Exceptional Contribution Nomination Cover Sheet

Name of Nominee: Jeff Young

Name of Person Submitting Application: Brendan O’Hanlon
Additional Information (up to 1 x A4 page)
Service information additional to that covered in Part A.

Background of The Bouverie Centre

Vision: Healthy relationships in families, organisations, and communities

Established in 1956, The Bouverie Centre is a systemic practice-research-translation organisation that draws on its history of bringing Family Therapy to Australia to promote its vision of healthy relationships in families, organisations, and communities. The Centre is a values–based learning organisation that integrates clinical, practice & service development, academic and research programs to build systemic knowledge and experience. The Centre has an Indigenous team working across all areas of Bouverie. In addition to recurrent funding from The Department of Health, The Centre generates fee-for-service income and Category 1-4 competitive research funding.

For more than 20 years, the Centre has delivered academic teaching in Family Therapy and currently offers a Master of Clinical Family Therapy (a nested program encompassing a Graduate Certificate and Graduate Diploma in Family Therapy). The Centre also offers Australia’s only Graduate Certificate in First Nations Family Therapy, which enables Aboriginal and Torres Strait Islander students to study in their local region and supports graduates to put theory into practice.

A major strategic task over the next five years is to consolidate the research program’s capacity, fully integrate this program into the Centre’s current work, culture, and values, and to further refine and articulate our integrated practice-research-translation model.

The addition of significant research capacity to the Centre’s systemic practice and translation expertise, long standing relationship with health and welfare services, including the Victorian mental health and alcohol and drug services, will further grow Bouverie’s capacity to have positive real-world impact.
Criteria (up to 8 x A4 pages)
Judges allocate marks to each criterion:

1. Evidence of a significant contribution to the field of mental health on a local, state or national level.

Overview

Jeff has contributed to the mental health field at many different levels, locally, at a statewide level, nationally and internationally. This includes; his role as the leader of the Bouverie Centre; as a developer and leader of innovative workforce training and implementation projects; in his clinical work with families; as a published author on important issues in mental health care; as a teacher in academic training in family therapy and through his role on Boards and Advisory Groups where he has advocated for more inclusive, accessible, and compassionate mental health care. As such this section speaks to the scale, spread and impact of his work in the mental health field while the innovative nature of his work is addressed in Criteria 2.

Service Leadership

Under Jeff’s stewardship The Bouverie Centre has become recognised nationally, and increasingly internationally, as a leader in family and relationally focussed ways of providing treatment and care. Internally he has established. Most recently he has worked to incorporate a research program to bring to fruition the vision of Centre as an integrated, practice, research and translation service. In 2019 he secured an agreement with the Department of Health to convert The Bouverie Centre’s continuous core funding (approx. $2million per annum) into research
funding, which draws block funding to the University and can drive the expansion of the Centre’s integrated program.

Jeff has led over $9m in tenders and his team have led several state-wide implementation projects across Victoria, in systemic family sensitive practices, the first of which in 1995 helped put family sensitive practice on the government mental health agenda. He is the lead author of the ‘From Individual to families’ an influential framework for including families in individually oriented organisations such as mental health and alcohol and other drugs (AOD) services. He and his team have implemented components of this framework at a local as well as a national level (For example, Single Session Family Consultation nationally through Headspace, the then Veterans and Veterans Families Counselling Service (now Open Arms) and New Zealand’s mental health and addiction services and Family Sensitive Practice within health services of the Australian Defence Forces).

Workforce Training and Implementation

Get Together FaST Training and Service Development Initiative (1998)

The Get Together FaST Training and Service Development Initiative was developed by Jeff and his colleagues to improve the family inclusiveness of Victorian Mental Health Services. Forty-four separate training programs were conducted across 21 Adult Mental Health Services, 12 Aged Persons Mental Health Service and 11 Child and Adolescent Mental Health Services (CAMHS). The training programs also established syndicate groups which generated more than 164 action projects. Staff representatives from every area mental health service in the state attended the training. More than 880 mental health staff participated – over 643 from health care networks and 160 from non-government services. In addition, 180 managers and team leaders responded to evaluation requests, 43 people contributed to advisory groups and 33 carers and 23 consumers were formally involved in the training.

Staff ratings of their ‘family sensitive practice’ were higher after the training course than before for staff of all streams. These increased ratings were widespread across service types in the Aged and Adult streams and for Adult courses significant increases occurred for Psychiatric Disability Support Services (PDSS) as well as healthcare network staff. Ratings were higher for staff from all professions attending Adult courses and for nurses and occupational therapists in Aged and CAMHS services. (Farhall, J., Evaluation of The Get Together FaST Initiative, LaTrobe University, 2000).

In the years following the Victorian roll out of Get Together FaST, the program was provided to mental health services in metropolitan and Rural NSW and in the ACT. This work extended to the development of a Train-the-Trainer package, to enable these services to deliver the program locally.

Single Session Thinking

In line with his passion for accessible, client led services, Jeff and his team have generated international recognition for training in and implementation of single
session thinking (SST), a service delivery model (see under Innovation Criteria for details). They have trained over 6000 workers and assisted 100s of different organisations to implement the approach. This includes CAMHS in Victoria and interstate where the model has been implemented as part of routine service delivery. A large-scale workforce project in this area is described below.

Single Session Work (SSW) for Community Health (CH) counsellors across Victoria (2004)

In this project led by Jeff, The Bouverie Centre trained over 400 CH counsellors in SSW provided over 70 consultations to CHSs interested in incorporating SSW as a service delivery option. In response to the increasing need for broader service support for the implementation of SSW, The Bouverie Centre produced a SSW implementation parcel and to date, has distributed approximately 468 to counsellors and managers in community health counselling services across Victoria.

Forty-eight (84%) out of a total of 57 organisations that responded to a Telephone Survey had implemented SSW in some form with 28 organisations (49%) implementing SSW as part of a formal service response. Of counsellors who responded to the Web Survey, 101 out of 116 respondents (approximately 33% of the total workforce) stated that they used some of the principles and practices of SSW in their work after receiving SSW training.


Jeff led The Bouverie Centre’s role in providing training and support for Victorian state-funded Drought Counsellors to develop approaches that work for rural people. Cooperative Inquiry Groups (CIGs) were formed in the Loddon Mallee, Grampians, Hume, Gippsland and Barwon regions to help Drought Counsellors promote, conceptualise and document successful strategies. Over 100 Drought Counsellors and workers from over 88 different organisations participated in over 170 hours of CIG research. This work informed Jeff’s development of No Bullshit Therapy (see under Innovation Criteria for details).

Clinical work

During his tenure at The Bouverie Centre Jeff has directly provided clinical family therapy to families, particularly those experiencing serious mental illness. Over the course of his career, he has also provided secondary consultations to a countless number of practitioners and students both within The Bouverie Centre and in other services. For example, he continues to provide a monthly consultation session to the Alfred Hospital CAMHS.

Publications
Jeff has authored 24 articles in referred journals, contributed 10 book chapters and is an editor of two books. As will be described later, these publications address a range of key aspects of consumers and families and practitioners’ experience of mental illness as well as informing therapeutic responses to mental illness.

Jeff has developed 13 separate training workbooks and support resources including seven highly impactful videos that have been widely disseminated in Victoria and Australia (see under Innovation Criteria for details).

More recently he produced two self-paced online training modules in relation to Single Session Thinking and No Bullshit Therapy. He has actively supported the development of other self-paced learning for working with members of the LGBTQI community and their families, working with First Nations Peoples and Single Session Family Consultation (a model of family engagement especially relevant to mental health care).

Teaching

Jeff taught for many years in The Bouverie Centre’s, La Trobe University, Graduate Diploma and now Masters of Family Therapy program which includes as post graduate students, practitioners working in public mental health services in Victoria. Graduates of this program have often gone on to occupy influential and leaderships positions in Government and in a range of human services organisations.

Boards and Committees

Jeff is regularly asked to provide expert advice to the Victorian Department of Health and was a ministerial appointed member The Mental Health Workforce Reference Group, Ten Year Mental Health Plan, Department of Health and Human Services, and is currently a member, Centre for Mental Health Learning, Victoria, Partnership Advisory Group and member of the Expert Advisory Committee for the establishment of family and carer-led mental health centres (see Appendix for further details).

2. Evidence of innovation and/or a high standard of service.

A distinctive feature of Jeff’s innovation is that it extends beyond the generation of a ‘good idea’ or new concept to being innovative, creative, and determined in the practical application of that idea and in its’ wider dissemination.

Service Leadership

Jeff is a passionate leader, and he has applied a potent combination of energy, hard work and creativity to his leadership role. He has helped recast the Centre as a learning organisation in which a ‘no blame culture’ is promoted and where staff and the organisation can reflect on and learn from both success and failure. The emphasis on devolved leadership provides an opportunity for all staff to
demonstrate leadership and makes it more likely that the staff potential is fully realised. The development of this organisational culture has been observed by many people who come in contact with the service and most recently Jeff has been invited to assist other organisations within the mental health field learn from the experience at the Bouverie Centre.

Jeff has worked to build relationships with consumer and family organisations in Victoria gaining respect and acknowledgement in both quarters. In line with a strong commitment to social justice Jeff has actively supported the development of The Bouverie Centre’s Indigenous Team and has been instrumental in a First Nations Graduate Certificate Course in Family Therapy with exceptional retention and completion rates. He has also championed the Centre’s engagement with the LGBTQI community and services and has overseen a collaboration with Thorne Harbour Health that has resulted in the development of a self-paced learning module for working with members of the LGBTQI+ community and their families.

Publications and conceptual thinking

Jeff through his published papers has explored important issues in the mental health field bringing a fresh perspective and always looking to how these perspectives can have practical application. Some examples of these include:

A paper that describes a framework for working with ‘chronicity’ for people experiencing enduring mental illness and the associated sense of timelessness and how this can be addressed. This included making hopelessness overt, using time-contrasting questions, using metaphors, using rituals, punctuating chronic therapy, and using reviews of contracts and progress (Young, 1994).

Jeff co-authored a paper exploring the phenomena of blame in relationships, including those occurring within families and between practitioners and their clients in a mental health context. Again, practical strategies are proposed for addressing this issue including the value of talking explicitly to clients about blame (Furlong & Young, 1996).

A paper co-authored with a consumer and another colleague that proposes that grief is central to the experience of mental illness — for people diagnosed, their families and their friends. It questions why mainstream mental health services did not directly address loss and grief, with suggestions for some therapeutic ways to conceptualise and work with it (Young, Bailey & Rycroft, 2004).

Training and Workforce Development

As noted earlier The Get Together FaST Training and Service Development Initiative had significant impact on the Victorian Mental Health System and beyond. The training and support materials reflected Jeff’s eye for quality and design as shown below. The titles for the videos which Jeff produced also demonstrate his ability to capture the lived experience of families, consumers, and practitioners.
Get Together FaST was also a highly innovative project with the following distinctive features.

- The project was seen as a ‘whole of service’ development initiative rather than ‘just training.’
- Executive level management were engaged in the project from the start and in the idea that the training also had the goal of changing services (service development).
- Mental health consumers and family carers were included in the training to promote the ‘trialogue’ three-way communication between staff, clients and family members (revolutionary at the time).
- Staff participants were invited to understand mental illness as a traumatic experience for consumers and families by hearing directly from consumer and carer co-participants, through a series of powerful videos and through ‘stepping into the shoes of family members’ by reflecting on their own experience of trauma and loss.
- Staff participants were seen as representatives of their service, with a responsibility to share their newly acquired knowledge with their colleagues and were also expected to put ideas into practice (termed TIP’s or Theory Into Practice) in their workplace between training sessions.
- Participants were involved in developing projects to improve the family responsiveness of their services, for example, making the waiting area more welcoming and family friendly.

In his quest to make mental health services accessible Jeff was drawn to the work of Moshe Talmon and the ideas of single session work. This recognised that many service contacts were one off, that such seemingly limited contact was viewed as valuable by those receiving counselling and that satisfaction with these sessions could be improved if counsellors approached each session as if it was their first and only session. Jeff went onto champion these ideas at the Bouverie Centre in clinical work with families before expanding their application across mental health, community health and a variety of other services. The value of single session ideas as a way of improving service responsiveness, particularly in the CAMHS context was referenced in the Royal Commission into the Victorian Mental Health System. Jeff is acknowledged internationally as a proponent of Single Session Thinking.
In keeping with his SST international profile, he led the organisation of the inaugural international SST conference in 2012 and co-organised the third international conference in 2019. He is the co-editor of two Single Session books published by Routledge (2018; 2021) and two (SST) special editions of the Australian and New Zealand Journal of Family Therapy (2012; 2021). The first of these edited books was reprinted in Spanish in 2021. Single Session Thinking training has been requested by many large organisations to inform strategies to respond to overwhelming demand post COVID. Most recently he developed online self-paced training in Single Session Thinking which has been used in services across Australia and more recently in the United Kingdom and Ireland. [https://events.bouverie.org.au/sst](https://events.bouverie.org.au/sst). Jeff has also supported the development the related model of Walk-In Together family therapy services, which provides same day, accessible online help.

Jeff’s creativity is not limited to the generation of new and innovative ways of thinking and practicing. Jeff created training packages and support resources for implementing Single Session Thinking in services. Below is an example of the training and implementation resources used in the *Single Session Work (SSW) for Community Health (CH) counsellors across Victoria* (2004) which includes an implementation kit and a take away pad that enable families to walk away from session with a record of important outcomes or actions from a session with a ‘carbon copy’ available for inclusion in the families’ clinical file.

As part of his PhD looking at the responses to the impact of Drought on Farmers, Jeff developed the idea of No Bullshit Therapy (NBT) which promoted the idea of direct communication with those who were reluctant to engage in counselling, otherwise known as ‘therapy haters.’ Once again Jeff has developed innovative training and support resources. Most recently he produced a self-paced online module for NBT. [https://events.bouverie.org.au/nbt](https://events.bouverie.org.au/nbt)

**Conclusion** (up to 1/2 x A4 page)

Across an impressive span of activity Jeff Young has made an exceptional contribution to the mental health field in Australia. He has made a demonstrable impact through his leadership of The Bouverie Centre, through clinical work, through academic teaching, through his publications and through his innovative training and implementation endeavours. Strong themes emerge from his work that include; a
deep and complex appreciation of the lived experience of consumers, families and practitioners, a desire for services to be more compassionate and responsive and a commitment to social justice expressed through real efforts to be inclusive of marginalised communities. Beyond all of this he has determined and pragmatic approach to facilitating change whether at the individual, family, service or societal level.

**Referees** (up to 1/2 x A4 page)

Dr Paul Denborough  
Clinical Director Alfred Child & Youth Mental Health Service and South East Melbourne, Headspace

Maggie Toko  
Assistant Commissioner Lived Experience and Engagement
Appendix of Support Material (up to 8 x A4 pages)
e.g. back up material such as research abstracts, publications, data charts, news clippings, feedback and photographs.

Publications

Book chapters


This book and chapter was translated into English in 2022.


Books


This book was translated into Spanish in 2022 (see details below).

M.F. Hoyt, M. Bobele, A. Slive, J. Young, & M. Talmon (Eds.), (2021) *Terapia de una sola sesión con o sin cita previa: Aspectos Administrativos, Clínicos y de Supervisión de Servicios de una sola vez*, Editorial Eleftheria SI


Journal publications: National


**Young, J.** (1990) A critical look at the One-Way Screen, *Dulwich Centre Newsletter*, Summer 1989-90. This article was republished for a Dutch Family Therapy Training Program.


Journal publications: International


**Videos/DVDs/Resources Kits**


Client Wisdoms: An Interview with Lorraine & Pra, (2005), produced by COMET Multimedia unit, La Trobe University.

Takeaways, Clinical Self-duplicating Scripts for clients to record what they will take away from a session.


Focus on Families- Project Officer, Kerry Proctor, Produced by COMET La Trobe University (2006) DVD.

The History and Development of Single Session Therapy with Moshe Talmon and Robert Rosenbaum, interview (2007) DVD.

Adolescents and families (2012) for Headspace, Produced by String theory productions, Melbourne.

**Major reports to Government:**


**Young, J.,** O’Hanlon, B., & Weir, S. (2016) From Individuals to Families: A client-centred framework for involving families, Developed for Mental Health and Alcohol & Other Drugs Services, by Bouverie Centre, Victoria’s Family Institute, La Trobe University.

**Workbooks**

Young, J., & Rycroft, P. (2000) Single Session Therapy Level 1 & 2 training manual, as part of Bouverie Continuing Education program.

Young, J., & Elliott, R. (2001) Problem Focused – solution oriented therapy (PF-sot) Level 1 & 2 training manual, as part of Bouverie Continuing Education program.


Young, J., Vivekananda, K., & Manning, M. (2004) Systemic Problem Focused- solution oriented therapy for AOD, 4 day training manual, Odyssey & Bouverie joint project and presented as part of Bouverie Continuing Education program.


Self-Paced Online Learning Suites

Single Session Thinking (2020) – 8-9 hrs interactive learning suite)

https://events.bouverie.org.au/sst

No Bullshit Therapy (2021) – 10-15 hrs interactive learning suite

https://events.bouverie.org.au/nbt

Awards and acknowledgements

Anita Morawetz Research Prize (2007)

Voted one of the 100 most notable figures associated with Horsham Secondary College over the past century, as part of the college’s 100 year celebrations (2012)

Australian and New Zealand Journal of Family Therapy Award for Distinguished Contributions to Family Therapy (2017)

**Brief C.V. of Nominee** (up to 2 x A4 pages).

**Educational background**

2006 -2012 PhD A ‘No bullshit’ approach to counselling in drought affected rural communities.

1988 - 1989 Graduate Diploma in Family Therapy, Department of Health Sciences, Lincoln/La Trobe University

1982 - 1983 Masters of Science, Clinical Psychology, University of Melbourne

1978 - 1981 Bachelor of Science (Hon in Clinical Psychology), University of Melbourne
**Employment history**

Feb 2020 – Professor of Practice, The Bouverie Centre, La Trobe University  
Sept 2009 – Director, The Bouverie Centre  
Feb 2009 – Sept 2009 Acting Director, The Bouverie Centre  
1996 – 2008 Program Manager, Community Services, The Bouverie Centre  
1993 - 1995 The Bouverie Centre: Staff member  
1994 – 1996 Crisis Counsellor, Victorian ambulance Crisis Counselling Service  
1991 - 1993 Deputy CEO, Co-ordinator, DS Eltham Community Health Centre  
1990 - 1991 Clinical Psychologist, Larundel Psychiatric Hospital  
1989 - 1990 Bouverie Family Therapy Centre (12 month secondment)  
1987 - 1989 Clinical Psychologist, Larundel Psychiatric Hospital  
1984 - 1986 Clinical Psychologist, Mont Park Psychiatric Hospital

**Boards and committees**

Chairperson and a founding member of the Office of Psychiatric Services (OPS) Schizophrenia and Family Therapy Group (1989 - 1991)  
Member of the Executive, Victorian Association of Family Therapists (1988 – 1993)  
Member of the Advisory Group to the Dulwich Centre Newsletter (1990 - 2003)  
Member of the VAFT research committee (1992 – 1993)  
President, Victorian Association of Family Therapy (1993 – 1995)  
Member of the Editorial Board, Australian and New Zealand Journal of Family Therapy (1995- 2001)  
President, Editorial Board, Australian and New Zealand Journal of Family Therapy (1999 – 2001)  
Co-convenor of the first Pan Pacific Family Therapy Conference, Melbourne (2001)  
Clinical advisor to SANE Australia 2013 –  
Member, Practice Quality Committee, Relationships Australia, Victoria 2013 –
Department of Health, Victoria, Mental Health and Alcohol and Other Drugs capabilities reference group 2014

Member, Mental Health Workforce Reference Group, Ten Year Mental Health Plan, Department of Health and Human Services, 2016 –2021

Member, Centre for Mental Health Learning, Victoria, Partnership Advisory Group, 2017 – 2020

Member, Family Carer-Led Centres Expert Advisory Group, Tandem, 2022 –