

Youth Friendly Health Service Checklist

**Instructions for completion**

This checklist has been developed as a resource to assist health services in Western Australia to plan, improve, and review health services for young people (aged 10-24). This checklist aligns with the [WA Youth Health Policy 2018-2023](http://ww2.health.wa.gov.au/~/media/Files/Corporate/general%20documents/Youth-Policy/PDF/Youth-policy.pdf) (the Policy) and provides the opportunity to assess and monitor progress in achieving optimal health and wellbeing for young people as per the Policy’s Checklist p31-34.

**Who is this checklist for?**

This checklist can be used by any health service that young people access. This includes services whose primary consumers may not be young people. The checklist is relevant to all health services including primary, secondary and tertiary health services encompassing those in the community, healthcare and inpatient settings.

**Why is this checklist needed?**

* Young people may be reluctant consumers of health services and delay seeking help. Services should promote themselves to young people to break down barriers.
* Adolescence is a time of increased risk-taking behaviour, so is a key time to promote healthy behaviours. Intervention in adolescence can have long term health benefits and prevent serious long-term conditions.
* Some young people are more vulnerable due to disabilities, chronic illnesses or experiencing abuse. Others are marginalised because of sexual orientation or cultural background.
* Research has provided new insights into how to make services more accessible and welcoming to young people.
* The Child and Youth Health Network are developing a toolkit to facilitate the implementation of the Policy. Checklist results will be used to guide development of resources for this toolkit.

**How to use this checklist:**

* The self-assessor should answer each question in the checklist by selecting ‘yes’ ‘no’ or ‘partly achieved’. Please answer all questions. Each question has space for optional comments.
* The checklist includes spaces for services to describe their current approach as well as spaces for services to plan how to improve.
* The checklist can be completed by an individual on behalf of a service, or can be used to enable team discussion and planning. Collaboration with the organisation’s consumer advisory group or representative is recommended.
* This checklist can be saved electronically, enabling sharing, collation and tracking.
* By collating results, areas can identify recurring themes that can be addressed through collaborative projects, sharing resources to improve services.
* Repeated use of the checklist can capture improvements over time.
* Send the completed checklist to the Child and Youth Health network via [email](mailto:healthpolicy@health.wa.gov.au?subject=WA%20Youth%20Health%20Policy%202018%20–%202023%20Launch), subject: Child and Youth Health Network, Service Name, Youth Friendly Health Service Checklist. Your stored responses will not be shared directly with other service providers. De-identified information may be shared to show progress with youth friendliness of health services.

**Need help?**

For further information regarding youth friendly health services visit the [Child and Youth Health Network](http://ww2.health.wa.gov.au/Articles/A_E/Child-and-Youth-Health-Network) webpage where you will find the *WA Youth Health Policy 2018-2023*, the *Companion Resource* and *WA’s Young People Have a Say: Community Conversation Report.*

The Child and Youth Health Network are developing a Toolkit for Policy Implementation. If you have any queries about the checklist, or would like to suggest resources to be developed as part of this toolkit, please contact Health Networks via [email](mailto:healthpolicy@health.wa.gov.au?subject=WA%20Youth%20Health%20Policy%202018%20–%202023%20Launch) or call 9222 0200.

### Acknowledgement

The Child and Youth Health Network of the Western Australian Department of Health would like to acknowledge the NSW Ministry of Health for allowing us to use and tailor the NSW Health *Youth Friendly Checklist for Health Services*

Youth Friendly Health Service Checklist

|  |  |
| --- | --- |
| **1. Service details** | |
| 1.1 Service name: | 1.2 Date: |
| 1.3 Address: | 1.4 Phone: |
| 1.5 Completed by: | 1.6. Email of assessor: |

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| --- |
| 2. Who is the youth health advocate within your organisation responsible for overseeing and evaluating youth friendly health services? |
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| 3. What are the priorities and key strategies of your organisation to optimise youth health and wellbeing over the next 12 months? |
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| --- | --- | --- | --- |
| **4. Youth Participation** | **Yes** | **Part** | **No** |
| 4.1 Does your organisation have a youth advisory committee or young people represented within a consumer advisory group? |  |  |  |
| 4.2 In your organisation, which aspects of services, policies or programs are young people involved with: | | | |
| 4.2.1 design? |  |  |  |
| 4.2.2 delivery? |  |  |  |
| 4.2.3 review? |  |  |  |
| 4.3 As part of your evaluation processes, does your organisation seek feedback from young people? |  |  |  |
| 4.4 As part of your evaluation processes, does your organisation seek feedback from parents and carers of young people? |  |  |  |
| Please describe: | | | |
| Priorities for your organisation: | | | |
| **5. Professional Development** | **Yes** | **Part** | **No** |
| 5.1 In regard to working with young people aged 10-24, do health professionals in your organisation: | | | |
| 5.1.1 receive training? |  |  |  |
| 5.1.2 receive supervision? |  |  |  |
| 5.1.3 have access to tools or guidance to assist them engage effectively |  |  |  |
| 5.3 Are support staff provided with tools and practical guidance to engage effectively with young people? |  |  |  |
| Please describe: | | | |
| Priorities for your organisation: | | | |
| **6. Collaboration and partnerships** | **Yes** | **Part** | **No** |
| 6.1 Does your service work collaboratively with others to help young people navigate the health system? (for example: providing lists of community psychologists who work with young people) |  |  |  |
| Please describe: | | | |
| Priorities for your organisation: | | | |
| **7. Transition from paediatric to adult health services** (service dependent) | **Yes** | **Part** | **No** |
| 7.1 Does your service have a transition coordinator? |  |  |  |
| 7.2 Does your service use individual transition plans? |  |  |  |
| Please describe: | | | |
| Priorities for your organisation: | | | |
| **8. Accessibility** |  | | |
| 8.1 The Child and Youth Health Network have developed an audit tool that can be used to assess how youth friendly your service is. This section of the checklist refers to this [audit tool](https://ww2.health.wa.gov.au/-/media/Files/Corporate/general-documents/Health-Networks/Child-and-Youth/Youth-Friendly-Health-Service-audit-tool.docx). | | | |
| 8.1.1 How many service areas have been audited? |  | | |
| The average **environment** score for the service areas audited is: |  | | |
| The average **services** score for the service areas audited is: |  | | |
| Please describe: | | | |
| Priorities for your organisation: | | | |

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