



Government of **Western Australia**
Department of **Health**



Are you ready for a ...

YOUTH

quake?



WA **YOUTH** HEALTH POLICY 2018–2023



Government of Western Australia
Department of Health

WA

YOUTH

*Strong body, strong minds
- stronger youth*

HEALTH POLICY 2018 - 2023

better health - better care - better value



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YOUTH

**HEALTH POLICY 2018-2023
Companion Resource**

Strong body, strong minds - stronger youth

**Understanding young people
in Western Australia**

better health - better care - better value

Young People in WA

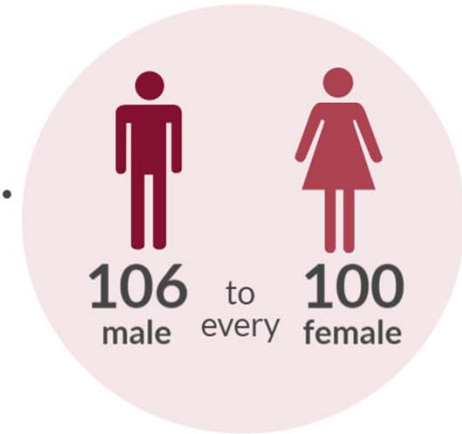


496,000

young people aged 10-24 live in WA



That is
19%
of the entire
population of WA



6%

identify as Aboriginal
or Torres Strait Islander



11%*

identify as LGBTQI
*estimated



1 in 2

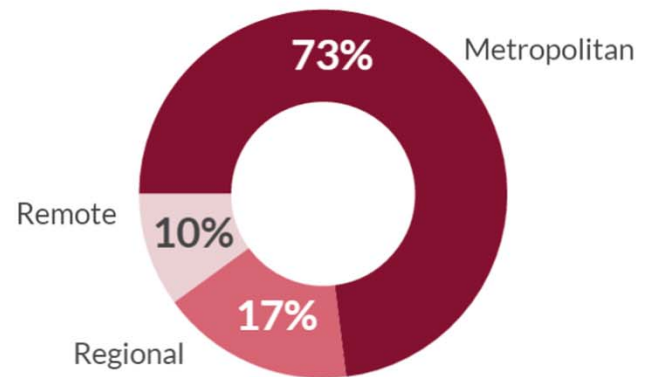
have at least one
parent born overseas



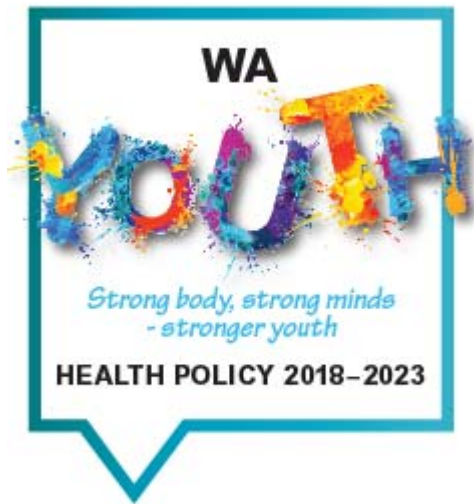
1 in 11

young people aged
13-17 live with disability

Where do young people in WA live?



Why WA needs a Youth Health Policy?



Vision

To optimise the health and wellbeing of young people in WA.

Purpose

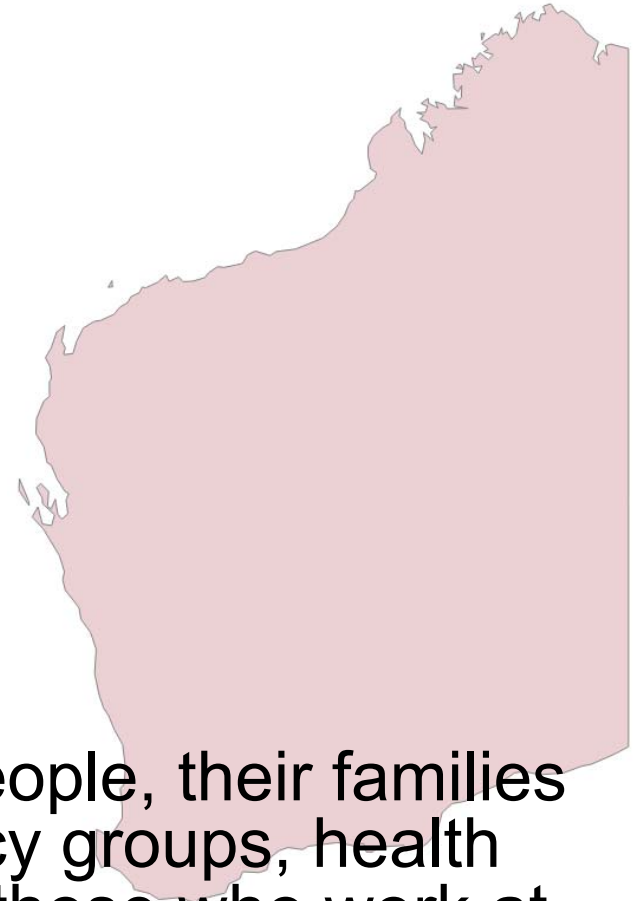
The Policy aims to drive equitable, effective and coordinated health services that optimise the health and wellbeing of young people in WA.

- ❖ Align with the [National Strategic Framework for Child and Youth Health](#)
- ❖ Address the gap in health outcomes for identified priority populations
- ❖ Provide a platform to voice the health and wellbeing needs of young people aged 10-24 years

Policy audience

- WA health system
- other WA government agencies
- commissioning bodies
- charitable organisations
- educational bodies
- non-government organisations

The policy will be useful to young people, their families and carers, community and advocacy groups, health professionals, general practice and those who work at a service young people access



Developing the Policy

- Broad working group membership
- Engagement/collaboration focus
- Key relationships



Commissioner for Children and Young People
Western Australia

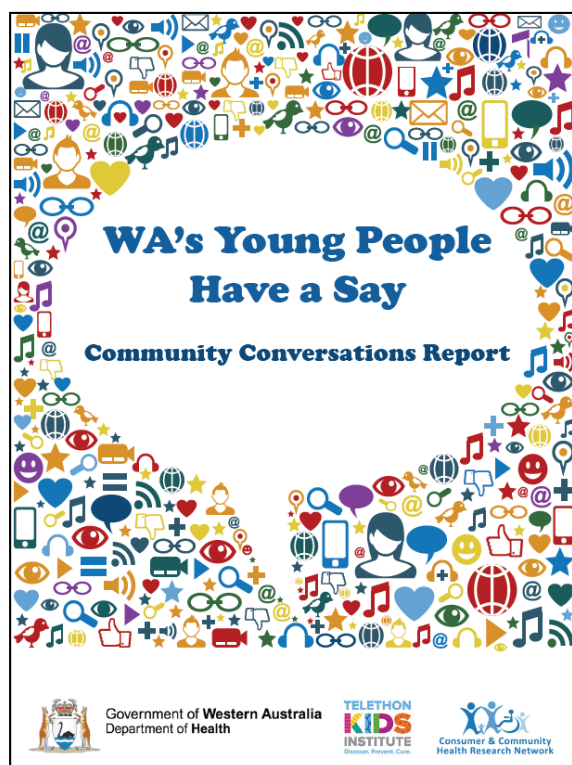


Engaging with young people - video



Community Consultations

- Over 100 young people (aged 13-24) across WA had a say (Armadale, Broome, Bunbury, Subiaco & Mirrabooka)
- Recruitment focus on priority youth populations



- Aboriginal
- Carers of others
- Culturally or linguistically diverse
- Homeless or at risk of homelessness
- LGBTIQ +
- Living with a chronic condition or rare disorder
- Living with a disability
- Living with mental health or emotional wellbeing issues
- Living in a regional or remote area
- Migrants/refugees
- Pregnant or parenting
- Residing in or have left out-of-home care

Online consultation

- An online survey open to all stakeholders including:

Youth health service providers

- ✓ North, South, WA Country, Child and Adolescent and, East Metropolitan Health Services
- ✓ private organisations
- ✓ not-for-profit organisations
- ✓ advocacy / charitable organisations

Young people



Subject matter experts/ health professionals

Parents and carers

Policy snapshot

Our Vision
To optimise the health and wellbeing of young people in WA

Person-centred

Responsive and equitable

Collaborative

Continuous Improvement

Prevention

Our Purpose
Drive equitable, effective and coordinated health services in order to optimise the health and wellbeing of young people in Western Australia

Goal 1:
Young people are equipped to be healthy, informed and resilient

Goal 2:
Young people have equitable access to health services that meet their needs

Goal 3:
Young people are provided with high quality health care through coordinated system-wide planning, delivery and evaluation

Priority Youth Populations

Vulnerable young people who are at higher risk of poor health and wellbeing, greater barriers to access, and/or higher health risk behaviours include those who are:

- > Aboriginal
- > carers of others
- > culturally and linguistically diverse (CaLD) including those with limited English proficiency (LEP)
- > homeless or at risk of homelessness
- > in contact with the justice system
- > Lesbian, Gay, Bisexual, Transgender, Intersex or Queer +
- > living with a chronic condition or rare disorder
- > living with a disability
- > living with mental health or emotional wellbeing issues
- > living in regional and remote areas
- > migrants / refugees
- > pregnant or parenting
- > residing in or have left out-of-home care.

Progress activities and Implementation



Transition Service Mapping Project

Objectives: To define and analyse the transition process and experience for young people, their parent/carer/s, and clinicians, by case, who transitioned from Perth Children's Hospital (PCH) to Sir Charles Gairdner Hospital (SCGH) adult services.

- Process barriers and enablers of successful transition for three cases

Process by case: Pre-interview online questionnaire and a face-to-face interview

- Patient, parent/carer/s, treating clinician/s representative/s PCH/SCGH
- **9 interviews with 12 participants conducted, 11 pre-interview online questionnaires**

Outcomes:

- **Draft report: 3x case summaries, process maps**
- **Final report to be completed in March 2019**

Project Findings

Enablers

- **Clear, structured transition process**

'They actually start openly asking about the move across here now, because it's become such a process for us. Because we start at 12 years of age, they know there are other adolescents and young adults who are over at [Hospital 2] now'. Paediatric clinician

- **Regular, open, and positive communication**

'I communicate with her (nurse) a lot through email mainly if I have a query or a question, and she gets back to me straight away, she's really good. And every time I have an appointment I see her, that extra person there...I do have good communication with them all.' Patient

- **Patient advocacy - Case Champions**

'It was [Paediatric Consultant], it was meeting with him frequently in the clinic and discussing the process that was going to happen. He really just wanted to make sure that everyone was on the same page and that [Patient 1] wouldn't fall through the gaps in any way.' Parent

- **Support from health services**

'[Hospital 1] was supportive, competent and completely nurturing environment.' Parent

- **External support – General Practitioner, peer support, Community Organisations,**

- **Patient empowerment**

'I remember her saying it was really good not to be treated like a child anymore.' Parent

Project Findings

Barriers

- **Lack of overarching formal transition process**

'There was no transition, there was nothing...it was up to us as medical situations arose, we would investigate our options, the GP would refer us to clinics. But there were no factors because there was no transition.' Parent

- **Lack of collaboration between and within health services**

'I didn't really have much confidence ringing [Hospital 1] back up. Because they always said, 'Oh I see [Patient 1's] age and she's over 18, she shouldn't really be coming to us'. And I just got fed up of people telling me that.' Parent

- **Complexity of case**

'We had to find six different departments to refer to really was the issue...We did refer to [Specialty 1], but I don't think they got seen.' Paediatric clinician

- **Lack of interested health professionals**

'The preparation was really long, it was incredibly difficult, and I suppose, at times it felt like I was the only person interested apart from the family.' Paediatric clinician

- **Lack of support from health services**

'I was hanging off contacting them (Hospital 2) because I was thinking, 'Surely, we can't have gone 19 years at [Hospital 1], and it's her second home, and have nothing'. So there was a bit of disappointment that we were just cut off.' Parent

- **Lack of General Practitioner engagement / involvement**

'I think the GPs should be better supported to know what's out there... There's a lot of pressure put on them to know it all...you are relying on your GP service to provide a lot of that management and they're not equipped to do it.' Parent

- **Lack of formal handover process**

Resources for Health Professionals

WA Youth Health Policy 2018 - 2023 Toolkit

- Accessed through Child and Youth Health Network website
- Includes resources for young people, parents/carers, health service providers and health professionals

Tools to monitor youth friendly services



Youth Friendly Health Service Checklist

Instructions for completion

This checklist has been developed as a resource to assist health services in Western Australia to plan, improve, and review health services for young people (aged 10-24). This checklist aligns with the [WA Youth Health Policy 2018-2023](#) (the Policy) and provides the opportunity to assess and monitor progress in achieving optimal health and wellbeing for young people as per the Policy's Checklist p31-34.

Who is this checklist for?

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

Why is this checklist needed?

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

How to use this checklist:

- The self-assessor should answer each question in the checklist by selecting 'yes' 'no' or 'partly achieved'. Please answer all questions. Each question has space for optional comments.
- The checklist includes spaces for services to describe their current approach as well as spaces for services to plan how to improve.
- The checklist can be completed by an individual on behalf of a service, or can be used to enable team discussion and planning. Collaboration with the organisation's consumer advisory group or representative is recommended.
- This checklist can be saved electronically, enabling sharing, collation and tracking.
- By collating results, areas can identify recurring themes that can be addressed through collaborative projects, sharing resources to improve services.
- Repeated use of the checklist can capture improvements over time.

Tools to monitor youth friendly services



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Audit Tool for Youth Friendly Health Services

Instructions for completion

This audit tool has been developed as a resource to assist health services in Western Australia to evaluate how accessible a service is for young people (aged 10-24). This audit aligns with the [WAYouth Health Policy 2018-2023](#) (the Policy).

Who is this checklist for?

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

Why is this audit needed?

- Young people may be reluctant consumers of health services. Services need to be inclusive of, available and accessible to young people.
- Young people need to be able to access appropriate healthcare as independently as possible, when needed.
- This audit will collect information on the current accessibility of health services for young people.
- Results can be used to inform strategies for improving access for young people to your service.
- The information collected will be used by the [Child and Youth Health Network](#) to guide development of resources for a toolkit that can be used by health services to improve accessibility for young people.

How to use this checklist:

- The assessor should answer each question by selecting 'yes', 'no', 'partly' or 'unsure'. Please answer all questions. Each question has space for optional comments, such as current approach or plan for improvement.
- This audit can be completed by an individual on behalf of a service. It is recommended the audit is completed in collaboration with a young person (aged 10-24) as co-assessor.
- Multiple audits can be undertaken in different areas within a health service. The area being assessed should be identifiable within the service area name field (item 1.2 of the tool).
 - For example, 1.1 Perth Children's Hospital, 1.2 Emergency Department
1.1 Another Medical Centre, 1.2 Waiting room
- This audit can be used as a standalone tool for a service or in conjunction with the **Youth Friendly Health Service Checklist**
- Section 4 offers the opportunity for the assessors to provide their recommendations for resource development.

Resources - Trapeze

- <http://www.trapeze.org.au/>
- Comprehensive online resource for young people, parents/carers, GP's, paediatric & adult teams

trapeze
a supported leap into adult health

The Sydney children's Hospitals Network
care, advocacy, research, education

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"Having that extra help from Trapeze makes me really confident."
Brad, 19 years

Watch our videos. Meet Joshua.

Read our blogs. Meet Rebecca.

Resources – Trapeze



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Checklist for clinicians

Key Principles For Transition Summary

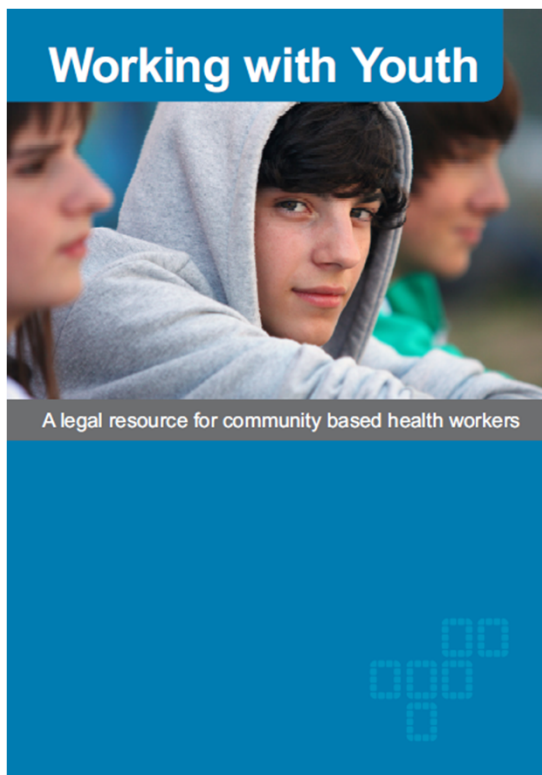
Key Principles For Transition

Practical Tips For Health Professionals



Training and Education Resources

- Consent, confidentiality and privacy when working with young people
- RACP Adolescent and Young Adult Medicine



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About

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 - Special Interest Groups (SIGs)

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Adolescent and Young Adult Medicine

Adolescent and Young Adult Medicine (AYAM) is a branch of medicine focussed on the health and medical care of adolescents and young people aged 10- 24 years.

The AYAM Committee are dedicated to promoting excellence in skills, expertise and ethical standards through future training and education at the RACP. The AYAM Committee aim to connect and represent trainees and Fellows across Australia and New Zealand by providing a place for information, resources, policy statements and media releases relating to Adolescent and Young Adult Medicine.

AYAM focuses on the unique health needs of adolescents, including:

- Transition difficulties for adolescents
- Evolving social pressures on young people
- Engaging with young people in the healthcare system
- Developing youth friendly health services and spaces in care facilities
- Improving the safety and quality of healthcare

Read the [latest news and communications](#) from the AYAM Committee.

Training and Education Opportunities

- AMA WA Youth Friendly Doctor Training Program
- HEADSS Psychosocial assessment guide App
 - <http://app.appinstitute.com/heedsss>

We want to hear from you

- Transition Services Survey
- For additional information, contact Rachel Wixon, Child and Youth Health Network
 - Rachel.Wixon@health.wa.gov.au

