

YOUTH FRIENDLY CONSULTATION PROCESS

A FIVE STEP GUIDE FOR SERVICES

STEP

1

Youth Friendly Consultation Booked

- Complete our request form and we'll get back to you within a week to arrange a date
- Consider a time for our Youth Consultants (YCs) to visit when there is opportunity to have a quick team discussion with your staff.

Completing our brief provides us with important information about your service in order to better prepare us for your youth friendly consultation.

Please email your completed brief to NSLHD-YouthHealthPromotion@health.nsw.gov.au. We will respond within 7 days.

STEP

2

Pre-Site Visit

- Complete online self-assessment (15-20mins)
- Encourage young people to complete short consumer survey (1 week)
- Assigned YCs will review your website / online presence

We want to get a really good feel for your service. Prior to our site visit, YCs will review your online presence but there's also a couple of things we ask you to do on your end prior to help us out. These are:

Service self-assessment survey

This provides us with specific details on how your service caters to young people. It takes approx. 20 minutes and is best completed by a manager or team leader. Complete this no later than one week prior to our scheduled site visit.

Consumer survey

This provides us with first hand experiences of the young people in your service, and will assist us in ensuring their specific needs are being met.

We'll provide cards with a link to a short 5 minute online survey for you to hand out to young people (ages 12-24) that attend your service. We recommend that the survey is promoted for at least one week.



STEP

3

Youth Consultant Service Visit

- Two YCs will review your service area (15mins)
- YCs will lead a discussion with your team (20mins)

YCs will observe your service environment in order to review its youth friendliness. This includes your waiting room as well as consultation rooms where you see and treat young people. This will take approximately 15 minutes.

On the same day, YCs will have a short discussion with service staff (approx. 20 mins). This will give us insight into the specific needs and challenges your service has faced, and will assist us in developing recommendations for you. It's ideal if a manager or team leader is present, as well as other staff that regularly deal with young people.

STEP

4

Report with Recommendations

- Leading YCs will report back to the wider YC team and recommendations formulated
- A complete report will be received by your service within 4 weeks of the service visit

Our team will deliver our report to your service within 4 weeks of our site visit.

The report will provide recommendations and opinions from the YCs, drawn from personal experiences of navigating the health system as young people, as well as research into youth friendly services and how best to engage with youth.

These recommendations will be specifically tailored to your service, and we aim to support you in the implementation of these in any way we can!

STEP

5

Final Action Plan & Ongoing Support

- YCs will follow up to discuss which recommendations you plan to action and any support our team can provide

We will contact you the week after we deliver our report to answer any questions you might have about the report and chat about any recommendations you think are feasible to action.

We'll keep in touch to see how you progress and provide any support when needed.

Youth Friendly Consultations are conducted free of charge for NSLHD services by NSLHD Youth Health Promotion.
Contact: NSLHD-YouthHealthPromotion@health.nsw.gov.au