

IS YOUR SERVICE YOUTH FRIENDLY?

ENVIRONMENT

Premises

Does the service look and feel youth friendly? (e.g. posters, music, magazines, colour)

Location

- Is the service easily accessible by public transport?
- Could young people be scared to be seen walking through your doors? (confidentiality)
- Do young people know where you are located?

VALUES, ATTITUDES, PRACTICES

Confidentiality

- Do you have a clear confidentiality policy which is explained to all young people in simple, easy-to-understand terms?
- Do staff clearly understand the importance of confidentiality for young people?

Training

- Do staff have access to ongoing training and professional development around effective work with young people?

Feedback

- Are there effective feedback mechanisms to ensure young people's opinions are taken on board (not just a complaints policy)?

ACCESS

Intake Procedure

- Is there a complex intake procedure? Or can a young person walk through the door and speak with someone immediately?
- Do you have a massive waiting list?
- Are there other barriers such as requiring an appointment, Medicare Card or photo ID?
- Do you require all new clients to fill in forms?
- And if you do fill in forms, do you check first to see if the young person can read and write?

Appointments

- Is the service entirely appointment based?
- Or is it possible for young people to just drop in?
- Do you offer SMS, email or Facebook appointment reminders?
- Do you have appointments available outside of school hours, or on weekends?

Outreach

- Are there other locations (e.g. a local youth service, school, Youth Justice Office etc.) that would be more suitable for an appointment with a young person?

Target Groups

- Are there barriers for young people who identify as Aboriginal and Torres Strait Islander or are from Culturally and Linguistically Diverse backgrounds accessing your service?
- Do you have information available in different languages? Can you access an interpreter if required?
- Does your service consider the particular needs of Same Sex Attracted and Gender Diverse young people?

Promotion

- Is your website inviting to young people?
- Do you promote your service to other youth agencies?
- Is there a regular youth network or interagency meeting that you could attend?



Dovetail
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