

“ Addressing the Mental Health needs of young people and those who care for them in our Communities . ”

MODEL OF SERVICE DELIVERY

VALUES, PHILOSOPHIES, AIMS AND OBJECTIVES IN RESPECT TO WORKING WITH THE TARGET GROUP

Youth Services Bundaberg 2007 – 2010 Service Plan

VALUES

Respect for young people: Respect for the rights and individuality of young people and the people who are significant in their lives.

Respect for service partners: Respect for the roles and responsibilities of our service providers within and beyond the aims of the service.

Dignity: Through the building and supporting of self-confidence from a strengths-based perspective, young people will develop respect for themselves and others.

Confidentiality: Privacy and confidentiality for young people, significant others and the service partner organisations will be maintained and assured through service delivery processes.

Responsibility: Service delivery outcomes focussing on positive mental health and well-being for young people will be achieved through the collective wisdom and skills drawn from the alliance groups, key stakeholders, communities and the professional conduct and quality of service delivery processes.

Partnerships: The value and benefits of developing productive partnerships to provide a coordinated, multidisciplinary and comprehensive support model for young people will underpin service development and delivery processes.

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Community Service Partnerships

Youth Services Bundaberg values and fosters its ongoing professional development with our community partners through formal agreements and participation on advisory groups. Together with our community partners Youth Services Bundaberg seeks innovative ways to work together more effectively in client service delivery and staff development recognising their contributions and expertise.

PHILOSOPHY

The philosophical approach of the YSB - Youth Mental Health model is to develop and deliver the service utilising **resiliency** and **strengths-based** approach. Bundaberg Area Youth Service Inc., whilst addressing social awareness, mental health education and social barriers, will build on individual strengths of the young person to achieve resiliency skills, family connectedness, timely access to specialist services, removing the stigma attached to mental illness and improved social outcomes.

Similarly the Model supports and encourages **self-determination** by young people through a **holistic approach** that views young people within the context of their environment and current sense of well-being.

AIMS and OBJECTIVES

- ❑ Achieve social awareness and education in the wider community to clients and those which support them, social outcomes for young people, based on identified needs and through the collaboration and partnership with local support and service agencies.
- ❑ Assist young people and their families to identify needs and resolve issues contributing to their mental illness and the associated risks these present such as, substance misuse, crime, homelessness, early school leaving, limited respite and being disengaged from their peers and community.
- ❑ Support young people to develop skills for healthy and positive community living.
- ❑ Meet the needs of the targeted young people and the people who care for them through diversity of service provision and multiple and flexible service settings.
- ❑ Focus on early intervention and access to diagnosis and treatment.
- ❑ Provision of support in a manner that is safe for young people to develop trust within this support framework with the aim towards building upon greater resiliency in the young person.
- ❑ Develop young people's individual connectedness to selves, peers, family and community.
- ❑ Foster the young person, school, medical and community agency partnership and capacity building process through facilitating positive alliances.

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Needs of the Target Group

The service team members according to the Model Plan will meet the needs of the target group by implementing these:

7 Steps to Recovery

- 1 . Networking effectively to develop strong links to skilled workers and community agencies.
- 2 . The provision of multiple referral points including self-referral pathways.
- 3 . A comprehensive needs and risk assessment process within the agreed timeframes.
- 4 . Shared service delivery through a multidisciplinary approach (Alliance Circle) between primary and allied health professionals, YSB support workers and key people identified by the young person and/or their family to take part in a plan towards resiliency and recovery.
- 5 . The YSB Responsive Team formed by members taken from within the Alliance Circle will oversee the Individual plan of the young person.
- 6 . The development of an action plan known as Individual Support Plan [ISP] will be facilitated by YSB staff and identified others in collaboration with the young person that is consistent with the principles of a strengths-based, holistic approach and allows for self-determination.
- 7 . Sharing of resources between groups to monitor, measure and maintain the ongoing and appropriate clinical and non-clinical support required to meet the more urgent and non-urgent needs of the young person....

And, at all times being both mindful and inclusive of the needs of the family, carers and significant others in the young person's life where recovery towards wellbeing is the primary focus.

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Implementing the Service Model:

The needs of the young person, those who care for them such as primary & allied health professionals, schools and education providers, community and support agencies will be met through micro and macro collaboration as outlined in the stages developed to implement the YSB Strategic Plan successfully with its partners including:

A localised advisory structure will establish a youth mental health first point of contact via the **YSB Centre/s** which will enhance local and immediate linkages, generate collaborative initiatives, deliver educational and awareness mental health programs, provide a mechanism of early intervention, identification, referral, assessment, support and review and ensure that needs can be identified and addressed using locally available resources.

and

As forecast in the **Outreach Program** this blue print will be reviewed and extended by the fourth quarter of 2007 to include other regions.

Encompassing these service districts surrounding shared client support will be a formal referral system, sharing of information & resources and representation on the proposed 2007-2010 Wide Bay – Northern Districts **YSB Youth Mental Health Focus Group**.

This would be achieved via the existing and positive alliances between agencies, training & development of local facilitators and supporting community groups under the prevention of child abuse programs delivered by Save the Children Qld and the Transcultural Mental Health BriTA (Building Resiliency In Transcultural Adolescents) programs.

Linkages

Links with local agencies (i.e. District wide) that will assist in meeting the broader support delivery needs of the young person and those who care for them. As the program develops in subsequent years this may culminate in the merging of the local and regional advisory groups in Youth Mental Health Forums tapping into existing frameworks established in each district. High levels of collaboration and co-operation with the existing health and allied health professionals which currently service the outlying areas such as CYMHS and ATODS based in Bundaberg to ensure maximum benefits are to be derived from all services and duplication of service delivery is avoided.

Strong links will be a priority with Child & Youth Mental Health, Community Health, consortium members and support agencies and staff are to ensure that the needs of the client group, as outlined in the YSB's existing Qld Health Performance Framework document and the headspace National Youth Mental Health Foundation are met.

Flexibility of Service Delivery.

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The delivery model developed by Bundaberg Area Youth Service Inc. [Youth Services Bundaberg] demonstrates the flexibility and diversity to provide a range of support services within a range of settings to meet the needs of the target group and stakeholders.

The range of services to be provided by Youth Services Bundaberg includes early intervention through education & social awareness programs, professional development in local regions, individual and family counselling [non-clinical], family mediation, access to specialist services via formal referral systems, multidisciplinary approach within the “alliance circle” framework, group work, information dissemination, peer support programs, research and community development.

Through partnerships with other community organisations and service groups, agencies and the adequate resourcing of the YSB program, the service delivery will be able to provide flexibility within a range of settings. This will ensure that YSB Youth Support Workers and health practitioners can work with young people and their families, within or outside of work, home and school or educational institutes and regular hours.

Office Location

**2- 3 / 46 Maryborough Street Bundaberg Q 4670
(Opp Bundaberg High)**

Hours of Service: Monday – Friday 9am – 5pm

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Fax: 41533443

Telephone: Administration 41532227 Email: administration@youthservices.com.au

Direct Line Youth Workers: 41517773 Email: crisissupport@youthservices.com.au

Website: www.youthservices.com.au

After School Drop in YOUTH CENTRE 2 / 46 Maryborough Street 3 – 4pm daily

Youth Services Bundaberg Service Districts

 **4670,**  **4660,**  **4671**

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YOUTH MENTAL HEALTH

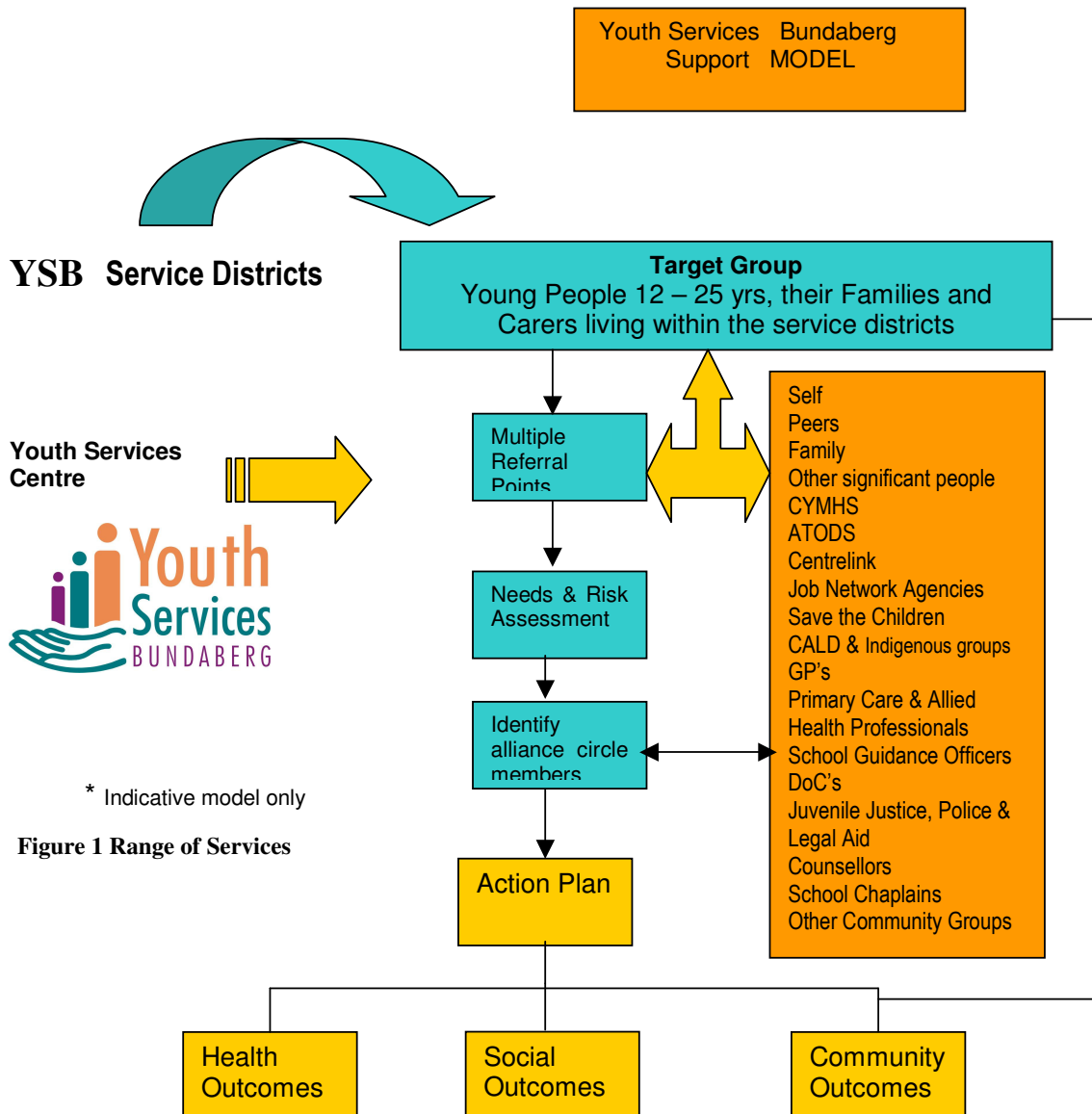


Figure 1 Range of Services

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Figure 2: Clinical & Non-Clinical Pathways

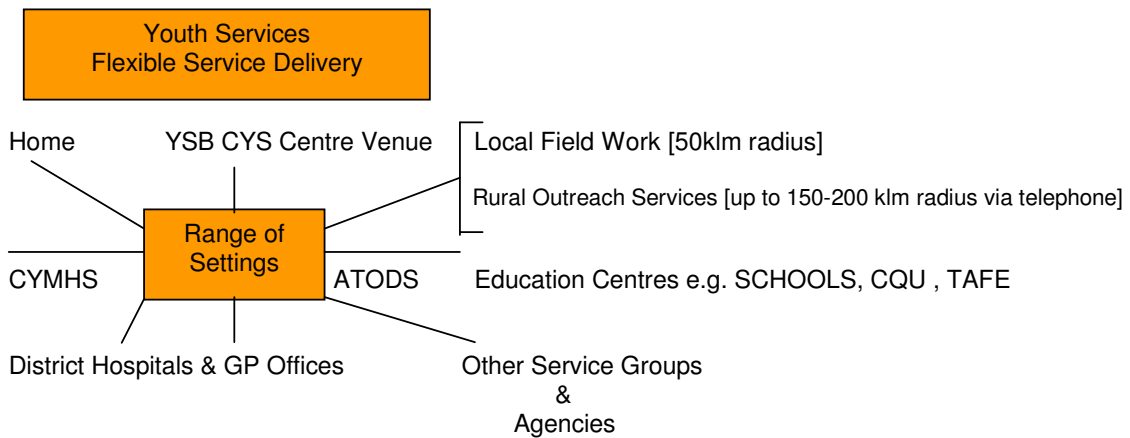
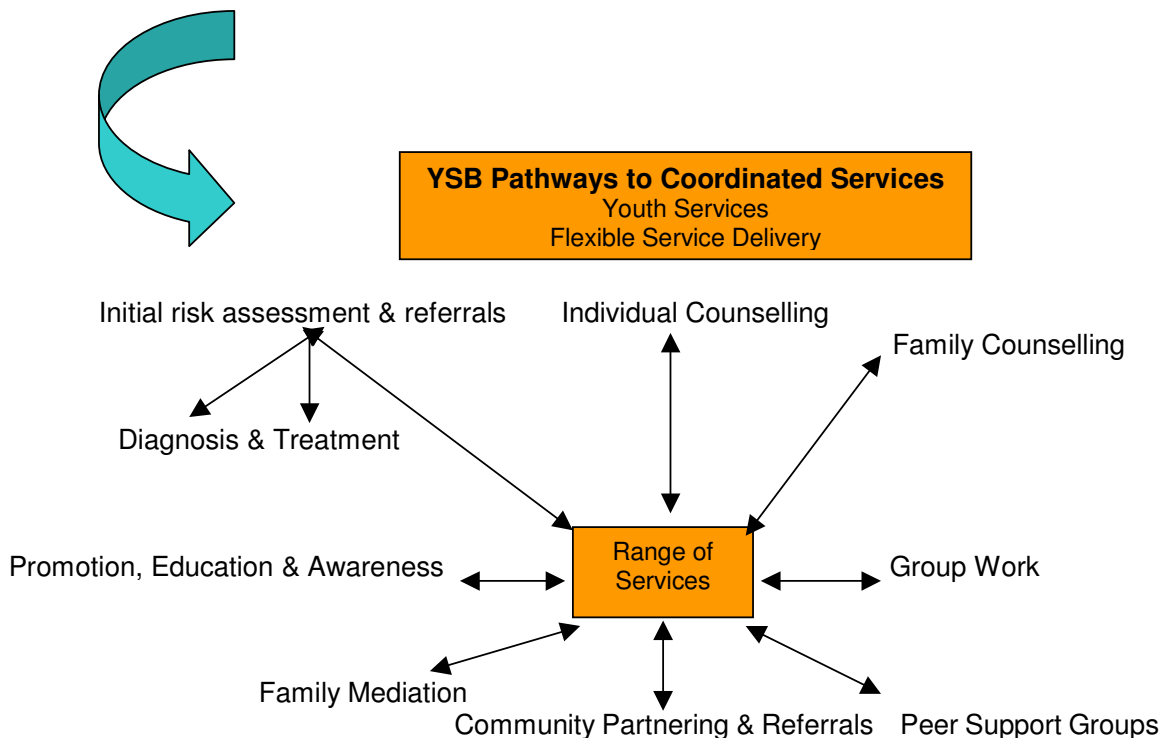


Figure 3: Coordinated Range of Services

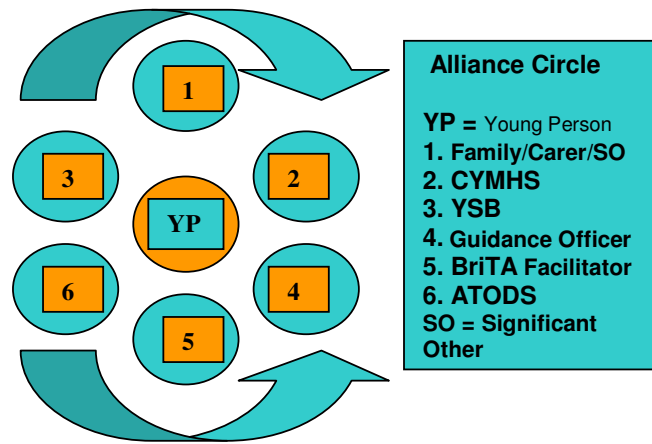


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Alliance Circle

Figure 4:
Integrated Services
Sample of
Alliance Circle Members



The organisation utilises a partnership framework by actively engaging with the relevant findings of peak bodies, agencies, other youth focussed support services and primary and allied Health Professionals to ensure the best possible support and assistance is made available to it's clients.

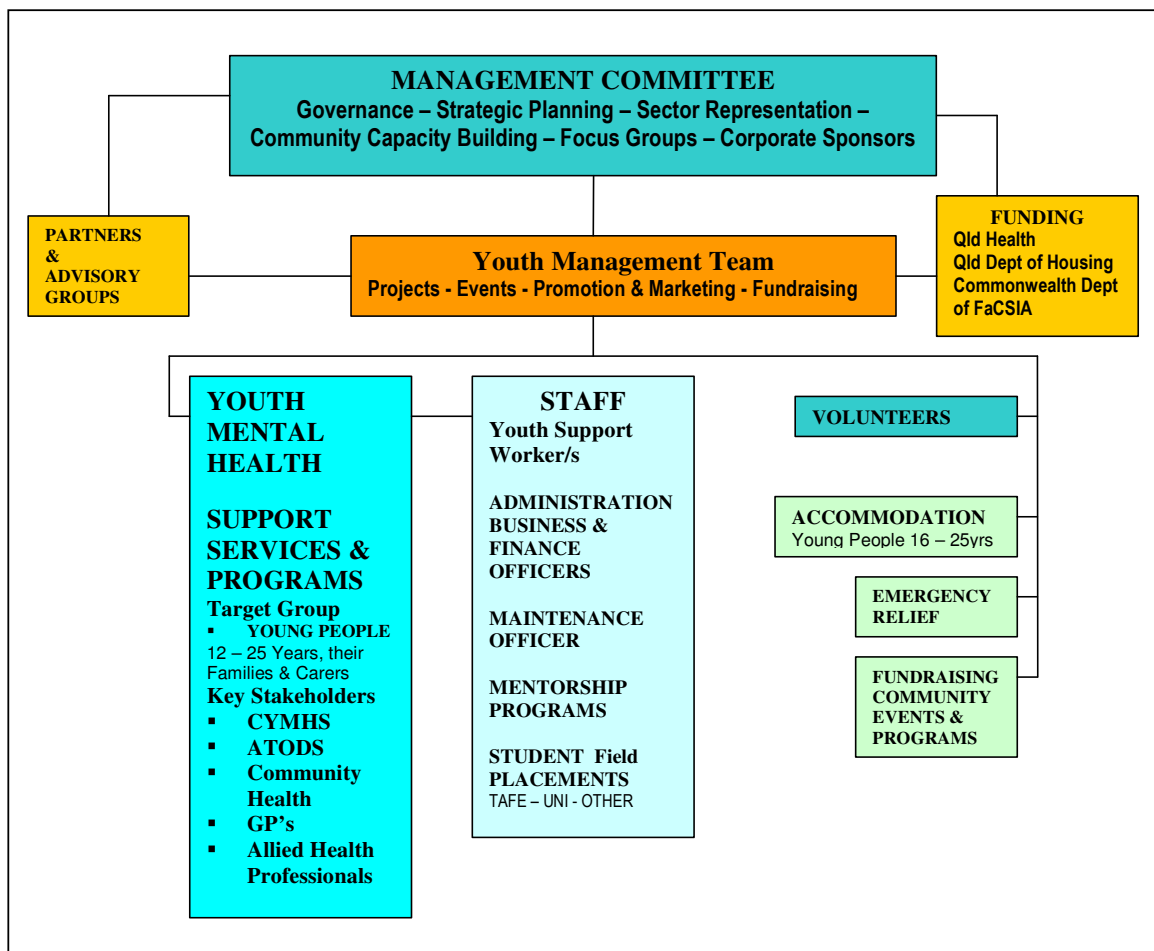
The partnership frameworks will be evident in:

- **Youth Services - Advisory Board of Consortium Members** and its representatives will meet quarterly to measure feedback, statistical data and reports to measure the progress of the YSB strategic plan and to ensure the agreed outcomes and management of the project is compliant in all areas.
- **YSB - Youth Mental Health Focus Group** with representatives drawn from consumer groups, support workers, primary and allied health professionals, key stakeholders, CALD groups, local youth management team members and local government representatives meet regularly to develop and action local YSB plans to more effectively respond to the local needs of young people as recognised through this project.
- **Youth “Speak Out” Forums** facilitated in each district by local Youth Management Team Members and YSB staff at community “youth-friendly” meeting places where YSB is promoted. Young people will be able to discuss topics, raise issues, plan events and develop communication tools relevant to this project. The groups will meet regularly to hear guest speakers drawn from Juvenile Justice, Police, DoC’s, Centrelink, Job Network, Community Health workers, Cultural representatives and also hear speakers with inspirational stories of recovery. Through this proposal young people will play an integral part in the success of raising awareness amongst their peers through the creation

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of a YSB Youth Charter developed in community consultation which will be indicative of the needs and wants of young people living within the YSB Service district.



Patron Steven Murphy Author “The Pyjama Boy” <http://www.masterfilms.com.au/stevnmurphy> .