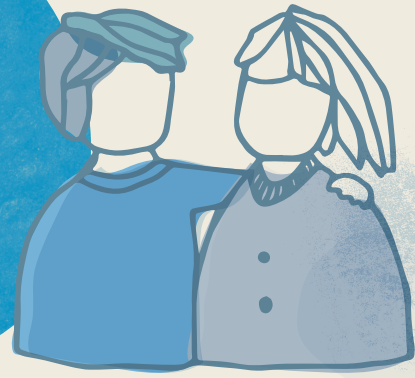


# WORKING WITH FAMILIES



**Working with families is an important part of what we do at Orygen Youth Health (OYH).**

**We know that family members are often central to the wellbeing of young people, but they are also affected by the young person's difficulties. In most cases, family can contribute to the care of the young person, providing support and helping in their recovery. However, families don't have to do this alone.**

OYH wants to work to ensure the well-being of the whole family. The Case manager working with the young person is your central point of contact. They are usually able to provide information, support and advice in how family members can provide support to the young person, and how they can support each other.

## SHARING INFORMATION

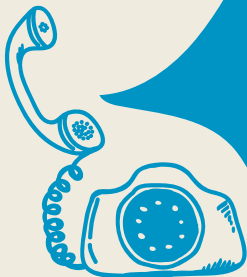
If at any time you feel concerned for a young person's wellbeing, you can contact their case manager to express your concerns. If the case manager is not available, you can ask to speak with the doctor, or a duty worker. For more information about the role of a case manager, doctor and duty worker, see the **Who Provides Your Care factsheet**.

Sometimes, young people don't want families involved in their treatment. This can lead to families feeling frustrated, upset or anxious regarding the young person's health and treatment. The case manager will work with the young person to talk more about this, however families can still have input by contacting the case manager with any information.

Respecting a young person's right to privacy is important, but protecting safety is also very important. This means that it may be essential for the treating team to share information with you, if the young person is at risk. You can read more about this in the **Privacy and Confidentiality factsheet**.



**WE USE THE WORD FAMILY AS A GENERAL TERM TO REFER TO ANYONE WHO IS CLOSE TO THE YOUNG PERSON. THIS MAY INCLUDE PARENTS, SIBLINGS, PARTNERS, FRIENDS OR OTHER CARE-GIVERS.**



**OUTSIDE OF BUSINESS HOURS,  
YOU CAN CONTACT YAT  
(THE YOUTH ACCESS TEAM) ON  
1800 888 320**

YAT can provide advice and crisis support. After 10pm, calls to YAT are managed by Northwestern Mental Health Centralised Triage. Both of these teams will let the case manager know you have contacted them for further follow up.

## FAMILY PEER SUPPORT

Family peer support workers are people who have their own experience of caring for someone with a mental illness. It can be reassuring to talk with someone who understands what it is like having a loved one experiencing mental health difficulties.

Families can access family peer support workers face-to-face or over the phone.

To contact a family peer support worker, call 9342 2800.

You can ask any staff member at Footscray when a family peer support worker will next be available.

## FAMILY INFORMATION SESSIONS

Case managers and other staff run groups for families and friends several times each year. These group sessions provide information and support to family members and friends who are supporting a young person with their recovery.

To find out what family groups are available, ask the case manager or a family peer support worker.

## FAMILY WORK AND FAMILY THERAPY

Some families may benefit from meeting with a family therapist either at OYH or externally. Family therapists can work with the family to address some of the challenging issues that are impacting on the wellbeing of the young person, or other members of the family. If this is something you would like to learn more about, speak to the case manager.

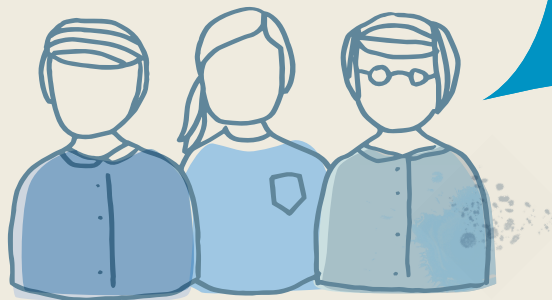
## FINANCIAL SUPPORT

If you are experiencing financial hardship, you may be eligible for financial support. Speak to your case manager or one of the family peer support workers for more information.



Being a family member of someone who is unwell was a lonely and incredibly sad time. Life changes and I felt lost.

**Mother of a daughter who was a client at OYH**



OYH wants to offer the best service possible and we're always on the look out for what we can do to improve. If you would like to tell us about something we could do better, something great we've done, or something you're unhappy about, then you can fill out a Speak Out Form. Providing feedback is a right. It will not have a negative impact on treatment.

For more information, see Rights and Responsibilities factsheet.

