

# Counties Manukau Pacific Youth One Stop Shop

A review of research, best evidence and youth opinion

December 2006



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**Disclaimer**

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# Executive Summary and Recommendations



## **Executive Summary**

Access of young people in New Zealand to health care has received great attention recently. One approach that has been frequently named is the 'one stop shop' approach. This approach operates on the philosophy that health care access can be improved if access to several health care services is provided from one access point. Commonly, this access point has been viewed as a community-based centre.

This report examines the possibility of using a 'one stop shop' approach to improve access to health care for Pacific young people within Counties Manukau. Throughout the process of examining current best evidence, and consultation with Pacific young people and their communities, a great deal of consideration has been given to processes that reflect the importance of youth involvement and Pacific culture.

There is a paucity of robust evidence surrounding 'one stop shop' approaches. A need has been identified for comprehensive evaluations of existing services; to greater develop an understanding of the effectiveness of this approach. However, existing research and best evidence suggest some key aspects of this approach that appear very promising. Recommendations are based on the findings from: a review of research and best evidence; a review of existing 'one stop shop' approaches within New Zealand; a review of the views of prominent youth service providers within Counties Manukau; focus groups with Pacific young people who live in Counties Manukau; and questionnaires completed by Pacific young people who live in Counties Manukau.

### **Location and Physical Environment**

The centre should be located in an area that ensures ease of access for local young people. This means that the centre must be in an area of high-density for local young people. Furthermore, young people must have time to use services while they are in that area. The young people's perceptions of the environment within the centre need to be understood and addressed. In particular, some young people named safety inside the centre as a concern. Young people reported that it was highly important that the centre be located in the same place, with staff being able to travel in order to promote and deliver services to them in the community. In addition, safe and attractive transportation to a youth health centre was identified as a sizeable access barrier.

### **Staff**

The ability of staff to engage with young people was suggested as more important than demographic qualities of staff, such as their age or culture. Young people also reported that they valued honesty and a high level of knowledge within the staff team. Having a diverse staff team was named as a key factor for success by several service providers. In addition, it was identified that all staff needed to have a clear and consistent understanding around confidentiality.

### **Funding and Cost**

Barriers to funding were named as prominent challenges for several organisations that provide a holistic service, such as a 'one stop shop.' Minimising these barriers to ensure that the centre can provide reliable and consistent services was named as crucial for success. This included ensuring that clear expectations of outcomes are shared by funding sources and the 'one stop shop.' All areas of research and consultation recommended that the services provided must be affordable for young people. For the young people who were consulted, this meant providing services that were free or at an extremely low cost.

### **Youth Driven**

The young people who were consulted wanted young people to not only be involved in a consultation role, but to also be involved in the design, day-to-day running, and evaluation of the centre. In addition, young people felt that having the development process driven by young people would be an approach that would improve access to the centre. These young people recommended a youth driven approach could also be used to promote the service. This would be spreading information about the services through their own networks, using 'word of mouth,' text messaging and websites. Ensuring that the involvement of young people was supported and effective was identified as a key factor for success.

### **Youth-Friendly Service Provision**

Providing services in a youth-friendly manner was identified as a key success factor. This meant managing the internal environment to ensure that a wide variety of young people could identify with at least one aspect, such as music or displays on the wall. Furthermore, it was named that this could assist in preventing the service from being dominated by one 'sub-group' of young people. In addition, clear and consistent explanations of confidentiality were identified as a key aspect of providing youth-friendly services. This suggests that the centre needs to ensure that it is able to identify, understand and respond to the changing desires and needs of young people in its community. In relation to Pacific young people within Counties Manukau, it appears that recreational activities or programmes should be an essential component of service delivery.

### **Co-ordination and Collaboration**

Ensuring that there is strong governance and continued leadership in holistic and multi-disciplinary services, such as a 'one stop shop,' was identified as crucial for success. Furthermore, it was identified that the 'one stop shop' should act as a central access point to several other existing services. This meant that relationships should be developed and maintained between the centre and other agencies, to ensure that young people can have supported and co-ordinated care regardless of their need.

### **Community Involvement**

Engagement of communities at all stages of development and implementation emerged as crucial for the success of a community-based 'one stop shop.' The 'one stop shop' and the community should be mutually responsible for promoting positive development of each other. This means that the community should promote the service to its young people, and communicate identified areas of strength and need as they arise. Conversely, the 'one stop shop' should act as one of the centre points of the community, and promote a positive community spirit. This includes working in collaboration with communities to ensure that the communities can meet the future demand for skilled people to work with their youth.

### **Reliability and Consistency**

Trust between young people and service providers was identified as an important area for a 'one stop shop' to focus on. Referrals were especially identified as an area where trust could potentially be lost. The concept of supported referrals, with the 'one stop shop' being responsible for ensuring the young person has had their health care needs met, was identified as a key factor for success. In addition, it was named as important that young people are able to rely on services being provided to them, and able to be continually involved in the 'one stop shop' if they would like to or need to.



## Recommendations

Below are recommendations for the development of a Pacific Youth Health Service in Counties Manukau. Suggestions for implementation have been gathered from the findings of the International, National and Counties Manukau review, and consultation with Pacific young people within Counties Manukau, their communities, and other key individuals.

### **1. Pacific young people should be actively involved in the design, implementation, running and evaluation of a youth health service**

Suggestions for implementation:

- Provide training and support for young people to enter into leadership roles in the service
- Provide information and support for young people to enter into training to become health professionals. This includes support to find potential sources of funding
- Ensure that young people have numerous opportunities to examine how the service can improve and clear pathways to integrate improvements into service provision
- Support young people to become skilled in engaging with other young people in the community, so feedback can be provided from local young people on the service's strengths and areas of development, and the service can be promoted directly to local young people
- Develop processes to ensure that the involvement of young people in the service is effective, and that young people feel supported
- Provide opportunities and support for young people to be involved in their communities
- Provide opportunities, training and support for young people to be directly involved in planning and management meetings
- Ensure that young people who are involved in the service are given opportunities to develop their awareness of their identity
- Ensure that young people who are involved in the service are given opportunities and support to be young people, without the pressure of being leaders or role models for their peers

### **2. The youth health service should serve a local community, based on community boundaries, as opposed to suburb or district boundaries. The location and environment of the youth health service within that community should be determined through an engagement process with local Pacific young people and their communities.**

Suggestions for implementation:

- Engage with local communities where the 'one stop shop' is to be placed to establish their views on community strengths and needs regarding their young people
- Develop small 'one stop shop' services within local communities on models that are tailored to each community, but with the philosophies and values of a 'one stop shop'
- Ensure that recreational activities and programmes are a substantial component of service delivery
- Engage with communities to minimise transportation barriers
- Develop processes to ensure that the 'one stop shop' has aspects of its internal environment that can be related to by young people in its community
- Develop processes to ensure that the 'one stop shop' is perceived as youth friendly by young people in its community
- Develop a drop-in centre with outreach promotion and services
- Be open and prepared to work within or alongside another organisation, such as schools or churches

**3. The youth health service should work together with Pacific young people and their communities, to mutually promote community spirit, positive youth development and responsiveness to the changing strengths and needs of local youth**

Suggestions for implementation:

- Develop an understanding of what local Pacific young people feel their community is, and engage with that community appropriately
- Establish whether the community needs the 'one stop shop' to improve access for all of its young people, or for specific groups of young people, and develop the service as appropriate
- Develop and maintain relationships with the community to ensure that adequate communication is given to areas of strength and areas of development
- Create opportunities for young people to be involved in their community, and for community members to be involved in the services

**4. The youth health service should provide services in a youth-friendly manner and all staff should be able to relate and engage with a wide variety of young people**

Suggestions for implementation:

- Clear confidentiality guidelines are explained to staff and young people
- Develop processes to ensure that Pacific young people have services provided that they want to attend. This includes young people who do not attend the service, as well as those who do
- Provide opportunities for young people to be involved in interviewing new staff members
- Provide opportunities for young people to be involved in performance appraisals of staff members
- Develop strategies to ensure that community members are given support and training to meet the demands of their community for skilled people to work with their youth

**5. The youth health service should have access to sufficient funding to provide a reliable and consistent service**

Suggestions for implementation:

- Set clear expectations of outcomes between funding sources and service providers
- Establish a collective pool of money from different funding sources specifically for holistic service provision
- Develop outcome measures that fit with holistic service provision
- Develop outcome measures that relate to access to health care
- Contribute to a comprehensive medium-term (2 years) evaluation of 'one stop shops' within New Zealand to ensure that there is continual development of a knowledge base surrounding 'one stop shop' approaches
- Work in partnership with other service providers to apply for funding, and conduct services in partnership

**6. The youth health service should have strong internal governance, internal leadership, and effective networks with other service providers to provide access to health care that is well coordinated and supported, regardless of the young persons need**

Suggestions for implementation:

- Develop and maintain relationships with other service providers supported by Memoranda of Understanding
- Develop clear and transparent internal guidelines on governance, responsibilities and reporting
- Develop clear pathways for internal and external communication
- Develop clear confidentiality guidelines that are communicated to young people, staff, and other service providers
- Develop processes to support young people as they are referred to other service providers. This can include peer support workers, or staff facilitating introductions
- Develop a clear understanding of responsibilities before, during and after referral
- Conduct follow up communication with young people following referral to ensure that they have had their health care needs met



# Background and the Activities of the Project



## Background

The youth of Aotearoa/New Zealand have vastly different needs. On one hand, New Zealand youth have high levels of literacy in maths, reading and science, and New Zealand is placed in the group of second highest performing countries as assessed by the Programme for International Student Assessment in 2003 (1). Conversely, New Zealand young people between 15 and 24 years of age have the highest suicide rates in the OECD. In addition, the fertility rates, abortion rates and rates of death by non-suicide injury of New Zealand youth are among the highest in the world (2).

Studies have reported the benefits of youth-targeted services for New Zealand Youth. A New Zealand-based review of literature surrounding youth-targeted primary care was conducted in 2002. This review found that the literature was in strong support of the benefits of youth-targeted primary care. These benefits included enhanced access and utilisation of primary care and mental health services by young people, and a reduction in emergency care utilisation (3).

Young people in New Zealand also report several barriers to accessing primary health care. In 2001, a national survey was conducted of young people involved in secondary school education. This survey found that approximately half of all students identified barriers to accessing health care. The following barriers were most commonly identified: not wanting to make a fuss; not being bothered; health care is too expensive; not feeling comfortable with the health professional; being too scared; and being worried about confidentiality (4).

The Counties Manukau District has proportionately more young people than other areas in New Zealand, with approximately 41 percent of the population being aged under 25 years. The 2006 census found that approximately 23 percent of the Counties Manukau population identified with a Pacific ethnicity (5). Improving access to primary health care by Pacific young people in Counties Manukau has been identified as a priority in the Counties Manukau District Health Board Tupu Ola Moui Pacific Service Plan.

Young people in New Zealand have a broad range of health and social care needs. In addition, young people in New Zealand have also identified several barriers to accessing health care. In light of all this, approaches that maximise contact between health services and young people are often called for. Currently, providing access to several opportunities to get health care in one location has been labelled a 'One Stop Shop' approach.

## Glossary

### Young People/Youth

In this report the terms 'young people' and 'youth' are used interchangeably to refer to people between 12 and 24 years of age.

### One Stop Shop/Youth Centre/Youth Health Centre

In this report, the terms 'one stop shop,' 'youth centre' and 'youth health centre' are used interchangeably. These terms refer to a community-based centre, which provides services to young people. These services include recreational activities, health care and social care.

1. Ministry of Education. Learning for tomorrow's world: Programme for international student assessment (PISA) 2003 - New Zealand summary report. Wellington: Ministry of Education; 2004.
2. Ministry of Health. New Zealand youth health status report. Wellington: Ministry of Health; 2002.
3. Mathias K. Youth-specific primary health care - access, utilisation and health outcomes. NZHTA Report 2002;5(1).
4. Adolescent Health Research Group. New Zealand youth: A profile of their health and wellbeing. Auckland: University of Auckland; 2003.
5. Statistics New Zealand. Regional summary tables by territorial authority. Accessible from <http://www.stats.govt.nz/census/2006-census-data/regional-summary-tables.htm>

## **The Activities of the Project**

### **Identification of Areas of Pacific Youth Involvement**

Pacific youth involvement at all stages of scoping was identified as a crucial aspect. To ensure that Pacific young people were included at all stages of development the Project Team planned supported roles that could be held by Pacific youth. These included:

- Pacific youth visited existing 'one stop shops' within New Zealand, to contribute to the National review
- Focus group participants
- Pacific young people were trained and supported to engage with other Pacific youth and administer a questionnaire
- Feedback on the identified key success factors was provided by Pacific young people

### **Consideration of Pacific Culture**

The importance of culture was identified during the development process. In light of this, a clear pathway for development was created, which reflected the importance of understanding different cultural viewpoints. It was noted that the existing literature and services were mainly reported on from a 'European perspective'. The material was reviewed and summarised under themes identified by the literature. The key success factors were then reported on, maintaining the 'European perspective' that they had been written in.

The next stage was to engage and consult with Pacific young people and their communities to establish whether the key success factors remained key success factors from a Pacific perspective. Extensive consultation was undertaken with Pacific Island young people who resided within Counties Manukau, and their communities. In addition, existing Pacific youth service providers within Counties Manukau were consulted.

### **Literature Review**

A literature review was conducted to identify key aspects for success from existing research and best evidence. The literature was sourced from searches of the Medline, PSYCHinfo, CINAHL, ERIC, and EMBASE databases. Searches were also conducted of 'grey' literature, which included reports from existing youth centres and government departments. In addition, reference lists of relevant articles were reviewed to ensure that relevant literature was not missed.

### **Review of Existing Approaches within New Zealand**

A review of existing approaches within New Zealand was conducted using concise inclusion criteria, which reflected a likely version of a 'one stop shop' within the Counties Manukau District. Semi-structured interviews were conducted with at least one representative of each 'one stop shop.' The findings from these interviews were used to identify key aspects for success using a 'one stop shop' approach, and key success factors from their experience of engaging Pacific young people in their health services.

**Establishing a Counties Manukau Perspective on a Pacific Youth 'One Stop Shop'**

Semi-structured interviews were conducted with representatives from seven organisations. These organisations were selected after consultation with young people and service providers for their knowledge and influence working with young people within the Counties Manukau district. The information gathered from the interviews was used to identify key aspects for success when using a 'one stop shop' approach to target Pacific young people within Counties Manukau.

**Focus Groups with Pacific Young People**

Focus groups were conducted with Pacific young people who resided within the Counties Manukau District to establish their perspectives on a youth health service. In addition, these focus groups were used to guide and support the young people to engage with other Pacific youth and obtain their views around a youth health service. Participants were recruited from the Counties Manukau District Health Board Youth Advisory Group and the Lotu Moui Symposium.

The participants were guided through a semi-structured discussion. This included the topics of: health issues for Pacific young people in Counties Manukau; barriers to accessing health services for young Pacific people in Counties Manukau; protective factors for Pacific young people; the concept of a 'Pacific Youth One Stop Shop' for Counties Manukau; and desirable qualities of health service provision for Pacific youth.

**Questionnaires**

A questionnaire was developed to support the young people who had participated in the focus groups to gather the views of other Pacific young people around a youth health service. The questionnaire was based on the findings from the focus groups of Pacific young people in Counties Manukau and the key success factors identified in the International, National and Counties Manukau reviews. The questionnaire was distributed at two locations. The first location was at a community shopping centre, and the second location was at the Lotu Moui Symposium.

# Youth One Stop Shops: A Review of Research and Best Evidence



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## Forward

This review constitutes the first section of a report written for Counties Manukau District Health Board. The purpose of the report was to establish key factors for success in the development of a youth service for Pacific young people who reside in the Counties Manukau District. The report reviewed national and international evidence surrounding 'one stop shop' approaches and will finally make recommendations for the development of an appropriate model.

The project team recognise the importance of culture in this development process. In light of this, a clear pathway for development was created, which reflected the importance of understanding different cultural viewpoints. It was noted that the existing literature and services were mainly reported on from a 'European perspective'. The project team reviewed this material and summarised this information under themes identified by the literature. The key success factors were then reported on, maintaining the 'European perspective' that they had been written in.

The next stage of the project is to use the findings of the reviews of evidence, to establish whether the key success factors remain key success factors from a Pacific perspective. Extensive consultation will be undertaken with Pacific Island young people who reside within Counties Manukau, their families, and their communities. In addition, existing youth service providers within Counties Manukau will also be consulted. After extensive consultation, the final recommendations will be made.

## **Youth One Stop Shops: A review of research and best evidence**

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### **Executive Summary**

This review identifies key factors for success in a 'one stop shop' approach. It is based on research and best evidence, available in September 2006. Due to the paucity of evidence on 'one stop shop' approaches, a broad definition has been used. Evidence from centres aiming to meet the needs of young people, by providing several services under one roof, has been included in this review.

Success for 'one stop shops' was regarded as high access of high quality services for young people in the community. Aspects of a youth centre that promoted movement towards higher quality services and higher access of services by young people were termed key factors for success.

Using the available evidence, the identified key factors for success were grouped under ten areas. These areas are listed below, and described in further detail in the subsequent report.

1. Location and physical environment
  - Physical location is accessible to local young people
  - Young people's perceptions of the environment within the centre (internal environment and clientele) is understood and addressed
2. Staff
  - Staff are highly skilled and supported through comprehensive training packages
  - Staff are able to engage with young people
  - Staff are actively maintaining a positive environment within the centre
3. Youth participation
  - Young people are actively involved in the planning, implementation and evaluation of services
  - It is ensured that young people's involvement is supported and effective
4. Youth-friendly staff and environment
  - Services are provided in a youth-friendly manner (i.e. accessible, affordable, culturally sensitive, non-judgmental)
  - Clear and consistent confidentiality policies exist which are clearly explained to young people
  - Services are flexible to the needs of different young people
5. Cost
  - Services are affordable for the target population
  - Financial barriers to accessing services are understood and addressed
6. Activities
  - Opportunities are provided to develop personal, social and leadership skills (e.g. recreational activities)
  - Young people's desires in relation to centre activities (such as special events) are sought for, understood and implemented

7. Co-ordination of services
  - Sound administrative systems are in place and are effective
  - Care is co-ordinated within the centre
  - Networks exist between different youth agencies and care is co-ordinated between them
  - The centre is responsible for ensuring that youth who access the service are able to get their health and social care needs met. Processes are in place to ensure that this occurs both within the centre and in the wider community (during referrals)
8. Offering services tailored to local youth
  - The needs of local young people are sought for and understood. Services are provided to meet these needs
  - Centres strive to operate in a manner that reduces access barriers to primary health care for *all* young people in their area
  - Management of the centre incorporates involvement from key stakeholders in the community
9. Sustainability and consistency
  - The services provided are sustainable in light of current and possible future funding
  - The funding behind the services is sustainable enough to provide consistent services to young people
10. Clientele
  - Services and processes are in place that are appropriate for the clientele of the centre

## Methodology

This report summarises the findings of a review of research and best evidence on 'one stop shops' aimed at young people. Currently, there is a paucity of evidence on the effectiveness of 'one stop shops.' In light of this, a broad definition of the term 'one stop shop' was used. Evidence from centres aiming to meet the needs of young people, by providing several services under one roof, has been included in this review.

The literature was sourced from searches of the Medline, PSYCHinfo, CINAHL, ERIC, and EMBASE databases. Several key words were used to ensure that all relevant literature was included. The majority of resources were sourced from searches using the following keywords: "one stop shop", "youth centre/center", "integrated care", and "drop in centre." Searches were also conducted of 'grey' literature, which includes reports from existing youth centres and government departments. In addition, reference lists of relevant articles were reviewed to ensure that relevant literature was not missed.

The aim of the review was to provide an overview of best evidence. With such a small amount of literature on the topic, it was not possible to keep the same rigid boundaries as are often held by systematic reviews. However, when assessing the evidence, emphasis has been given to the findings from comprehensive evaluations and large-scale evaluations.

Currently, there are limitations in terms of available evidence on the effectiveness of 'one stop shops'. There are few comprehensive evaluations using proven and robust methods such as randomised controlled trials. This is because the services provided by 'one stop shops' are extremely varied and many young people access the services in a 'drop-in' manner. This means that there would need to be considerably large numbers of young people surveyed to make randomisation effective.

The second main limitation is that most of the research surrounding 'one stop shops' is currently in an exploratory stage. The main forms of literature on 'one stop shops' were found to be standards for care, retrospective short-term evaluations of existing approaches, and recommendations for 'one stop shop' approaches. There are no published long-term evaluations of existing 'one stop shops'. Many of the evaluations were retrospective and qualitative or descriptive in design.

In light of these limitations, aspects have been identified for which there is both promising evidence and a clear consensus in available literature and expert opinion.

## Young People in New Zealand

The youth of Aotearoa/New Zealand have vastly different needs. On one hand, New Zealand youth have high levels of literacy in maths, reading and science, and New Zealand is placed in the group of second highest performing countries as assessed by the Programme for International Student Assessment in 2003 (1). Conversely, New Zealand young people between 15 and 24 years of age have the highest suicide rates in the OECD. In addition, the fertility rates, abortion rates and rates of death by non-suicide injury of New Zealand youth are among the highest in the world (2).

Studies have reported the benefits of youth-targeted services for New Zealand Youth. A New Zealand-based review of literature surrounding youth-targeted primary care was conducted in 2002. This review found that the literature was in strong support of the benefits of youth-targeted primary care. These benefits included enhanced access and utilisation of primary care and mental health services by young people, and a reduction in emergency care utilisation (3).

Young people in New Zealand also report several barriers to accessing primary health care. In 2001, a national survey was conducted of young people involved in secondary school education. This survey found that approximately half of all students identified barriers to accessing health care. The following barriers were most commonly identified: not wanting to make a fuss; not being bothered; health care is too expensive; not feeling comfortable with the health professional; being too scared; and being worried about confidentiality (4).

Young people in New Zealand have a broad range of health and social care needs. In addition, young people in New Zealand have also identified several barriers to accessing health care. In light of all this, approaches that maximise contact between health services and young people are often called for. Currently, providing access to several opportunities to get health care in one location has been labelled a 'One Stop Shop' approach.

## Glossary

### Young People/Youth

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## The 'One Stop Shop' Approach

The term 'one stop shop' has been used with several different meanings. The common philosophy across these is the idea of one centre providing access to several different services. When defining the term 'one stop shop,' the main varying factor is the level of integration between different services or specialties (5). Three methods of integration have been described from a review of integrated approaches to health care. The first method is where a youth centre is one organisation, with staff who are trained to provide all the services (5). The second method of integration is where the youth centre is still one organisation, but the young person is referred to different specialist staff within the centre. The third and final integration group is where there are many organisations in the centre, providing different services to the young people who access the centre (5, 6).

A fundamental belief underlying this approach is that it is easiest for young people to access services when there is one point of entry. Some youth centres operate on the philosophy that they are the point of entry to primary health care, and as such put considerable effort into maintaining links with other services to which they can refer young people (7-9). With the wide range of definitions for the term 'one stop shop' it becomes clear that further descriptions are necessary when using the term. For example, a 'one stop shop' can mean both 'one stop access to health care' and 'one stop integrated health care'.

Existing youth health centres in Nova Scotia, which operate through a 'one stop shop' approach, were evaluated in 2003. This evaluation determined that the participating youth health centres were operating around four major activities. The first activity was to provide health services. The second activity was to provide a youth-centred environment. The third activity was to provide opportunities for youth development and community involvement. The fourth and final major activity was to develop partnerships and networks (7). These four activities reflect the role of community-based youth centres as being a central hub to promote local youth development.

## Why use a 'One Stop Shop' Approach?

*"Youth health centres provide a focal point for youth to get professional advice and expertise on health-related matters."*

Standards for Youth Health Centres in Nova Scotia(7)

A consumer satisfaction survey conducted in 1997 of a youth health centre in Christchurch found that it was effective in reducing health care access barriers for young people, with 30 percent of the surveyed young people reporting that they would not have accessed health care if the centre was unavailable (10). The Ministry of Health's 'Youth Health: A Guide to Action' document also reports on the success of youth-targeted care in approaches such as one stop shops to improve access and utilisation of health care by young people (11).



## Key Factors that Promote Success in One Stop Shops

Success is difficult to measure for many 'one stop shops'. It is difficult to ascertain long term positive outcomes for the majority of young people who access services provided on a 'drop-in' basis. In light of this, for the purposes of this review, 'success' has been measured against two goals:

1. Providing high quality services that meet or exceed the needs of young people in the community
2. Providing services that improve access to services for young people in the community

These goals can be viewed as a spectrum. Aspects of a service that have been reported to promote movement towards *higher* quality services or *higher* access of services have been viewed as key success factors.

### Location and Physical Environment

Ensuring that the physical location of the centre is accessible to local young people is a key success factor (7, 8, 12, 13). One review of youth centres within Jordan found that centres located further from heavily populated areas, or located next to inappropriate services meant that fewer young people would access the service. Examples of these inappropriate services within Jordan were referred to as car repair shops and garages. This review found that the location of the centre was found to have a far greater impact on the numbers of females accessing the service than males (14).

Young people's perceptions of the environment inside the centre has been identified as another key success factor (10, 12, 15, 16). A study conducted within Hong Kong showed that perceptions of both the internal environment and the clientele of the youth centre strongly influenced whether a young person who had not attended the service would utilise it or not (15). Furthermore, it was found that the young person's perception of the physical environment of the centre was noted as the *greatest* consideration for the young person's initial entry into the youth centre (15). Other evaluations have reported similar findings. A survey of young people in Montreal found that the youth centre needed to be an attractive alternative to the street, school or their family for them to access it (12).

Evaluation and development of services within a youth centre have been shown to affect how young people perceive the services. A review, conducted in 2006, examined how young people's perceptions of youth centres changed following an evaluation and the subsequent implementation of action plans. This review found that actions such as developing staff capacity to diffuse challenging situations, and improvements to the building and security system led to a significant improvement in young people's perceptions of the service (16).

The perceptions that young people hold of the environment of the youth centre have also been shown to change the more that they access the service. One noteworthy change was that young people tended to report fewer concerns with the physical environment of the centre and its clientele, after they had accessed the service several times (15).

### Key Success Factors

- Physical location is accessible to local young people
- Young people's perceptions of the environment within the centre (internal environment and clientele) are understood and addressed

## **Staff**

Staff members have a responsibility to maintain structure within the youth centre. The review of youth centres within Jordan found that the centres contained a wide age range of young males and females. This often led towards bullying among the young people. In particular, this was observed in access to recreational activities, such as table tennis. It was noted that staff needed to play an active role in ensuring equal access and pro-social behaviour (14).

The qualities of staff have also been discussed in the literature. It has been noted that the personal characteristics of a staff member can affect youth attendance at the centre (14). It has been suggested that this can be due to families only permitting their young people to access services if they are satisfied with the quality of the staff (14).

Staff were reported as ideally being prominent people in their community. This was to assist in the centre's relationship with its community. In some cases, staff were also responsible for advocating the centre within their community. The purpose of being advocates was noted as building trust and support from the community, which led to a greater number of young people accessing the service (14).

Many centres had supervisors who were responsible for maintaining a positive environment within the centre (14). This role was often extended to engaging with young people in their service and facilitating positive experiences of learning new skills, both during recreational activities and in rest time. This responsibility highlighted the need for specialised training for supervisors to effectively engage with young people (14).

The importance of employing highly skilled staff and offering comprehensive training packages has also been shown (7, 8, 14, 16, 17).

The variety of roles that staff members can hold, in some youth centres, reflects the high skill level that staff need to maintain. It can be difficult to source staff who are highly skilled in several different areas. Because of this, concerns have been noted that the staff will have more general skills and become less specialised to their varied roles. The expectation to perform in several areas, coupled with a large workload has been suggested to lead to the high staff turnover that has been observed in some youth centres (5, 7).

### **Key Success Factors**

- Staff are highly skilled and supported through comprehensive training packages
- Staff are able to engage with young people
- Staff are actively maintaining a positive environment within the centre

## **Youth Participation**

A key success factor for 'one stop shops' is involving young people in the planning, implementation and evaluation of services in youth centres (7, 8, 14). In addition to being listed as a key success factor in the literature, effective youth participation is also a goal in the 'Youth Health: A Guide to

Action' document released by New Zealand's Ministry of Health (11). The importance of youth participation is also reflected in international youth centre standards. In Jordan, each youth centre was required to hold annual elections to select an executive board. This board needed to contain between seven and nine representatives of the young people who accessed their service. Each board member, with a committee of their peers, was expected to oversee the implementation of activities within the youth centre (14). Youth health centres in Nova Scotia are expected to involve youth in activities such as planning services and settings, hiring staff, and assessing both staff and centre performance (7).

#### **Key Success Factors**

- Young people are actively involved in the planning, implementation and evaluation of services
- It is ensured that young people's involvement is supported and effective

#### **Youth-Friendly Staff and Environment**

The provision of services in a youth-friendly manner was identified as a key success factor (3, 7, 8, 10, 11, 18, 19). Within New Zealand, surveys of young people have found that young people want an accessible, affordable, comprehensive health care service. In addition, desirable qualities for staff were reported as having a non-judgemental attitude and being culturally sensitive (13, 18).

Young people have been reported as having strong concerns around confidentiality. It is important that youth centres have consistent confidentiality policies across all the services that are provided. Furthermore, these policies must be clearly explained to the young people accessing the centre (8, 11, 13, 14, 16, 19-22). In particular, young people have reported strong concerns about confidentiality in situations where community or family members are involved in the youth centre (22).

Flexibility is important for the centre to meet the needs of different young people in their area. A flexible, client-centred approach has been named as an essential component for youth centres to meet the needs of their young people (9, 12). One study found that, in particular, flexibility with the methods of follow up with the young person was an important aspect for the success of the youth centre (12).

Philosophies held by the centre are also important. Users of a drop-in centre run by mental health consumers reported that the themes of friendship, sharing, relaxation, personal freedom and acceptance were important for them to feel safe and supported while utilising the service (23).

#### **Key Success Factors**

- Services are provided in a youth-friendly manner (i.e. accessible, affordable, culturally sensitive, non-judgmental)
- Clear and consistent confidentiality policies exist which are clearly explained to young people
- Services are flexible to the needs of different young people

### **Cost**

Services provided by the youth centre, should be affordable for the target population. For most young people, this means providing services at no or low cost (8, 10, 11, 14, 18). Although activities and services within a centre may be provided at no cost to the user, it has been shown that other financial concerns still impact on whether the service is utilised. For example, using the service could mean that the young person is unable to work or take care of family members. In addition, transport costs to access the service can also play a huge part in whether it is utilised or not (13, 14).

#### **Key Success Factors**

- Services are affordable for the target population
- Financial barriers to accessing services are understood and addressed

### **Activities**

Young people and youth centre staff have noted the benefits of including recreational activities in a youth centre (12, 24-26). Involvement in recreational activities outside of school have been positively associated with interpersonal skills, educational success and physical health (12, 27, 28). Having opportunities to develop personal, social, and leadership skills have also been noted as important in the literature (12).

Young people who attend a youth centre in Montreal have reported that special events held by the youth centre, such as barbeques and group outings, helped them to develop a sense of belonging. This enabled them to feel more comfortable in accessing the service (12).

#### **Key Success Factors**

- Opportunities are provided to develop personal, social and leadership skills (e.g. recreational activities)
- Young people's desires in relation to centre activities (such as special events) are sought for, understood and implemented

### **Co-ordination of Services**

Sound administrative systems are suggested as a key aspect for success when providing comprehensive services to young people. This includes clear communication pathways, job descriptions, and documentation policies (8, 14, 16, 20, 21).

Within a health centre, co-ordination of care between different professionals is another key aspect for success (8, 20, 29). A review of four community centres in Scotland found that some users had experienced either an overlap or a gap in the care that they received because they shifted between different professionals located within the same centre (29).

In situations where there are many youth health providers in the same wider district, it has been noted that coordination between all of these providers is an important aspect for success (7-9, 30). A review of youth services in Oxford City established that their young people had multiple needs, which were unable to be met by one agency operating in isolation. It is notable that there were no agencies responsible for the co-ordination of services for young people (21). The lack of a co-ordination agency meant that young people were left with the responsibility of negotiating different agencies to meet their health care needs. This can be a daunting task for young people who are learning how to navigate a multifaceted health and social services sector.

The importance of co-ordinating care across different agencies was reflected in several key documents. The standards for youth health centres in Nova Scotia recommend that centres must provide assistance for youth to navigate community resources, both within the centre and the wider community. This is to ensure that the young people's health and social well-being needs are met (7). This has been backed up by other literature, which also state that this process must be surrounded by clear policies to ensure that all involved parties understand what responsibilities they hold and what information can be shared (7-9, 21). Having this clear understanding is important, as some youth centre staff have reported difficulties when dealing with conflicting philosophies and practices between organisations (20).

The standards for youth health centres in Nova Scotia reflect the importance of collaboration between the different youth service providers that are available. The standards mention that while one stop youth health centres are an integral part of primary health care for young people, in isolation they are often unable to meet the health needs of some groups of young people. For example, youth who are unable to get transport to their local youth health centre experience a physical barrier preventing them meeting their primary health care needs (7). This was also reflected in the results of the review of young people in Oxford City, which identified that there were several gaps in the services provided to young people. In addition, young people were often assessed to see how well they fit in the organisations services, as opposed to being assessed to establish what they needed. This meant that several young people were on the margins or outside of service boundaries, and in turn were unable to get their needs met (21). Furthermore, it found that several groups were at significant risk of being unable to get their needs met by the health and social care systems. These groups include young people who were: from ethnic minority groups; out of school; from families in stress; on the verge of criminality; and who are also caring for other people (21).

#### **Key Success Factors**

- Sound administrative systems are in place and are effective
- Care is co-ordinated within the centre
- Networks exist between different youth agencies and care is co-ordinated between them
- The centre is responsible for ensuring youth who access the service are able to get their health and social care needs met. Processes are in place to ensure this occurs both within the centre and in the wider community (during referrals)

### **Offering Services Tailored to Local Youth**

A review of youth centre evaluations found that surveying the need of local young people, and altering services to reflect this, improved the young people's reported perceptions of the service. In particular, this was reflected in improved reporting, by the young people, of supportive relationships with youth centre staff (16).

It has also been found that implementing changes to target young people's perceptions of safety at the centre and promote feelings of meaningful involvement in the centre's activities resulted in a large improvement in young people's reported perceptions of the service (16).

There is a call for 'one stop shops' to operate in a manner that reduces access barriers to primary health care for *all* young people in their area (7, 9). For this goal to be met, a clearly defined network of youth services, including the youth centre, has been shown to promote success (7-9, 30). It has also been suggested that youth health centres should operate as a central point in this network (7-9). This indicates that youth health centres ideally should be more than just health and social care providers for the young people who access their service, but health and social care providers for the young people of the whole community.

To effectively assist all young people in the community to access primary health care, it is suggested that 'one stop shops' should be managed by a collaborative governance structure with involvement from key stakeholders in the community (7-9). Furthermore, it is suggested that youth health centres should be accountable to young people, funders, partner services and local communities (7).

#### **Key Success Factors**

- The needs of local young people are sought for and understood. Services are provided by the centre to meet these needs
- Centres strive to operate in a manner that reduces access barriers to primary health care for *all* young people in their area
- Management of the centre incorporates involvement from key stakeholders in the community



### **Sustainability and Consistency**

Several reports on youth centres emphasise the importance of sustainable funding to ensure that the youth in their area receive consistent services (7, 9, 14, 29). Ambiguity around funding for the youth centres has been named as a primary cause in the closure of youth centres. This has also been named as a primary cause for high rates of staff turnover (7). Users of community centres in Scotland have named consistency in services and relationships as a key success factor. This enabled the users to be able to rely both on the services and the possibility of referrals to other services (29).

#### **Key Success Factors**

- The services provided are sustainable in light of current and possible future funding
- The funding behind the services is sustainable enough to provide consistent services to young people

### **Clientele**

Building services that are appropriate for the local clientele has been identified as a key success factor for 'one stop shops.' It has been shown that young people can develop undesirable traits, such as antisocial behaviour, if the structure and processes of the centre are not appropriate for the young people who use the service (24-26). For example, evaluations of youth recreation centres in Sweden established that sufficient levels of supervision needed to be present to prevent the development of antisocial norms (24-26). The initial study found that young people who attended these centres were found to have more antisocial peers and reported having poorer relationships with their parents (26). A longitudinal study was then conducted which established that the young people who attended youth centres had significantly higher rates of criminal arrests. This study found that the rates of criminal arrests were positively associated with attendance at the youth centre and were persistent through young adulthood. The higher rates of criminal arrests for the young people who attended the youth centres were attributed to inadequate levels of structure and supervision for the groups of young people that frequented the centre. This association occurred regardless of the young person's social and academic competence prior to attending the youth centre (25). A subsequent study replicated these results and established that a high rate of antisocial behaviour was persistent through young adulthood, even if attendance was reduced (24). In addition, it noted that increased antisocial behaviour was linked to youth centres where a high level of young people attending portrayed antisocial behaviour (24).

#### **Key Success Factors**

- Services and processes are in place that are appropriate for the clientele of the centre

## Conclusions

This report identifies ten areas of success that are likely to promote successful use of the 'one stop shop' approach in New Zealand. These areas can be broken down into key success factors, as detailed in the report. The areas are: location and physical environment; staff; youth participation; youth-friendly staff and environment; cost; activities; co-ordination of services; offering services tailored to local youth; sustainability and consistency; and clientele.

There is a need for comprehensive evaluations of existing services, to further determine the effectiveness of a 'one stop shop' approach. Furthermore, there is a need for evaluations, to assess the impact of youth-specific primary health care on health outcomes over the long-term.

It is hoped that this review will guide future planning and implementation of youth centres, to ensure that New Zealand's young people are provided with services to meet their health and social care needs.

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# Youth One Stop Shops: A Review of Existing Approaches within New Zealand



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## Forward

This review constitutes the second section of a report written for Counties Manukau District Health Board. The purpose of the report was to establish key factors for success in the development of a youth service for Pacific young people who reside in the Counties Manukau District. The report reviewed national and international evidence surrounding 'one stop shop' approaches and will finally make recommendations for the development of an appropriate model.

The project team recognise the importance of culture in this development process. In light of this, a clear pathway for development was created, which reflected the importance of understanding different cultural viewpoints. It was noted that the existing literature and services were mainly reported on from a 'European perspective'. The project team reviewed this material and summarised this information under themes identified by the literature. The key success factors were then reported on, maintaining the 'European perspective' that they had been written in.

The next stage of the project is to use the findings of the reviews of evidence, to establish whether the key success factors remain key success factors from a Pacific perspective. Extensive consultation will be undertaken with Pacific Island young people who reside within Counties Manukau, their families, and their communities. In addition, existing youth service providers within Counties Manukau will also be consulted. After extensive consultation, the final recommendations will be made.

# **Youth One Stop Shops: A review of existing approaches within New Zealand**

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## **Executive Summary**

This review identified key learnings from existing 'one stop shop' approaches within New Zealand. It is based on semi-structured interviews conducted with representatives of seven services that met the inclusion criteria created by the project team for the purposes of this review.

Key learnings were identified from the interviews on successful methods to engage with Pacific young people, while using a 'one stop shop' approach. These learnings are listed below and described in further detail in the subsequent report.

Key learnings from experiences of a 'one stop shop' approach with Pacific young people:

- Outreach services into Pacific communities and churches have shown some success
- Services provided by the 'one stop shop' may determine the number of Pacific young people who access the service. Cultural dance and other recreational activities have shown some success
- Confidentiality is an important concern to address
- Ask Pacific young people whether or not they would prefer services from a Pacific health professional
- Work with the Pacific community to build trust from families and Pacific leaders

Using the information gathered from the interviews, key aspects for success when using a 'one stop shop' approach were identified and grouped into ten areas. These areas are listed below, and described in further detail in the subsequent report.

1. Location and physical environment
  - Location is easily accessible to young people. This means having a central location, in an area of high-density for the target group of young people, and in an area where it is easy to get transport to and from
  - Visits to the centre are not extremely visible
  - Relationships exist with neighbouring businesses or residential areas
  - The internal environment is appropriate for local young people
2. Cost
  - Services are affordable for local young people
3. Staff
  - Staff team is diverse, supportive of each other and able to work effectively as a team
  - Staff are able to engage with young people
  - Staff are able to be flexible
4. Youth participation
  - Young people are actively involved in the planning, implementation and evaluation of services
  - It is ensured that young people's involvement is supported and effective

5. Youth-friendly
  - Services are provided in a youth-friendly manner (e.g. displays on walls, music)
  - Confidentiality is clearly explained to young people
  - It is ensured that one youth sub-culture does not displace others from the services
6. Activities
  - Activities are matched to the desires and needs of young people within the community
7. Funding
  - Clear and corresponding expectations are identified by the 'one stop shop' and funding sources
  - Relationships are built and maintained between the 'one stop shop' and funding sources, which acknowledge changing needs
8. Co-ordination of services
  - Networks exist between different youth agencies, which ensure young people are supported during the referral process
  - It is ensured that the 'one stop shop' has strong governance and continued leadership
9. Advertising
  - Relationships are built and maintained with the community, local schools, and other service providers
  - Young people have positive experiences of the staff and services
  - Levels of advertising are matched to the capabilities of the service
10. Sustainability and consistency
  - A strong base of services is created before expanding to encompass several additional services
  - The services provided are sustainable in light of current and possible future funding

## Methodology

This report summarises the findings of a review of existing 'one stop shop' approaches within New Zealand. There are several different definitions for what constitutes a 'one stop shop.' In light of this, the project team created inclusion criteria for the purposes of this review that reflected a likely version of the service within Counties Manukau District.

The criteria for inclusion were as follows:

1. The service must target young people exclusively
2. The service must provide at least one health service
3. The service must provide at least one social service
4. The service must operate in a centre
5. Young people must be able to drop-in or self-refer to the service

The organisations were sourced from searches of several service directories. These directories included the Ministry of Social Development's Family and Community Services National Directory, Youthline's National Youth Service Directory, and the Webhealth Regional Service Directory. The majority of organisations were sourced from searches using the following keywords: "one stop shop," "youth health," "youth centre" and "drop in." To ensure that eligible services were not excluded from the review, the project team consulted several service providers to establish their views on what 'one stop shops' were in their area.

Service descriptions were obtained for all organisations that were identified by the service directory searches and service provider consultations. These service descriptions were examined against the inclusion criteria to establish whether they were eligible for this review or not. Organisations that met all of the inclusion criteria were included in the review. Organisations that met most of the inclusion criteria were recorded for possible inclusion later on in the project.

Eight services were found to meet all the inclusion criteria. These services can be found listed in Appendix A. Seven of these services agreed to participate in this review. Seventeen services were found to meet most of the inclusion criteria. These services can be found listed in Appendix B.

'One stop shops' that were included in this review were either visited by the project team or given a phone call. Structured interviews were conducted with at least one representative of each organisation. All of these interviews, excepting two, were recorded and transcribed with the informed and expressed consent of the representative. Each representative was informed that neither them, nor their organisation would be identified by their responses.

The information collected in the interviews was coded and sorted into groups with a similar theme. These themes were then discussed within the project team to ensure possible mixed meanings were identified. Key factors relating to the themes were identified and were named 'Key Learnings from New Zealand Initiatives.'

The major limitation in this review was that 'one stop shops' are designed to suit their community. As such, there were large variations in the services that worked in each centre. Furthermore, the number of included organisations was relatively small, which limits the extent to which these results

can be generalised. These points mean that the findings of this review may not necessarily be able to work in another community without alteration.

However, in light of these limitations, aspects have been identified for which there is strong consensus between all interviewed organisations. In this report, weighting has been given to key aspects for which there appear to be a high level of support from all representatives.

## Young People in New Zealand

The youth of Aotearoa/New Zealand have vastly different needs. On one hand, New Zealand youth have high levels of literacy in maths, reading and science, and New Zealand is placed in the group of second highest performing countries as assessed by the Programme for International Student Assessment in 2003 (1). Conversely, New Zealand young people between 15 and 24 years of age have the highest suicide rates in the OECD. In addition, the fertility rates, abortion rates and rates of death by non-suicide injury of New Zealand youth are among the highest in the world (2).

Studies have reported the benefits of youth-targeted services for New Zealand Youth. A New Zealand-based review of literature surrounding youth-targeted primary care was conducted in 2002. This review found that the literature was in strong support of the benefits of youth-targeted primary care. These benefits included enhanced access and utilisation of primary care and mental health services by young people, and a reduction in emergency care utilisation (3).

Young people in New Zealand also report several barriers to accessing primary health care. In 2001, a national survey was conducted of young people involved in secondary school education. This survey found that approximately half of all students identified barriers to accessing health care. The following barriers were most commonly identified: not wanting to make a fuss; not being bothered; health care is too expensive; not feeling comfortable with the health professional; being too scared; and being worried about confidentiality (4).

Young people in New Zealand have a broad range of health and social care needs. In addition, young people in New Zealand have also identified several barriers to accessing health care. In light of all this, approaches that maximise contact between health services and young people are often called for. Currently, providing access to several opportunities to get health care in one location has been labelled a 'One Stop Shop' approach.

## Glossary

### Young People/Youth

In this report the terms 'young people' and 'youth' are used interchangeably to refer to people between 12 and 24 years of age.

### One Stop Shop/Youth Health Centre

In this report, the terms 'one stop shop,' 'youth centre' and 'youth health centre' are used interchangeably. These terms refer to a community-based centre, which provides services to young people. These services include recreational activities, health care and social care.



## The New Zealand 'One Stop Shop'

*"A service which young people can easily access, to find a wide ranging team approach to solving youth health and youth life problems, based on youth development themes."*

'One Stop Shop' Manager

There was a strong consensus with all involved 'one stop shops' that young people have wide and varied health and well-being needs. In light of this, strong importance was placed on the provision of holistic services to ensure that young people were easily able to meet their health and well-being needs. For the interviewed 'one stop shops' this meant providing access to a "wide range of services, under the same roof."

Providing easy access to health and social care was an important underlying philosophy behind several of the interviewed 'one stop shops.' Some described themselves as the "first point of contact", or "shop fronts" to all health and social services in the area. In addition, 'one stop shops' were seen as a central point to provide education on health and well-being to the community.

It was identified that 'one stop shops' target a different group of young people than other primary health care services. This was attributed to the drop-in structure, common among 'one stop shops.' The structure of a 'one stop shop' was seen to make it easier for young people to access care by providing clear links to a wide range of services, and allowing relationships to be created before young people access health care.

Another key difference that was identified between 'one stop shops' and other primary health services was the length of time allocated for each consultation. Consultations were identified as often being longer in 'one stop shops' to allow for comprehensive psychosocial assessments, to ensure all of a young person's health and social needs were met.

### **Main Presenting Topics in New Zealand 'One Stop Shops'**

During the interview, representatives from the involved 'one stop shops' were asked what they saw as the main presenting topics in their centre. On collation, there was a clear order for the three most commonly reported presenting topics. It is important to note that this series was based upon the experiences of centre representatives. Furthermore, the number of clients seen by each 'one stop shop' significantly differed. These two points mean that this series may not necessarily give a robust reflection of the top three presenting topics across New Zealand. However, the degree of consistency between the topics reported by representatives of different centres indicates a reasonable level of accuracy in the following series.

Several of the interviewed 'one stop shops' reported that *sexual health* was the main topic that the young people accessing their service presented with. This included advice on and testing for pregnancy and sexually transmitted infections, and the provision of contraception. The second most commonly reported presenting topic was *mental health concerns*. The third most commonly reported presenting topic was *alcohol and drug issues*.

**What New Zealand 'One Stop Shops' Would Love to Have**

All 'one stop shop' representatives expressed a desire to expand their services and to have more available services at their location. This desire had a proviso, which was that the centre had the funding, community support, and capacity to sustain all of their services. Several representatives mentioned that they would especially like a dentist within their service. Physiotherapists were also sought after by many representatives. It was mentioned that physiotherapists were seen to be effective in increasing the number of young males who access the service. Another area that was mentioned by several representatives was research, training and advocacy for youth health. Other desires included addiction specialists, youth development programmes, exercise areas, arts and alternative medicine.

## Experiences of a 'One Stop Shop' Approach with Pacific Young People

*"When we first set up we noticed that we weren't getting Pacific kids in. So we had a meeting with all the church elders from all the different churches, and they said \*\*\*\*\* is where the naughty kids go – we won't let our kids go there"*

'One Stop Shop' Director

There were several challenges, and successes, that were identified by representatives, from their experiences engaging Pacific young people. Almost all representatives expressed a desire to engage more Pacific young people in their services. Some representatives spoke about experiences of successfully engaging a large number of Pacific young people. Outreach services that went into communities and made links with local churches were seen to have a larger number of Pacific youth accessing the service.

The services provided by 'one stop shops' were also seen to be a key factor that determined whether Pacific young people would access the service or not. Two centres noticed that a large number of Pacific youth were using their 'drop-in' space and participating in their recreational activities. In particular, cultural dance activities were extremely successful in helping Pacific young people to attend the centre. These centres noticed that many of the Pacific youth who had come to the centre to participate in the activities would also begin to start utilising the health services. This was attributed to the development of trust between the young people and the service.

'One stop shop' representatives suggested confidentiality was a strong deterrent for Pacific young people accessing services. Several representatives spoke of experiences where Pacific young people have asked not to see a Pacific health provider. This was attributed to a fear that details about their health, or even the fact that they had accessed the service, would spread around the tight knit Pacific community. One manager said the following about her service:

*"Young people will sometimes state a preference to have youth workers and health workers who are not from the Pacific community. They are often very suspicious of confidentiality issues, and although they are always restated, the confidentiality issue predominates when it comes to trust...and even walking in the door of a service."*

'One Stop Shop' Manager

One representative said that what worked for their centre when addressing confidentiality issues was to work with the Pacific community from the beginning. Explanations of why it is important to have confidentiality, and what messages are likely to be told to their young people, were seen to build up trust between parents of Pacific young people and the 'one stop shop.' This also helped to alleviate some fears that the parents held that the 'one stop shop' would promote sex to their young people. It was mentioned that working with the Pacific community is extremely important, as Pacific young people are very obedient to their parents. If their parents have told them not to go, most of the time they will not access the service. It was noted that the young people who did

disobey their parents were often extremely ashamed about accessing the service, and would go to great lengths to hide that fact.

#### **Key Learnings**

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- Outreach services into Pacific communities and churches have shown some success
- Services provided by the 'one stop shop' may determine the number of Pacific young people who access the service. Cultural dance and other recreational activities have shown some success
- Confidentiality is an important concern to address
- Ask Pacific young people whether or not they would prefer services from a Pacific health professional
- Work with the Pacific community to build trust from families and Pacific leaders

## Key Learnings from New Zealand Initiatives

### Location and Physical Environment

All representatives mentioned that it was important for a 'one stop shop' to be easily accessible to young people. This meant being located centrally, in an area of high-density for the target group of young people. In addition, the centre needed to be in an area where it was easy to get transport to and from. It was also important for the 'one stop shop' to be slightly removed, so young people were not extremely visible when accessing the service.

Some services spoke about challenges that they had experienced with neighbouring businesses or residential areas. Often neighbouring businesses did not want the 'one stop shop' to be close to them. This was attributed to a fear that deviant young people would congregate in their area.

Several 'one stop shop' representatives spoke about wanting to share a location with other services who held similar philosophies. It was suggested that this would ease tensions that are often experienced with neighbouring businesses. In addition, one representative suggested that it would look good for prospective sources of funding.

Having an informal and relaxed environment inside the 'one stop shop' was a key point that several representatives mentioned. Some feedback from young people was also shared, which suggested that relaxed environments helped them to feel like they could be themselves, and not have to put on an act. This made it easier for staff to engage with the young people.

#### Key Success Factors

- Location is easily accessible to young people. This means having a central location, in an area of high-density for the target group of young people, and in an area where it is easy to get transport to and from
- Visits to the centre are not extremely visible
- Relationships exist with neighbouring businesses or residential areas
- The internal environment is appropriate for local young people

### Cost

All representatives felt that it was important to provide services that were affordable for young people in the community. This meant providing services that were at no cost, or at extremely low cost. Extremely low cost was described to be between one and ten dollars. In most cases, representatives reported that their services were very rarely charged for.

#### Key Success Factors

- Services are affordable for local young people.

## Staff

'One stop shop' representatives spoke extremely highly about the team of staff that they work with. One representative mentioned that staff either "make or break" the service. Almost all representatives suggested that having a supportive and functioning team of staff was a key factor in the success of their 'one stop shop.' This was noted to foster casual discussion about cases of young people who accessed the service, which improved the processes of internal referral. Two representatives mentioned that within their centres, they try to keep the staff team as diverse as possible. This was suggested as a way to make it more likely that young people would find someone that they could relate to when they first accessed the service. This was seen to have worked especially well with improving the number of young males who accessed the service. Employing some staff on part-time contracts was seen as an effective way to increase diversity in the staff team, without increasing financial pressure. It was noted that ensuring consistency in the schedules of part time staff was important for young people.

Several desirable qualities for staff members were also named. All representatives suggested that having a proven ability to engage young people was an extremely important quality for staff members to hold. Some 'one stop shops' assessed this by involving young people in the recruitment process. These young people were then involved in the process to decide whether the job applicant would be suited for their centre or not. Many representatives also mentioned that flexibility was a desirable quality for their staff to hold. This was named as important, as the centre itself needed to change to reflect the needs of local young people. Furthermore, young people were noted to vary significantly in their style of engaging. Therefore, staff members need to be flexible with their approach to ensure that the young person's health and social care needs were met. A high level of skills was another desirable quality. One youth centre mentioned that they would not hire anyone, unless the applicant was a member of an ethical body.

Some 'one stop shops' tended to look for younger aged staff. This was suggested as a way to help young people feel comfortable around staff members. Other 'one stop shops' were not as concerned with age, and instead saw the ability to engage with young people as a more desirable trait. One representative spoke about the feedback that she had received from young people about the qualities that they wanted to see in staff. Her 'one stop shop' found that their young people were more concerned about staff members skill and knowledge level than their age.

As can be imagined, several representatives mentioned that it was challenging to find the right staff for the centre. However, finding the right staff was crucial for success, and it was mentioned that once the right staff member was found, it was also extremely rewarding.

### Key Success Factors

- Staff team is diverse, supportive of each other and able to work effectively as a team.
- Staff are able to engage with young people
- Staff are able to be flexible

## Youth Participation

All representatives mentioned involvement of local young people at all stages of development was of extreme importance for a successful service. It was explained that ideally young people would be the driving force behind the development of the service. One representative mentioned that 'one stop shops' should find young people to lead the development before finding professionals to staff the service. Furthermore, these young people should also be involved in the interview process for new staff.

Several 'one stop shops' ensure that young people are actively involved in the evaluation of their service. Having young people drive the evaluation process was seen as a way to increase the response rate, and also increase the accuracy of results. This was seen as an effective way to establish what young people's expectations were of the services, which would help to ensure that their expectations could be met.

Each 'one stop shop' had different levels of youth participation. Some had young people involved in feedback and advisory positions to ensure that the services reflected the needs of local youth. Other 'one stop shops' involved young people in their service as peer support workers. These peer support workers would be the initial contact that young people had with the service, and would be responsible for ensuring that everyone felt welcomed. Some would also be involved in creating a youth-friendly appearance for the centre, undertaking the initial assessment of needs, booking appointments for the day, and providing condoms and pregnancy tests. Peer support workers were also seen as effective in modelling to other young people how to relate to staff in a positive and productive manner.

Some 'one stop shops' spoke about challenges that they had experienced in providing a peer support team. It was mentioned that some peer support workers felt challenged when they had built up a strong connection with a young person, who had "poured their heart out to them," and then found themselves at the same social event the next night. This was especially difficult for 'one stop shops' working in smaller communities. This highlights the need to support young people who are involved in providing services, which in some cases can require considerable amounts of resources.

Several representatives spoke about the need for structures to be present in the whole centre to enable young people to effectively participate in running it. The first structural need that was identified was processes, which supported young people to learn and develop the skills needed to be effective in their roles. For some 'one stop shops' this meant teaching young people how to write funding proposals, and for others this meant teaching young people how to use the supervision provided for them. The second structural need that was identified was a flat hierarchy. This was seen as clearly shifting traditional power differentials, making it easier for young people to speak their mind. One manager said the following about her philosophy on youth participation:

*"Spend lots of money on pumping information and wisdom into young people. Because then they get all excited and they do lots."*

### Key Success Factors

- Young people are actively involved in the planning, implementation and evaluation of services
- It is ensured that young people's involvement is supported and effective



### **Youth-Friendly**

All representatives spoke about the importance of providing services in a youth-friendly manner. This was noted as having helped young people to feel more comfortable when accessing the services, which in turn made it easier to engage with young people. One representative noted this as being especially the case with young males. There was a wide range of difference in the approaches that 'one stop shops' employed to make their service youth-friendly.

Addressing concerns around confidentiality was named as a key factor in making the environment youth friendly. Several respondents named that ensuring confidentiality was clearly explained to young people before they accessed the service and during their access to the service was an effective approach. In addition, it was emphasised that there needed to be clear explanations of times when confidentiality boundaries needed to be extended, such as times when there was a concern for safety. It was mentioned that even one story, of a time when confidentiality was not kept, could spread around young people in the community. This would likely be followed by a wide distrust in the service among young people, and a subsequent decrease in the numbers of young people accessing the service.

Several representatives spoke about positive comments that they have had from young people in response to youth art being on display. In addition, some representatives mentioned that continual changing of movie or music posters on the walls helped to make young people feel more comfortable. This was especially noticed as making it easier for young people to start a conversation, as they were able to speak about the music or movies depicted on the wall. Having music playing was also seen as a way to start conversations and engage with young people.

Ensuring that one youth sub-culture did not overrun the centre was a point of commonality in many of the representative's comments. One representative mentioned that being a 'young person' should be the common theme among the target population, not being 'young and good at skateboarding' as an example. It was mentioned that if the centre was overrun by one youth sub-culture, it could act as a barrier for other youth to access the service.

Structural aspects of the service were also named as ways to ensure that the service was youth-friendly. These included having a wide range of opening hours, allowing for flexibility to meet the changing needs of local youth, and setting up the service to cater for casual talk. It was named that casual talking was where the majority of youth development occurred. Some 'one stop shops' incorporated this aspect by providing a drop-in or recreational aspect to their centre. Providing free internet access was seen by one respondent as a fantastic way to encourage young people to attend the centre, at which point the staff could approach them and start an informal conversation. Some 'one stop shops' saw volunteer peer support workers as ideal people to initiate casual conversations with young people accessing the service.

#### **Key Success Factors**

- Services are provided in a youth-friendly manner (e.g. displays on walls, music)
- Confidentiality is clearly explained to young people
- It is ensured that one youth sub-culture does not displace others from the services

### Activities

The interviewed 'one stop shops' all had a wide range of activities and services that they provided for young people in their community. The main area of difference was in the provision of recreation services. Some representatives mentioned that the recreational services were a key aspect for their service to increase access by local young people. Other representatives spoke about challenges that they had experienced in managing the recreation services. These representatives felt that a recreation service for their community would require considerable levels of supervision to prevent youth gangs from overrunning the centre. This was seen as undesirable as it would prevent other young people in the community from accessing the services.

All representatives mentioned that it was important to establish what services the young people in the community wanted, and work towards providing those services. This was also seen as an effective way to prevent doubling of the existing services in the area, which was seen as a waste of resources and also introduced unnecessary competition for funds and young people.

#### Key Success Factors

- Activities are matched to the desires and needs of young people within the community

### Funding

Almost all representatives named lack of funding as a major barrier to success for 'one stop shops.' It was mentioned that funding sources are often segregated into sectors, such as health and education. This was frustrating to many representatives, who were trying to pull together a holistic service without sector divisions. Several representatives spoke of experiences where funding requests were passed around from sector to sector. It was also felt that funding managers quite frequently change position. Furthermore, it was noted that youth health was often not understood and so lowered in priority for new managers. This meant that on several occasions, something that was promised was revoked, or considerable time and energy would need to be spent in explaining the importance and concept of youth health to rebuild a successful working relationship. This was complicated, as the needs of the 'one stop shop' would also change frequently, with the needs of young people in the community. It was mentioned that finding funding was especially difficult for salaries, as opposed to equipment.

Setting realistic expectations with funding sources was identified as a key factor for success. Some representatives spoke about challenges that they have had trying to meet the service expectations of their funding sources. Some have found that they were able to get funding for a drop-in centre; however, with the funding there were unrealistic expectations of having a constantly open service. Furthermore, some 'one stop shops' found it difficult to meet expectations of outcomes that were held by their funding sources. For example, although there was an increased access by young people to primary health care, it could still be seen as a failure if teen pregnancy rates in the region did not change.

#### Key Success Factors

- Clear and corresponding expectations are identified by the 'one stop shop' and funding sources
- Relationships are built and maintained between the 'one stop shop' and funding sources, which acknowledge changing needs

## Co-ordination of Services

*"For us, our mission is about enabling access...whether it is to services on site, or services in the community"*

'One Stop Shop' Manager

It was evident in the interviews that 'one stop shops' have opportunities to operate not only as service providers, but also as entries to health and social care within the community. Several representatives of 'one stop shops' spoke about their passion to help young people get the health and social care that they deserve. These representatives were aware that, regardless of desire, they did not have the capacity to meet *all* the needs of young people who access their service. To ensure that young people are able to get comprehensive health and social care, several 'one stop shops' have put considerable effort into creating and maintaining links with other youth service providers. Through these links, they have been able to broker the process of referral for young people. One representative spoke about occasions where their peer support workers have gone with young people to another service provider, to give support to the young person and facilitate introductions.

Strong governance within a 'one stop shop' was named as a key factor for success. Some representatives suggested that financial and business knowledge were crucial qualities to have in the leadership team. It was also mentioned that consistency in leadership was important. Firstly, the project manager for the development of the service would draw the community together and establish their combined vision. After completing this task, ideally the project manager would continue with the service and become the service manager. This was noted as providing the basis for a continued leadership that was important when working with a multifaceted staff team that provide a multifaceted service.

### Key Success Factors

- Networks exist between different youth agencies, which ensure young people are supported during the referral process
- It is ensured that the 'one stop shop' has strong governance and continued leadership

## Advertising

The networks between 'one stop shops' and other youth services were named as key methods of advertising. Building and maintaining relationships with both mainstream and alternative education schools were mentioned to be of particular importance. While it was noted to be extremely important, several representatives also spoke about challenges that they had experienced when first building relationships with schools. Schools with school-based health centres were mentioned as especially difficult to gain support from. This was attributed to senior management of the school feeling that they had already put considerable effort into student health and well-being. Furthermore, some representatives questioned whether school-based health professionals had felt threatened by the 'one stop shop,' as a competing service, when they had tried to build relationships with their students.

Engaging positively with young people was mentioned as an important factor to promote the services. This was because it was noticed that young people frequently communicated positive experiences to each other. All representatives spoke about successful experiences of engaging with young people, which was subsequently followed by an increase in access to the service. These included radio advertisements, workshops in school health classes and newsletters to young people registered at the service. One representative mentioned that they had got an extremely positive response to handing out pamphlets and sausages on a Friday night, at an area frequented by youth. Another representative spoke about very positive responses from facilitating a detoxification room at school after-ball functions.

Two representatives noted that it was important to co-ordinate advertising with the capabilities of the service. They mentioned that they would like to advertise their service more, but were unable to do so until they expanded their capacity to be able to manage more young people.

#### **Key Success Factors**

- Relationships are built and maintained with the community, local schools, and other service providers
- Young people have positive experiences of the staff and services
- Levels of advertising are matched to the capabilities of the service

#### **Sustainability and Consistency**

Several representatives recommended that prospective 'one stop shops' should begin small. This would allow the 'one stop shop' to build the quality of the service, while building trust from young people in the community. Consistency of services was named as important, to maintain the high levels of trust that were needed to ensure young people continue to access services. It was mentioned that, for this reason, services should be provided with a view to future funding, to ensure that once a service is provided, it could be sustained.

#### **Key Success Factors**

- A strong base of services is created before expanding to encompass several additional services
- The services provided are sustainable in light of current and possible future funding

## Conclusions

This report identifies ten areas that are likely to promote successful use of the 'one stop shop' approach within New Zealand, based on experiences of successful New Zealand initiatives. These areas can be broken down into key success factors, as detailed in the report. The areas are: location and physical environment; cost; staff; youth participation; youth-friendly; activities; funding; co-ordination of services; advertising; and sustainability and consistency.

This report also identifies key learnings from existing New Zealand 'one stop shops' from approaches that have successfully engaged Pacific young people. These included working with the Pacific community, tailoring activities to suit the desires and needs of Pacific young people, and ensuring that confidentiality concerns held by Pacific young people are understood and addressed.

There is a need for comprehensive consultation with local communities to further determine the effectiveness of a 'one stop shop' approach with local young people.

It is hoped that this review will guide future planning and implementation of youth centres, to ensure that New Zealand's young people are provided with services to meet their health and social care needs.

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## Appendices

### Appendix A: Organisations that met all the inclusion criteria

Organisation	Location	Targeting Youth	Health	Social Services	Centre	Ability to Self Refer
Youth one stop shop	Palmerston North	Yes	Yes	Yes	Yes	Yes
Kapiti Youth Support	Kapiti	Yes	Yes	Yes	Yes	Yes
Vibe (Lower and Upper Hutt)	Lower/Upper Hutt	Yes	Yes	Yes	Yes	Yes
Directions Youth Health Centre	Hastings	Yes	Yes	Yes	Yes	Yes
198 Youth Health Centre	Christchurch	Yes	Yes	Yes	Yes	Yes
Youth Services Trust, Wanganui	Wanganui	Yes	Yes	Yes	Yes	Yes
Evolve Wellington Youth Health	Wellington	Yes	Yes	Yes	Yes	Yes
Rotovegas Youth Health	Rotorua	Yes	Yes	Yes	Yes	Yes



## Appendix B: Organisations that met most of the inclusion criteria

Organisation	Location	Targeting Youth	Health	Social Services	Centre	Ability to Self Refer
Whaiora Whanui Trust	Masterton	No	Yes	No	Yes	Yes
Otorohanga Support House Whare Awhina Inc	Otorohanga	Partly	Partly	Yes	Yes	Yes
Raglan Community House	Raglan	Partly	By referral	Yes	Yes	Yes
Te Kupenga Hauora-Ahuriri	Napier	Yes (and Whanau)	Yes	Yes	No	Yes
Pacific People's Addiction Services Inc	Waikato	No	No	Yes	Yes	Yes
The Pulse	Raumanga	Partly	Yes	Yes	Yes	Yes
Bream Bay's Community Support Trust	Ruakaka	Partly	Yes	Yes	Yes	Yes
South Waikato Pacific Island Health Committee	Tokoroa	No	Yes	Yes	No	Yes
Eketahuna Health Centre	Eketahuna	No	Yes	Yes	Yes	Yes
Rangitane O Wairerapa Incorporated	Masterton	No	No	Yes	Yes	Yes
Te Runanga O Ngati Pikiao	Rotorua	Partly	Yes	Yes	No	Yes
Whai Marama Youth Connex	Hamilton	Yes	Partly	Yes	Yes	Yes
Café for Youth Health	Taupo	Yes	Yes	No	Yes	Yes
Ngati Awa Social and Health Services	Whakatane	Partly	Yes	Yes	Yes	Yes
Hoonhay Youth Centre	Christchurch	Yes	No	Yes	Yes	Yes
Te Korowai Hauora O Hauraki	Thames	Partly	Yes	Yes	Yes	Yes
Centre for Youth Health	Manukau	Yes	Yes	Yes	No	No

## Appendix C: Service descriptions of the 'one stop shops' that were involved in this review

### Youth One Stop Shop



Youth One Stop Shop (YOSS) is based in Palmerston North. It offers free information, support, advocacy, counselling, health services, life skills programme and holiday programmes to young people aged 9-25 years in Palmerston North.

The central purpose and role of the Youth One Stop Shop is to empower young people to make informed choices to enhance their positive well-being and self-development. They strive for a community where young people have the opportunities to actively participate in decisions which impact on their well-being

### Vibe (Lower and Upper Hutt)



Vibe is based in two centres, one in Lower Hutt and another in Upper Hutt.

It offers a free advice and support health service for young people aged 10 to 24. Clinics are run by one doctor and five nurses, who work alongside support service staff, families and other agencies. Peer support workers give information and advice on a wide range of health and well-being issues to young people accessing the service.

Vibe is also involved in community outreach services. Vibe manages four school-based health clinics in the Hutt Valley area, and also provides workshop-based education services for groups of young people. In addition, Vibe runs the Youth Transition Service for school leavers.



### Directions Youth Health Centre

Directions Youth Health Centre is located in the Hastings Youth Centre. Directions provides free health services for young people. These health services include consultations with doctors, nurses, counsellors, and peer support workers.

Directions aims to provide a user friendly and culturally appropriate service to young people, which is accessible, acceptable, affordable and confidential. Young people are involved in the design and delivery of services.

### 198 Youth Health Centre

198 Youth Health Centre is located on Hereford Street in Christchurch. 198 provides free health care to young people aged between ten and twenty-five years of age. Services are provided by doctors, nurses, counsellors and peer support workers. 198 also assists young people with housing, food parcels and finding employment.

Confidentiality is assured and emphasised to young people before they access the service. Youth-specific care is an important aspect of 198 Youth Health Centre.

### **Youth Services Trust**

Youth Services Trust is based in Wanganui. It provides free health, support and information services to youth aged between 12 and 25 years. The service also provides initial support, advocacy and information to youth, families and community organisation. It maintains a network of agencies that clients may be referred to for more specific issues.

Youth Services Trust aims to provide services to inform, assist, support, educate and enthuse young people, thus strengthening their well-being/hauora. Furthermore, it aims to ensure that Wanganui is a safe and responsive environment committed to advancing the well-being of youth in the community.

### **Evolve Wellington Youth Health**



Evolve is based in Wellington. It provides services to young people in the Wellington region who are between 10 and 25 years of age. Currently, it provides a free doctor and nurse, information or referral to other services and youth support workers for young people to talk with.

Evolve has a 'hang out space' with a free pool table and free internet access. Confidentiality is assured on advertising material.



### **Rotovegas Youth Health**

Rotovegas is located in Rotorua, behind Da Bomb Shelter (Youth Centre). Rotovegas provides free health care for young people aged between 14 and 25 years. Doctor services are on an appointment basis, while the nurse clinic is set up around a drop-in structure.

Rotovegas is linked to Da Bomb Shelter, which is the community youth centre in Rotorua. Services provided in the youth centre include pool tables, internet café, arcade, life skill training, and counselling.

# Youth One Stop Shops: Perspectives from Counties Manukau Service Providers



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## Forward

This constitutes the third section of a report written for Counties Manukau District Health Board. The purpose of the report was to establish key factors for success in the development of a youth service for Pacific young people who reside in the Counties Manukau District. The report reviewed local, national and international evidence surrounding 'one stop shop' approaches and will finally make recommendations for the development of an appropriate model.

The project team recognise the importance of culture in this development process. In light of this, a clear pathway for development was created, which reflected the importance of understanding different cultural viewpoints. It was noted that the existing literature and services were mainly reported on from a 'European perspective'. The project team reviewed this material and summarised this information under themes identified by the literature. The key success factors were then reported on, maintaining the 'European perspective' that they had been written in.

The next stage of the project is to use the findings of the reviews of evidence, to establish whether the key success factors remain key success factors from a Pacific perspective. Extensive consultation will be undertaken with Pacific Island young people who reside within Counties Manukau, their families, and their communities. In addition, existing youth service providers within Counties Manukau will also be consulted. After extensive consultation, the final recommendations will be made.

## **Youth One Stop Shops: Perspectives of Counties Manukau Service Providers**

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### **Executive Summary**

This report identified key factors for success in a 'one stop shop' approach for Pacific young people living in Counties Manukau. It was intended for use together with the 'Counties Manukau Local Services Mapping' report commissioned by the Ministry of Youth Development (currently in press), to guide the planning of approaches targeting Pacific young people in Counties Manukau.

This report is based on recommendations that emerged from semi-structured interviews conducted with representatives from seven organisations, selected by the Project Team after consultation with young people and service providers. These organisations were selected for their knowledge and influence working with young people within the Counties Manukau district.

Using the information gathered from the interviews, key aspects for success when using a 'one stop shop' approach to target Pacific young people within Counties Manukau were identified and grouped into seven areas. These areas are listed below, and described in further detail in the subsequent report.

1. Location
  - The 'one stop shop' is set in a location, or locations, that ensure ease of access for local young people
  - The 'one stop shop' is located in an area frequented by young people
  - It is ensured that district boundaries do not affect the access of local young people to services
2. Staff
  - Staff are able to connect and engage with young people
  - Staff understand changes in the community and reflect these changes in the services they provide
  - Staff are able to see young people as members of a family and community
  - The staff team is diverse, and respectful of Pacific culture
3. Community driven
  - The 'one stop shop' is driven by the community
  - The 'one stop shop' promotes a community spirit
  - Staff for the 'one stop shop' are sourced from the community
  - Strategic plans exist, which ensure that communities can meet the demand for skilled people to work with their youth
4. Desirable for young people within each community
  - Services and activities are matched to the desires and needs of young people in the community
  - The 'one stop shop' is managed in a way that ensures that it caters for all groups of young people in the community, and is not dominated by one group





5. Collaboration between agencies
  - The 'one stop shop' develops and maintains relationships with other agencies to ensure that young people have access to all services in the region
  - Referrals of young people are supported by staff at the 'one stop shop'
6. Funding
  - Funding barriers to providing holistic services that cross sector boundaries are understood by funding sources and service providers. Creative strategies are implemented to minimise the effect of barriers on service provision
7. Reliability and consistency
  - Trust is built and maintained between young people and service providers
  - Young people are able to rely on services being provided to them
  - Young people are able to be continually involved in the 'one stop shop'

## Methodology

This report summarises the findings of several interviews with service providers within Counties Manukau to establish their perspectives on the concept of a 'one stop shop' approach targeting Pacific young people.

There are several organisations that provide services to young people within Counties Manukau. The Project Team selected seven organisations, which were felt to be influential and knowledgeable about young people within their communities. The selection process was based on the experiences of the Project Team working within Counties Manukau, in addition to consultation with young people and service providers.

All seven organisations accepted the invitation to take part in this report. These organisations can be found listed in Appendix A. A member of the Project Team visited at least one representative from each organisation to conduct a semi-structured interview. This interview guided representatives through different areas of discussion, which included successes that they had experienced working with Pacific young people, and what they saw as the strengths, weaknesses, opportunities and threats of using a 'one stop shop' approach to target Pacific young people in their community.

The information collected in the interviews was coded and sorted into groups with a similar theme. These themes were then discussed within the project team to ensure possible mixed meanings were identified. Key factors relating to the themes were identified and were termed 'key success factors.'

The major limitation in this report was that the number of included organisations was relatively small, which limits the extent to which these results can be generalised. In addition, there are several different communities within Counties Manukau, and it is difficult to obtain an accurate representation of all these communities. 'One stop shops' are tailored to meet the needs of their communities, and it is acknowledged by the Project Team that some communities have not been fully involved in the development of this report. These points mean that the findings of this report may not necessarily be able to work in another community without alteration.

However, in light of these limitations, aspects have been identified for which there is strong consensus between all the interviewed organisations. In this report, weighting has been given to key aspects for which there appear to be a high level of support from all representatives.

## Glossary

### Young People/Youth

In this report the terms 'young people' and 'youth' are used interchangeably to refer to people between 12 and 24 years of age.

### One Stop Shop/Youth Centre/Youth Health Centre

In this report, the terms 'one stop shop,' 'youth centre' and 'youth health centre' are used interchangeably. These terms refer to a community-based centre, which provides services to young people. These services include recreational activities, health care and social care.

## Perspectives on a 'Pacific Youth One Stop Shop' from Counties Manukau Service Providers

### Location

*"Especially with our youth, they will not go to a place...you actually have to bring it to them. And it gets to the stage where we go and pick these young people up, because sometimes you sort of think, 'Man, they should because it is free.' But youth have changed and we all know that now."*

Transportation to a 'one stop shop' was named as a considerable barrier for young people to access the service. It was suggested that this was mainly due to the large geographical size of suburbs in Counties Manukau. In addition, it was suggested that the cost of public transportation made it difficult for several families to utilise it, unless it was absolutely necessary.

Several representatives suggested that placing services in areas frequented by large numbers of young people was a way to help increase access. There were three different suggestions for these areas. The first suggestion was a 'one stop shop' within schools. This was seen as helping to provide a service to young people that was easily accessible and confidential. The second suggestion was placing the 'one stop shop' in the centre of a community. The Manukau Cinema Complex was identified by one representative as being an ideal location. This was because it was large enough to house several different services, and it was in the centre of an area with several activities for young people. The third suggestion was to have a mobile service. Several representatives emphasised that if this approach were used, it would be important to ensure the service had a reliable schedule for where it was to be on certain days.

The district boundaries between Counties Manukau and its surrounding areas, in particular Otahuhu, were discussed by some representatives. It was named that two groups of young people were being disadvantaged. The first group were young people who reside in surrounding areas, who do not have access to Counties Manukau services. The second group were young people who reside within Counties Manukau, but attend school in the areas surrounding Counties Manukau. The second group of people were especially named as being at risk of missing out on services, which should be targeted to them.

### Key Success Factors

- The 'one stop shop' is set in a location, or locations, that ensure ease of access for local young people.
- The 'one stop shop' is located in an area frequented by young people
- It is ensured that district boundaries do not affect the access of local young people to services

## Staff

*“We have a lot of our young people that just want to come and hang out here. And it’s all got to do with the relationships that we have established and maintained with our young people”*

Many representatives saw the relationship between staff and young people as crucial for success. These representatives named several desirable qualities for staff to hold. Being able to connect and engage with young people was a quality named by many representatives. This was seen as one of the fundamental keys to success for a service targeted at Pacific young people. Secondly, it was named as important for the staff to understand changes in the community, and to reflect these changes in the services that they provide. Finally, seeing young people as members of a family and community was named as especially important when dealing with Pacific young people. This could be reflected by staff members being prepared to go to people in their homes, and help the whole family access services.

The staff team was identified as a key determinant of whether young people accessed the service or not. One representative spoke about how staff can attract the young people who identify with them. Therefore, it was named as important that the service have people who are able to attract Pacific young people. In addition, another representative suggested that it would be important to have a diverse and cross-cultural staff team. Employing staff who were able to respect and understand other cultures was suggested as a way to role model cross-cultural understanding to young people. This would help break down cultural barriers. Furthermore, it would also help the young person access services if they moved away from a Pacific community.

### Key Success Factors

- Staff are able to connect and engage with young people
- Staff understand changes in the community and reflect these changes in the services they provide
- Staff are able to see young people as members of a family and community
- The staff team is diverse, and respectful of Pacific culture

## Community Driven

*“The staffing is not a hard one for us because when they discover that there is some jobs coming up they are prepared to leave their well-paid jobs and establish here. If you talk to them they will tell you it is the best thing they have done because it is their community.”*

Several representatives spoke about the need for a ‘one stop shop’ approach to be driven by the community that it serves. This was named as a way to ensure that the centre is responsive to the changing needs of the community. In addition, many representatives supported the notion that a community should be supported to provide services for its young people. This was suggested as a

way to help the messages given to young people to transcend boundaries between the service and the young person's community. Furthermore, this was suggested as a way to promote a community spirit within the centre. This was named as a dynamic that several Pacific parents wanted their young people to experience and identify with.

Staff who were sourced from the community were noted by some representatives as being more passionate than others. This was reflected in their passion to drive opening hours for the service past the typical nine-til-five definition of a working day. However, one representative spoke about the need for strategic planning for communities to help communities meet the demand for trained and suitable staff. It was suggested that this plan include training and support for people to become leaders in their communities and, in turn, be suitable for a role providing youth services.

It was suggested that young people in the community could be asked what existing services they find easiest to access. These services could form the basis of a 'one stop shop' for young people.

#### **Key Success Factors**

- The 'one stop shop' is driven by the community
- The 'one stop shop' promotes a community spirit
- Staff for the 'one stop shop' are sourced from the community
- Strategic plans exist, which ensure that communities can meet the demand for skilled people to work with their youth

#### **Desirable for Young People within Each Community**

Several representatives spoke about the importance of ensuring that the centre was attractive for young people in the community to attend. It was named that activities should target young people in the community. This was to make it fun for young people to access the services. One representative mentioned that it was the engagement that young people could have at a centre that made them attend, rather than the services that were provided. In addition, the culture, clothing and music at the centre should be targeted to the young people in the community. It was suggested that young people should lead the process of service design and implementation, to ensure that the services provided meet their needs, and are desirable for young people.

It was mentioned that centres should ensure that their services do not cater for only one group of young people. This was named as a barrier for other young people to attend the centre, who may be unfriendly towards the young people using the service. In addition, it was suggested that the service should ensure that it does not just cater for 'at-risk' youth, as that would mean that a large number of youth who may need the services are automatically excluded.

#### **Key Success Factors**

- Services and activities are matched to the desires and needs of young people in the community
- The 'one stop shop' is managed in a way that ensures that it caters for all groups of young people in the community, and is not dominated by one group

### **Collaboration between Agencies**

It was named that a 'one stop shop' should become the centre for the community. This meant that the centre would build and develop relationships with other agencies to ensure that young people have access to all services in the region. Services that were named as especially important were the Inland Revenue Department and services that provide support for transitions into work. In addition, some representatives named strong links with Government departments as being desirable.

It was suggested that 'mobile case managers' could broker the relationship between young people and other agencies. The referral process was named as a difficult time for young people. It was felt that 'mobile case managers' could provide support for the young person while they transfer between services. Furthermore, it was mentioned that it would be ideal for these 'mobile case managers' to offer services for the young person's whole family.

#### **Key Success Factors**

- The 'one stop shop' develops and maintains relationships with other agencies to ensure that young people have access to all services in the region
- Referrals of young people are supported by staff at the 'one stop shop'

### **Funding**

Funding was named as a barrier to success by several representatives. It was felt that a 'one stop shop' approach would be particularly vulnerable to funding difficulties, as it would provide services that cross over several different funding sectors. This meant that it would be easy for funding sources to pass funding requests onto other sources. It was suggested that one pool of money from social services, health and education could assist services using a holistic multi-sectoral approach to overcome funding barriers that they experience.

#### **Key Success Factors**

- Funding barriers to providing holistic services that cross sector boundaries are understood by funding sources and service providers. Creative strategies are implemented to minimise the effect of the barriers on service provision

**Reliability and Continuity**

Building trust between service providers and young people was named as a key strength in successful services for Pacific young people. For this reason, it was named as especially important that services could be relied upon, and provided on a long-term basis.

The ability for young people to be continually involved in the service was named as a key factor for success when targeting Pacific young people. It was suggested that maintaining the casual 'drop-in' approach of a 'one stop shop' would be effective. However, it would also need to provide opportunities for young people to remain engaged with the service over several months. This would promote the community feel that several organisations have found particularly effective when working with Pacific youth.

**Key Success Factors**

- Trust is built and maintained between young people and service providers
- Young people are able to rely on services being provided to them
- Young people are able to be continually involved with the 'one stop shop'



## Conclusions

This report identifies seven areas that are likely to promote successful use of the 'one stop shop' approach to target Pacific young people within Counties Manukau, based on the recommendations of service providers in the district. These areas can be broken down into key success factors, as detailed in the report. The areas are: location; staff; community driven; desirable for young people within each community; collaboration between agencies; funding; and reliability and continuity.

A need has been identified for a comprehensive consultation process with local communities to promote community involvement in the planning of a 'one stop shop' approach with local young people.

It is hoped that the findings from this report will guide community consultation, future planning and the implementation of youth centres, to ensure that New Zealand's young people are provided with services to meet their health and social care needs.

## Appendices

### Appendix A: Service descriptions of the organisations that were interviewed for this report



#### **Martin Hautus: The Pacific People Learning Institute**

Martin Hautus the Pacific Peoples Learning Institute Ltd was established in Auckland with the purpose of catering for a growing number of mainly Pacific Island students who had failed the New Zealand mainstream education system without qualifications, and those who have had a change of career direction forced on them. They offer a variety of tertiary training courses and accommodate up to 150 full time students at two sites with ages ranging from 15 to 50 years. At the beginning of year 2000 they commenced from the Onehunga site, an Alternative Education programme for 13 and 14 year olds.



#### **Affirming Works**

Affirming Works combines an effective team of young, vibrant and professional Pacific men and women who offer an extensive range of mentoring and educational services to various communities within the Auckland Region. In particular, Affirming Works seeks to improve the quality of life amongst young people of Manukau City and the wider New Zealand community. All programmes delivered to students – male and female aged from 9 years old 18 years old address existing needs such as social needs and educational needs like numeracy, literacy and pathway transitions.

Affirming Works is a 'Pacific-led' agency run by Pacific Island young people to meet the educational needs of young Pacific Islanders in Auckland. All staff are predominantly Pacific Island descent and have the ability to deliver 'Pacific-led' mentoring and education programmes to young people based on Pacific principles of love, respect, humility and support.

#### **Solomon Group Education and Training Academy**

The Solomon Group have a long history and experience in providing education to young people from its Manurewa base. It now provides the 'Youth Transition Service' for young people in Counties Manukau to provide career training, job seeking advice, information on educational opportunities and customised support for at-risk school leavers.

### **The Centre for Youth Health**

The Centre for Youth Health delivers a range of specialist youth health services throughout Counties Manukau. They aim to promote the well-being and healthy development of young people in the context of their whanau/family and wider environment by providing and supporting effective and innovative health services. This aim is also worked towards through the education, training, research and advocacy that the centre provides.

The Centre for Youth Health provides: clinical services for young people (12-20 years) within the Counties Manukau District Health Board catchment area; specialist Adolescent Clinics for young people with chronic and complex health issues; and consultation to other providers on specific youth health issues or cases.

### **Cross Power Ministries Trust**

Crosspower Ministries Trust has been reaching the community of Otara and Manukau City for over 10 years and works across a number of social and community issues, focusing on youth and helping people to help themselves. They do this through education, work-skills, life-skills, mentoring, sports and identification of career pathways. In addition, their services include their alternative education school and the 274 Youth Core Team.

Crosspower Ministries mission statement is to break down walls and bridges to help individuals build self-esteem and become future leaders of this nation.

### **Te Puni Kokiri**



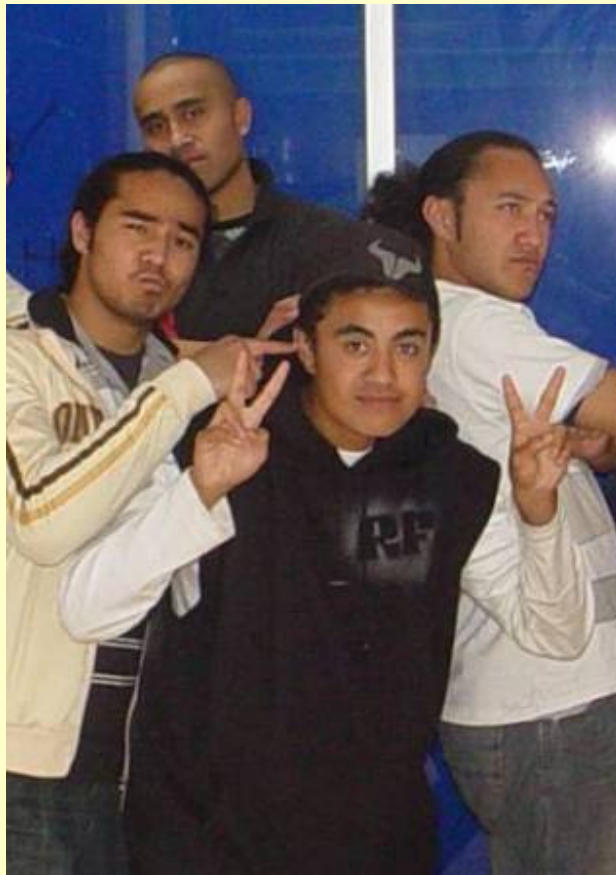
Te Puni Kokiri aim to promote increases in the levels of achievement attained by Maori with respect to education, training and employment, and health and economic resource development. In addition, they monitor and liaise with each department and agency that provides, or has responsibility to provide, services to or for Maori, for the purpose of ensuring the adequacy of those services.



### **Youthline Manukau**

Youthline delivers a range of services to young people throughout Counties Manukau and New Zealand. They aim to promote positive youth development by linking young people with their communities. This is done through a community of volunteers, who are supported by a team of dedicated youth workers, and other social wellbeing professionals. Services include: an alternative education school; youth development programmes; face-to-face counselling; family therapy; pregnancy counselling; youth development outreach seminars; youth worker training; internet based youth development; text message counselling; and a 24 hour telephone counselling service.

# Focus Groups



## Focus Groups

Two focus groups were held to establish whether the key success factors that were identified in the International, National and Counties Manukau reviews, remained key success factors from a Pacific youth perspective. The young people involved in these focus groups were recruited from two Pacific youth advisory groups: the Counties Manukau District Health Board Youth Advisory Group, and the Lotu Moui Youth Steering Committee. There were no considerable differences in the findings between the two Pacific youth advisory groups. This section describes the findings from these focus groups.

### Methods

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The first focus group consisted of ten young people, aged between 14 and 17 years of age. These young people had been involved in the Counties Manukau District Health Board Youth Advisory Group. It was ensured that there was adequate representation of gender, and Pacific ethnicities.

The second focus group consisted of ten young people, aged between 15 and 22 years of age. These young people were members of the Lotu Moui Youth Steering Committee. It was ensured that there was adequate representation of gender, and Pacific ethnicities.

The participants were guided through a semi-structured discussion. This included the topics of: barriers to accessing health services for young Pacific people in Counties Manukau; the concept of a 'Pacific Youth One Stop Shop' for Counties Manukau; and desirable qualities of health service provision for Pacific youth.

The young people who participated in these focus groups were involved in surveying other Pacific young people to further establish the views of Pacific Youth in Counties Manukau.

## Results

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### **Barriers to accessing health care for Pacific young people**

There was a lot of discussion around barriers to accessing health care for Pacific young people. Several young people agreed that feeling like they should put other peoples needs before their own had prevented them from accessing health care in the past. Feelings surrounding health care appeared to have a considerable influence on whether or not Pacific young people accessed health care. This included aspects such as not feeling confident enough to attend a service, in addition to not feeling confident enough to talk about all of their health concerns when they were being seen by a health professional. This lack of confidence appeared to be reinforced if the young people felt that staff at the health service were not friendly towards them, or could not understand them. Staff at the health service included reception and administration staff in addition to health professionals. Mechanical aspects, such as transport, cost, and knowledge of available services appeared to be considerable barriers to accessing health care.

Some young people mentioned alternative sources of health care as a barrier to accessing 'traditional New Zealand health care'. The most prominent example was cultural traditional healing methods, which were sometimes promoted by family members.

### **Services provided by a community-based youth health service**

Several young people spoke about recreational activities and services when asked what a community-based youth health service should provide. It was felt that recreational activities should be an *essential* part of a youth health service. Suggestions for recreational activities included: free food and drink; games; cultural activities; youth development programmes; and internet access. One participant suggested that street-wear clothing shops should be associated with the youth health service.

Young people who participated in the focus group at the Lotu Moui Symposium were asked to rate potential services in order of their importance. The following scale emerged, with one being the highest importance:

1. Youth programmes or youth workers
2. Recreation or drop-in centre
3. Counselling
4. Internet access
5. Café
6. Youthlaw
7. Doctor
8. Drug and alcohol services
9. Peer support
10. Sexual health service
11. Pregnancy or parenting services
12. Health and nutrition services
13. Family services
14. Physiotherapy
15. Dentist
16. Mental health

### **Providing a service exclusively for young people**

There were several different opinions on whether the health service should be provided exclusively for young people. Some young people stated that they would prefer to have a service for young people, while others wanted a mixed service. There was a suggestion that mixed services could be split into youth, older youth, and adult services. It was felt that this would ensure that the different needs for each age group were being met, while providing an inclusive service. One young person mentioned that it was the experience that mattered. This young person felt that if a service could be experienced as youth-friendly, in amongst providing services for all age ranges, then that would be desirable.

### **Staff qualities**

There was a general consensus at both focus groups that the ability of staff to relate to young people was essential. The young people felt that staff could relate to them if they made them feel respected, and felt listened to by the staff. In addition, several young people agreed that a high knowledge level was an important quality of staff. This included aspects such as knowing a wide variety of health information, having qualifications, and having experience working with young people. The young people also reported that they valued honesty in staff members.

Young people who participated in the focus group at the Lotu Moui Symposium were asked to rate potential staff qualities in order of their importance. The following scale emerged, with one being the highest importance:

1. Make you feel respected
2. Experienced with working with young people
3. They have time to hang out with you
4. They listen to your views
5. Pacific
6. They can speak a Pacific language
7. They are the same gender as you
8. If they are from your community
9. Young
10. That they go to church
11. Non-Pacific

### **Improving access by Pacific young people**

There was a lot of discussion surrounding activities that would encourage Pacific young people to attend. These activities included competitions, free giveaways, providing courses to teach skills such as first aid, and organising concerts and entertainment. Several young people also mentioned providing food as a way to encourage young people to attend a community-based youth health service.

Several young people thought that promoting recreational activities would be a more effective way to encourage access by Pacific young people than promoting health services. In regard to the provision of health services, some young people suggested that working with communities to encourage families to promote the service to their young people would be effective. In addition, ensuring that staff were able to be mobile to promote the service and visit young people where they already are, such as at school or home, was suggested as a way that Pacific young people can improve their access to health care.

**Location**

There were many suggestions from young people of possible locations for the health services. Several young people suggested that schools were good locations to provide youth health services. For a community-based service, suggestions included: near transport; near shopping centres; and near churches. One young person stated that it would be important for the centre to be located on flat land.

Several young people named transport as a major concern for them. This was felt to be especially the case in the Counties Manukau District. This was because suburbs were seen to be geographically large, with limited transportation either inside or between suburbs. It was mentioned that a youth health service would be needed in each community, using community boundaries, as several young people did not always feel comfortable or safe using existing methods of transportation to leave their communities.

**Summary**

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The key success factors identified in the International, National and Counties Manukau reviews were found to be congruent with key success factors identified by focus group participants. Of particular note from these focus groups was that recreational activities and services emerged as a high priority for young people, both as a key service that was desired by young people, and as an approach to promote access to a community-based health centre. In addition, staff qualities that were noted as important were being able to relate to young people, and having a large knowledge base. Barriers experienced by Pacific young people to accessing health care were noted as: feeling like they should put other people's needs before their own; lack of confidence to utilise health services; transport; cost; and knowledge of available services.



# Questionnaires



## Questionnaires

Questionnaires were used to further verify the findings from the focus groups of Pacific young people and the International, National and Counties Manukau reviews. Young people who were involved in the Counties Manukau Youth Advisory Group gave these questionnaires to Pacific young people at two locations: A community shopping centre, and at the Lotu Moui Symposium.

### Methods

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The questionnaire was based on the findings from the focus groups of Pacific young people in Counties Manukau and the key success factors identified in the International, National and Counties Manukau reviews. Young people pilot tested the survey to ensure that it could be understood by the target population. The questionnaire is attached to this document as Appendix A.

It was noted that a wide range of Pacific young people could access a community-based youth health service. In light of this, broad inclusion criteria were established to ensure that all these young people were able to complete a survey. The inclusion criteria was young people who:

1. Identify themselves as a Pacific young person
2. Were aged under 26 years

The first distribution of surveys was conducted on a Saturday between 11AM and 1PM. The Counties Manukau District Health Board Youth Advisory Group administered 125 questionnaires completed by Pacific young people.

The second distribution of questionnaires was conducted at the Lotu Moui Symposium. All youth delegates were given the questionnaire, with a prize as an incentive to complete the questionnaire. There were 45 completed questionnaires (approximately a 90 percent response rate).

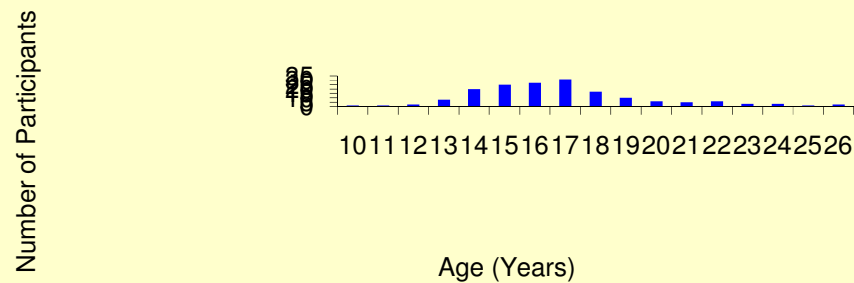
There were no considerable differences in the findings obtained at the two distribution locations.

## Results

### Age/Gender

The age distribution of the young people who completed questionnaires was similar to the intended target population of a community-based youth health service. The majority of young people were aged between 13 and 22 years of age. In addition, the gender of young people who completed questionnaires was representative of the target population with 43 percent of respondents being male and 54 percent being female. Three percent of respondents did not complete the gender question.

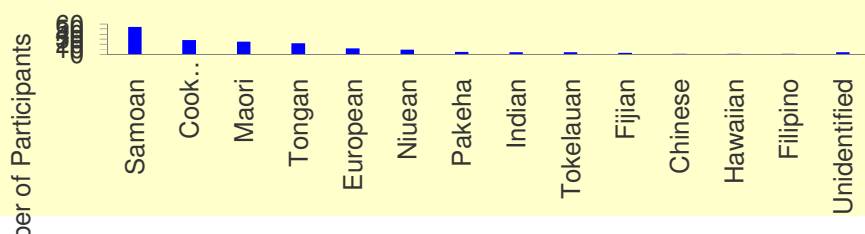
**Figure One: Age of Young People who Completed the Survey**



### Ethnicity

Young people were asked an open-answer question to find out what ethnic groups they identified with. Their responses were grouped into the ethnic groups that they named. Young people were able to name more than one ethnic group that they identified with. Samoan was the most common ethnic group reported (31%). The second most common ethnic group was Cook Islander (16%), followed by Maori (14%) and Tongan (13%).

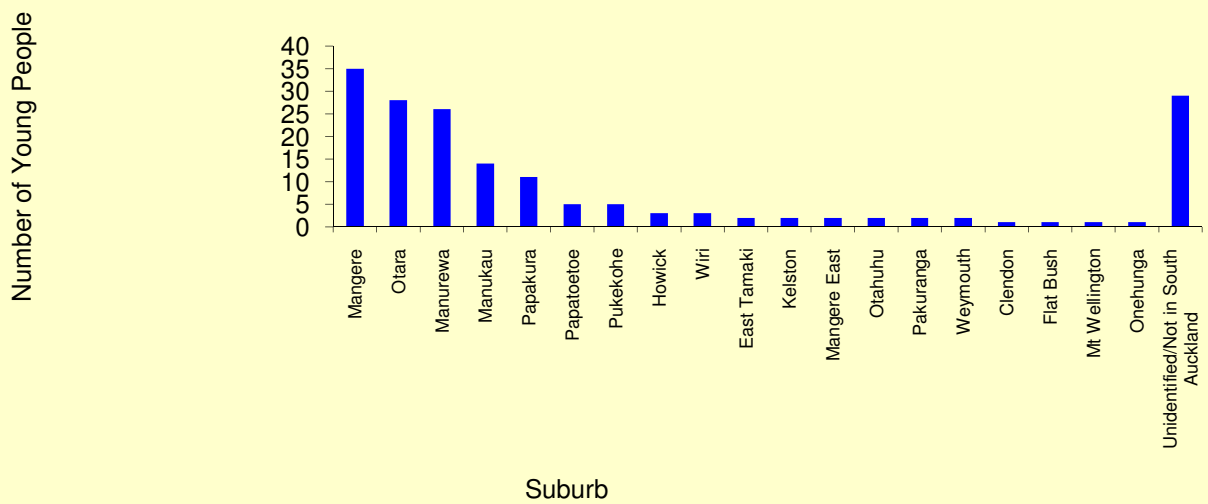
**Figure Two: Ethnicity of Young People who Completed the Questionnaire**



### Location

The majority of young people who completed questionnaires lived in the more densely populated areas of South Auckland. The most common home location for respondents was Mangere (20%). The second most common home location was Otara (16%), followed by Manurewa (15%).

**Figure Three: Home Location of Young People who Completed Questionnaires**



### Important Aspects of Service Delivery in a Youth One Stop Shop

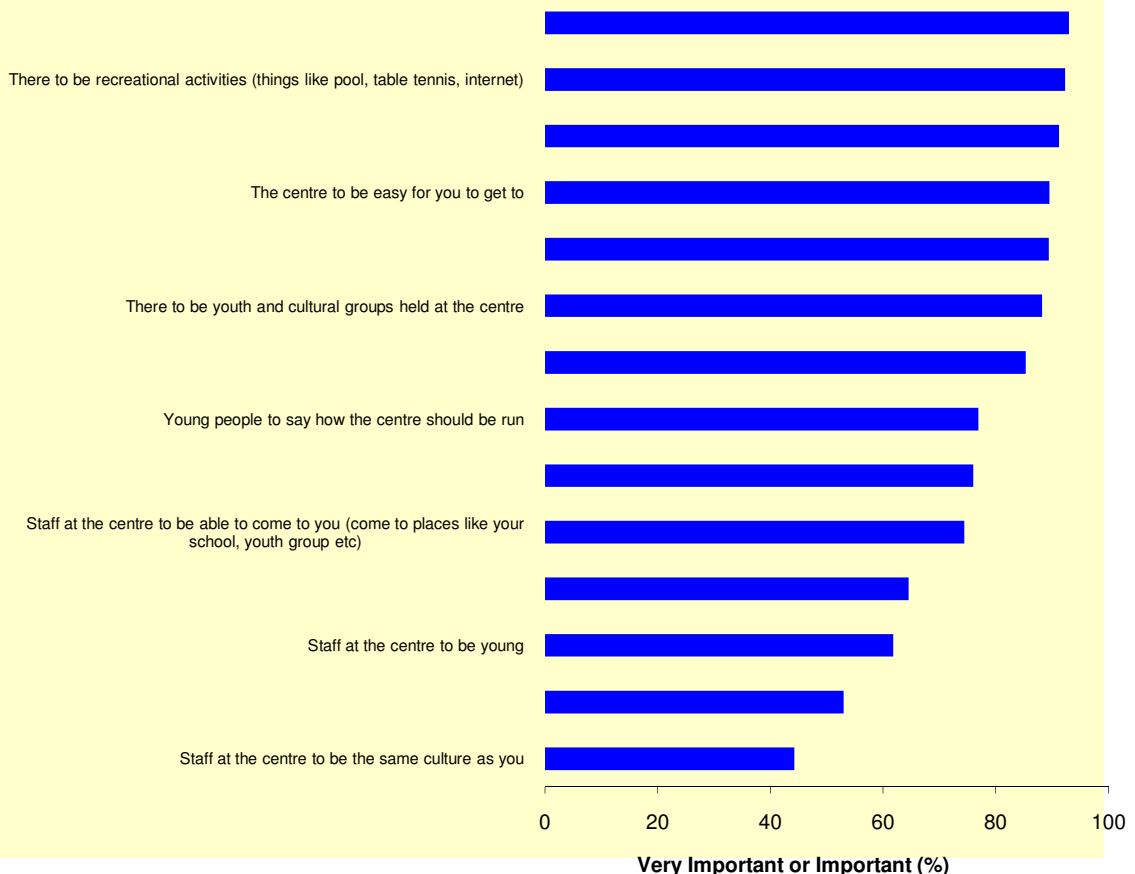
Young people were asked about aspects of service delivery that were identified as key success factors from the focus groups and reviews. They were able to respond whether they thought that the aspect was 'very important,' 'important,' 'kind of important,' or 'not important at all.'

The responses draw a parallel with the key success factors that were already identified. Having a health centre just for youth was rated as 'very important' or 'important' by 93 percent of respondents. In addition, the importance of recreational activities was rated highly with 92 percent of respondents stating that recreational activities were 'very important' or 'important,' and 88 percent of respondents stating that it was 'very important' or 'important' that youth and cultural groups were held at the centre. Services that were cheap or free and easy to access were also noted as 'very important' or 'important' aspects of service delivery for young people.

The age and cultural heritage of staff were noted by young people to be less important than other aspects of service delivery. This is in line with findings from the International, National and Counties Manukau reviews, which recommend that the ability of staff to engage with young people is more important than their demographic qualities.

There were two important qualities for the physical location of a youth health service that emerged. Eighty-five percent of respondents stated that it was 'very important' or 'important' that the centre should always be at the same place. However, 74 percent of respondents stated that it was 'very important' or 'important' that staff at the centre be able to travel to them. This is in line with findings

**Figure Four: Important Aspects of Service Delivery**

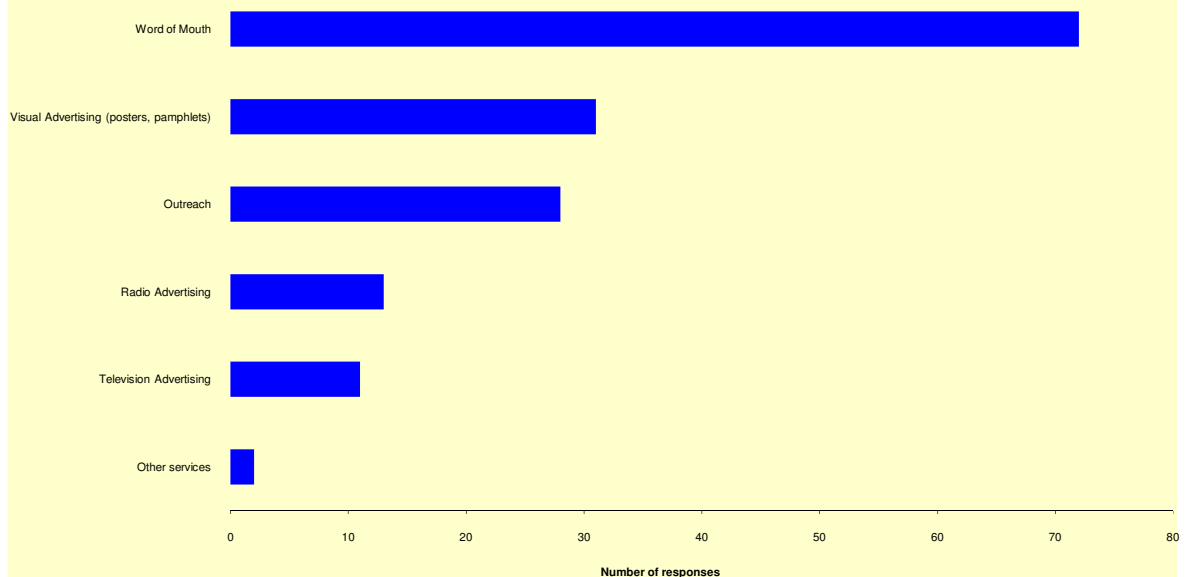


from the focus group, which recommend that staff should be mobile in order to promote the services within communities, and deliver services where the young people are.

### Improving Access by Young People

Young people were asked an open question to establish their recommendations on letting other young people know about the service. The responses were grouped into themes, with each response being able to be allocated into more than one theme. Using the networks of young people to spread information about the service through 'word of mouth' was the most common response. Furthermore, the use of youth friendly medium such as text messaging and internet websites was frequently mentioned as a way to communicate through 'word of mouth.' The second most common response was visual advertising, which included medium such as posters and pamphlets. The third most common response was outreach services, which included actions such as presenting to school, church groups and youth groups. Some young people mentioned radio advertising, with the two radio stations 'Mai FM' and 'Flava' as their preferred radio station for advertisements.

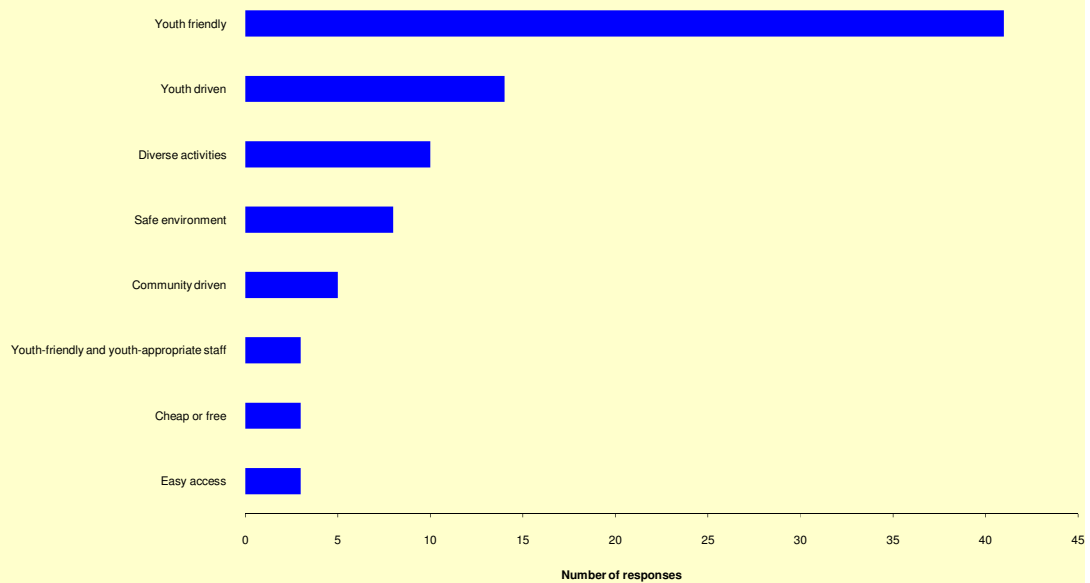
**Figure Five: How would you let other people your age know about the centre?**



## Suggestions

Young people were given the opportunity to put any other suggestions that they had for setting up a youth health service. The responses were grouped into themes, with each response being able to be allocated into more than one theme. The most common response was that the centre needed to be youth friendly. This included suggestions such as ensuring that the service is fun and culturally appropriate for Pacific Young People. The second most common response was that the service needs to be driven by young people. Of particular note, was that the young people who completed the questionnaire wanted young people to be involved in the design and day-to-day running of the service, not just in a consultation role. Young people also suggested that there be a wide range of activities at the centre, to ensure that the service catered for all young people. Concerns around safety within the centre were also noted by some young people, who suggested that the centre should be secure so that they could feel physically safe while they were attending.

**Figure Six: Suggestions from Young People on Setting up a Youth Health Service**



## Summary

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The key success factors identified through these questionnaires were found to be congruent with key success factors identified by the International, National and Counties Manukau reviews and focus group participants. Participating young people noted the importance of providing a wide range of recreational activities, affordable services, and ensuring that the centre is safe and easy for them to access. The age and cultural heritage of staff was found to be less important than other aspects of service provision to the young people who completed the questionnaire. This is similar to findings from the reviews and focus groups, which recommend that the ability of staff to relate to young people is more important than their demographic qualities. Young people reported that it was important to them that the centre remain in the same place. While stability in the location was noted as important, the ability of staff to be able to visit them in the community was also rated highly.

Young people suggested that using the networks of young people to spread information about the services through 'word of mouth' would be the most effective way to improve access by Pacific young people to the centre. Methods for communication such as text messaging and internet websites were frequently mentioned as effective ways to communicate through these networks. In addition, visual advertising and outreach services were noted as effective ways to improve access.

Several young people who completed surveys mentioned that young people should be involved in the design and day-to-day running of the service, and not just involved in a consultation role.



# Conclusions



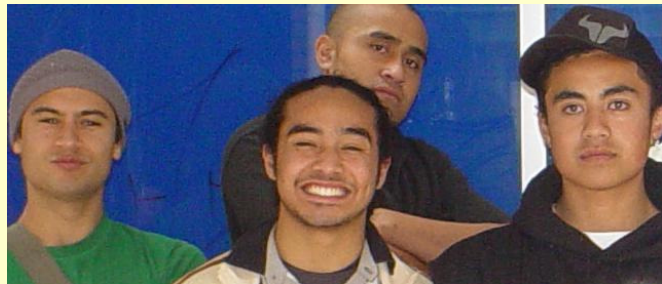
## Conclusions



Improving access to health care by young people in New Zealand is an area that is getting increased attention. Providing community-based 'one stop shops' has been suggested as a possible way to improve access to health care for young people who are not accessing existing health services. The philosophy behind existing 'one stop shops' in New Zealand is providing access to a "wide range of services, under the same roof." Collaboration, centralisation, flexibility and easy access have been suggested as key values for a successful 'one stop shop' service.

Current short-term evaluations and best evidence suggest key factors for success using a 'one stop shop' approach. However, there is a need for comprehensive evaluations of existing services that use a 'one stop shop' approach, to ensure that a greater understanding is gained of the effectiveness of this approach.

It is hoped that this report will guide the development of processes and services to improve health care access for Pacific young people within Counties Manukau. Flexibility to meet the needs of communities has been suggested as a fundamental part of successful 'one stop shops'. Therefore, it is essential that this report be used together with other reports that identify areas of strength and need for existing youth health services in Counties Manukau. This will help in the ongoing development of processes and services that are appropriate and responsive to the strengths and needs of Pacific young people in Counties Manukau.





# Appendices



## Appendices

### Appendix A – The Questionnaire

Age: \_\_\_\_\_ Ethnicity: \_\_\_\_\_ Suburb: \_\_\_\_\_ Gender: Male Female

Question	Very Important	Important	Kind of Important	Not Important at all
How important do you think it is				
To have a health centre just for youth?				
The centre to be easy for you to get to				
The centre to be cheap or free				
The centre to have a way to get inside where other people can't see you go in				
The centre to always be at the same place				
Staff at the centre to be young				
Staff at the centre to be the same culture as you				
Staff at the centre to be a different culture than you				
Staff at the centre to be able to come to you (come to places like your school, youth group etc)				
Young people to be involved in the how the centre is set up				
Young people to say how the centre should be run				
There to be recreational activities (things like pool, table tennis, internet)				
There to be youth and cultural groups held at the centre				
A church to be involved with the centre				

How would you let other people your age know about the centre?

What advice would you give about setting up the centre?