and SOFAS
- Completed at initial assessment, 3-monthly intervals and discharge

<12 MONTHS DURATION OF CARE; WEEKLY OR FORTNIGHTLY SESSIONS

PARTNERSHIPS AND INTEGRATION

- Co-located with headspace centres
- Team leader attends regional meetings
- Monash Health provides monthly peer supervision
- Ongoing engagement, meetings and MoUs with other external services



DISCHARGE

STEP UP: MONASH OR ALFRED HEALTH

STEP DOWN: GP, HEADSPACE, PRIVATE, SCHOOLS, ACCESSIBLE PSYCHOLOGICAL INTERVENTIONS (API)

GOALS

- Client-centred goals, usually around functional or psychosocial recovery+



CHALLENGES

- Trialled out-posting at community centres but was challenging due to noise.
- The youth mental health sector has been overwhelmed and BounceBack has experienced challenges in stepping young people up and down, due to this demand.
- Many young people don't request any further mental health follow up after discharge.
- Psychiatric reviews are facilitated as joint appointments with the young person's mental health clinician.
- A youth friendly approach and ability to engage young people who are reluctant to engage with mental health services.
- A responsive and flexible team that has continued to provide in-person treatment throughout the COVID-19 pandemic.
- A multidisciplinary team that works well together to help young people and families reach their goals.
- An emphasis on being responsive and approachable for the community.

SUCCESSSES

- Telehealth appointments have improved access for many young people. However, in person appointments are still preferred.
- Secondary consults with tertiary services have helped with discharge planning and formulations.

POPPY'S STORY

I was referred to headspace when I was about 15 years-old. I had been working with a psychologist for about seven months before I was referred to the BounceBack program. The reason I got referred was my psychologist noticed that I needed more intense therapy that they couldn't provide from a mental health care plan. I had been struggling with major depression, generalised anxiety, signs of post-traumatic stress disorder (PTSD) and traits of borderline personality disorder (BPD). This made day-to-day life very exhausting, tiring, stressful, emotional, and distressing. I struggled with self-harming, suicidal ideation, panic attacks, and anxiety attacks. These are things I constantly kept working at to improve and still do to this day.

I was also struggling with trauma that happened throughout my childhood like bullying and sexual assault. This made it hard for me to trust people. I also believed I was too much, too hard to love, a bad friend, daughter, and sister. I know now that these aren't true thanks to the BounceBack program.

When joining BounceBack I was so against opening up to the psychologist, because my thoughts were 'it's only a 12-month program what's the point?'. I shared these thoughts with them, and they just waited until I was ready. At the end of the program they help you transition so you don't need to worry. They help you however they can. I eventually did open up and I'm so grateful I did because when I was suicidal and in a state of crisis and the great therapeutic relationship I had with the BounceBack team helped me get through it.

The psychologist had so much empathy and compassion when talking with me. They were so understanding and knew how to comfort me. This made me feel safe, which is what's needed in therapy. They helped me learn coping mechanisms and the family therapy that's also provided through BounceBack allowed my Mum and I to build an amazing relationship - so now I can go to my mum for her help.

My psychologist genuinely saved my life. Without them I wouldn't be here today. I want to thank them for the support they gave me.

If you're struggling with your mental health - its ok to ask for help and never be afraid. There are great supports out there and BounceBack is one of them. I still struggle daily but I have the strategies and the ability to ask for help when I need it. I still have mental and physical scars from my past. I feel these only make me stronger. Life is like a rollercoaster, it has its ups and downs.

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.

**REVOLUTION
IN MIND** *ory
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