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Conference Abstract

## ycentral - An Integrated Youth Mental Health Service Platform

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### Abstract

**Introduction:** Central Coast Children and Young People's Mental Health (CYPMH) has been an innovator in the development of youth mental health service models. In 2006 CYPMH was chosen as the prototype youth mental health service model for NSW and as part of a consortium group was chosen as one of the first ten headspace funded centres. Subsequently CYPMH and headspace jointly developed and funded ycentral a 'one stop youth mental health shop', an integrated service platform specifically tailored to meet the needs of young people aged 12-25 years.

**Short description of practice and context:** ycentral provides integrated primary, secondary and tertiary mental health care to young people 12-25 years. Primary and secondary care is provided by headspace Gosford, a range of Private Allied Health Providers and GPs and collocated partners including alcohol and other drugs, centrelink and employment services. Children and Young People's Mental Health provides tertiary mental health care for young people experiencing moderate to severe mental health problems. Young people can readily move between these service systems dependent upon their level of need.

**Description of change implemented:** ycentral was established to provide a seamless service with the aim of improving early intervention at the onset of mental health problems in young people. The integrated approach of ycentral enables young people (12-25 years) to easily access integrated care, (primary, secondary and tertiary mental health care), at no cost, in one convenient, youth friendly site.

Mental health care may include short term assessment, risk monitoring, minimum management plans or longer term, intensive case management. Additionally young people may also access Alcohol and Other Drug Services, vocational and social support (centrelink) services on site. To reach young people who are unable to or do not wish to visit the site the ycentral website was developed. The ycentral outreach van targets young people at community events to provide mental health information and support. To facilitate a coordinated approach to care integration of systems, processes and policies (data, common files and meetings) was essential.

**Objective of the change/improvement realized:** Young people can now access a seamless service across primary, secondary and tertiary care. The successes of ycentral in improving access for young people are evident through service data. Overall referrals to ycentral from April 2008 to June 2014 included 8146 referrals to headspace and 6715 to CYPMH. Primary care needs were met through GPs, secondary through the headspace Youth Access Team and Private Allied

Health Providers and tertiary were met through the NSW Health funded specialist Youth Mental Health Team.

**Stakeholders engaged:** Ycentral development was overseen by a consortium group including NSW Health, headspace and other community stakeholders. Young people were consulted to ensure it was youth friendly and accessible.

**Highlights (innovation, Impact and outcomes):** ycentral is a successful example of an integrated service model funded through both state and federal government funding. Collocation of primary, secondary and tertiary services ensures that young people can access the appropriate level of care they require at one site, in a timely manner.

**Conclusions:** There is reduced complexity in navigating the service system, more timely service delivery, decreased likelihood of falling through the gaps and young people access help for all their needs at one site.

## Keywords

intergration; young people; empowerment; engagement; vulnerable populations

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## PowerPoint presentation

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