

# Youth Enhanced Service - Gippsland



Free mental health and wellbeing  
support for young people aged  
12 to 25 years in Gippsland.

*Relationships Australia*<sup>®</sup>  
VICTORIA

75  
- YEARS -

# We're here for you

Are you a young person who's looking to get the right support for your mental health?

Our Youth Enhanced Service, known as the Gippsland YES program, is here to help you.

We help young people aged 12-25 years who:

- live, work and/or study in Gippsland
- need more mental health support than is available through their doctor, school counsellor or headspace
- find it hard to access specialist mental health services, such as those provided in hospitals.

It can be hard to know whether a service is right for you. We invite you to contact us to speak to our friendly staff about our service and your situation.



# How we can help

We'll work with you and your family to provide mental health and wellbeing support based on your needs and goals.



The best support for you can change over time depending on your needs, and might include:

- **talking about your experiences** and how they impact you
- **thinking about new ways** to look at and solve your problems
- **helping you take part** in work, study or other important activities
- **counselling, peer work, group work and other types of support** which can help you with your mental health
- **case management (working with you to make plans)** to help you achieve your goals
- **developing a written care plan** (a document which lists the support options you have talked about with the YES team member)
- **including your family members** in the process, if you want this
- **connecting you with other services** that can help.

If there's another service which is a better fit for you, we'll talk to you about this and help you to get the right support.

# Who supports you

## Mental Health Navigators

These experienced mental health clinicians will work with you for up to 12 months.

They will:

- help you to identify your goals and strategies to achieve them
- involve you in decision-making about your care
- support your mental health with proven and effective strategies and approaches.

## Lived Experience Peer Workers

These are young people on our team who have experience of mental health challenges and know what you're going through.



They can:

- help you advocate for what you need
- share their personal mental health journeys
- answer questions about our services
- help you to develop and refine life skills such as setting goals
- connect you with other services, programs and support groups who can help.

# Accessing the program

You can access the YES program **over the phone, online via video call, or in person at several locations across Gippsland**, including Wonthaggi, Bairnsdale, Sale and Traralgon.



We can also meet you at another community location that's easier for you to get to.

We're available Monday to Friday. Visit our website below to view our opening hours.

## Find out how we can help

We invite you to reach out to us today.

You can:

- scan the QR code or visit [rav.org.au/mental-health/yes](https://rav.org.au/mental-health/yes) to fill in our online form
- call 1300 071 166
- email [yesinfo@rav.org.au](mailto:yesinfo@rav.org.au)



If you'd like your practitioner, such as your doctor or psychologist, to contact us and introduce you, we welcome this.

However, you don't need a referral from a health professional to contact us or access our program.

Family members and friends can also contact us on your behalf, if you're comfortable with that and tell them it's okay.

# About us

Relationships Australia Victoria (RAV) is a community-based, not-for-profit organisation that has been providing family and relationship support services since 1948.

Our services are for all members of the community, regardless of their religion, age, gender, sexual orientation, lifestyle choice, cultural background or economic circumstances.



We're committed to providing safe, inclusive and accessible services for all people.



We acknowledge First Nations peoples as the Traditional Owners and Custodians of the lands and waterways of Australia and support their right to self-determination and culturally safe services.

We recognise the lifelong impacts of childhood trauma.

We recognise those who had children taken away from them.

---

The YES program is funded by the Australian Government Department of Health and Aged Care. Administration of funding is carried out by Gippsland Primary Health Network.



An Australian Government Initiative