

Practical tips to make a service/practice Youth Friendly.

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Ko wai au?



Evolve Wellington Youth Service

EVOLVE
Wellington Youth Service



evolveyouth.org.nz

evolveyouth.org.nz/who-we-are/

EVOLVE
Wellington Youth Service

Come in & see us at
LEVEL 2, JAMES SMITH BUILDING
CORNER CUBA & MAHERS STREETS, WELLINGTON



WHO WE ARE

Nurses
Doctors
Counsellors
Youth Workers
Admin Team
Trust Board

WHAT WE DO

We are a bunch of nurses, doctors, counsellors, youth workers, social workers, admin stars and superheroes who work together to make sure young people feel supported when they need it.

Everyone at Evolve is here because we love young people. We also love food, the 5 minute quiz and karaoke. Well, some of us love karackel! The others mostly just tolerate it.

Right from the start, young people and youth participation have been at the core of our service and everything we do. In fact, Evolve was set up by a group of young people who got together to improve things for their peers. They wrote into our founding documents that young people would always be involved in running Evolve. So at least half the members of our Board are aged under 25, we employ young people wherever we can, and we take every opportunity to ask young people what they need and want.

OTHER STUFF

CONTACT US

Group Activity: Brainstorm what a “Youth Friendly” service/practice looks like to you

Clarification of Youth: NZ Youth Development Strategy defines young people as between the ages of 12 - 24 years old.

How Evolve creates a Youth Friendly space: Our Approach

The Principles of Youth Development

These outline what the youth development approach is all about. They can be used as a checklist and a tool for developing youth policies and programmes and in working alongside young people. The principles are:

1. YOUTH DEVELOPMENT IS SHAPED BY THE 'BIG PICTURE'

By the 'big picture' we mean: the values and belief systems; the social, cultural, economic contexts and trends; the Treaty of Waitangi and international obligations such as the United Nations Convention on the Rights of the Child.

2. YOUTH DEVELOPMENT IS ABOUT YOUNG PEOPLE BEING CONNECTED

Healthy development depends on young people having positive connections with others in society. This includes their family and whānau, their community, their school, training institution or workplace and their peers.

3. YOUTH DEVELOPMENT IS BASED ON A CONSISTENT STRENGTHS-BASED APPROACH

There are risk factors that can affect the healthy development of young people and there are also factors that are protective. 'Strengths-based'

policies and programmes will build on young people's capacity to resist risk factors and enhance the protective factors in their lives.

4. YOUTH DEVELOPMENT HAPPENS THROUGH QUALITY RELATIONSHIPS

It is important that everyone is supported and equipped to have successful, quality relationships with young people.

5. YOUTH DEVELOPMENT IS TRIGGERED WHEN YOUNG PEOPLE FULLY PARTICIPATE

Young people need to be given opportunities to have greater control over what happens to them, through seeking their advice, participation and engagement.

6. YOUTH DEVELOPMENT NEEDS GOOD INFORMATION

Effective research, evaluation, and information gathering and sharing is crucial.

Together, these six principles can help young people to gain a:

- sense of contributing something of value to society
- feeling of connectedness to others and to society
- belief that they have choices about their future
- feeling of being positive and comfortable with their own identity.



THE PRIMARY HEALTH CARE STRATEGY

Over five to ten years a new vision will be achieved:

People will be part of local primary health care services that improve their health, keep them well, are easy to get to and co-ordinate their ongoing care.

Primary health care services will focus on better health for a population, and actively work to reduce health inequalities between different groups.

The table below shows, in broad brush terms, some of the differences between most existing arrangements and the vision.

Old	New
Focuses on individuals	Looks at health of populations as well
Provider focused	Community and people-focused
Emphasis on treatment	Education and prevention Important too
Doctors are principal providers	Teamwork – nursing and community outreach crucial
Fee-for-service	Needs-based funding for population care
Service delivery is monocultural	Attention paid to cultural competence
Providers tend to work alone	Connected to other health and non-health agencies

The six key directions for achieving the vision and new arrangements are:

- work with local communities and enrolled populations
- identify and remove health inequalities
- offer access to comprehensive services to improve, maintain and restore people's health
- co-ordinate care across service areas
- develop the primary health care workforce
- continuously improve quality using good information.

How Evolve creates a Youth Friendly space: Physical Space



How Evolve creates a Youth Friendly space: Be Relevant and Authentic



How Evolve creates a Youth Friendly space: Confidentiality is key



Key practical tips towards creating a Youth Friendly space and place...

The 4 Don't from some young people:

Don't wear a tie, Don't tuck in your shirt,

Don't assume, Don't be a dick!

1. Understand your approach with young people.
2. The look and wairua of the physical space can make a difference.
3. Important to be relevant and authentic.
4. Confidentiality is key towards building trust.
5. Remember that we were all young and at that young person's age once.

Questions

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