



BounceBack - Youth Enhanced Services

What is the Youth Enhanced Service?

BounceBack supports young people aged 12 – 25 years old who:

- Live, study or work in the Eastern Melbourne Primary Health Network catchment
- Are experiencing severe and complex mental health issues, but do not meet the criteria for tertiary mental health services.
- Are not able to afford or access another similar service.

BounceBack staff will work collaboratively with young people, and their family and carers, to understand their support needs, develop an individual care plan and provide treatment and referrals.

Who provides support?

- A Mental Health Clinician or AOD Clinician for risk assessment, care planning and treatment.
- A psychiatrist for mental health assessment, diagnostic clarity and treatment planning.
- A family therapist to support young people and the important people in their lives.
- An Aboriginal Health Worker for culturally appropriate mental health support, based in community.
- A peer support worker who has their own mental health experience, will share their story of hope and resilience to help you on your recovery journey.
- A carer peer support worker to help parents and carers with their experience of parenting a young person with mental health challenges.

What do we do?

- Understand your experience and the impact it has your life and health.
- Provide strategies and support to improve your mental health and wellbeing.
- Work together for up to 6-9 months.
- Help you engage with work, study or other important activities.
- Collaborate with your care team to deliver tailored and responsive support.
- Identify if other supports are required and arrange the referrals.

How can you access support?

We are located at the Epping Community Services Hub, 713 High Street Epping, and EACH Office on Capital City Boulevard Knox (next to the Westfield).

We can also provide telehealth and outreach to the home or in the community.

If you would like any additional information, please email the team at bouncebackepping@each.com.au or bouncebackknox@each.com.au or call us on 03 8827 3200.