



**Putting the puzzle pieces together:
Creative approaches to co-located & holistic service
delivery for young people experiencing disadvantage**

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Holistic service delivery

1. Benefits of co-location
2. Effective intake
3. Training
4. Cross-referrals
5. Innovative responses

Benefits of co-location

- “One stop shop” (no “referral roundabout”)
- Immediate referrals
- Streamlined referrals & supports
- Experts on site
- Tackling issues as a whole
- Keeping in touch with disengaged young people

<https://www.youtube.com/watch?v=4rvmJU6pxo&feature=youtu.be>

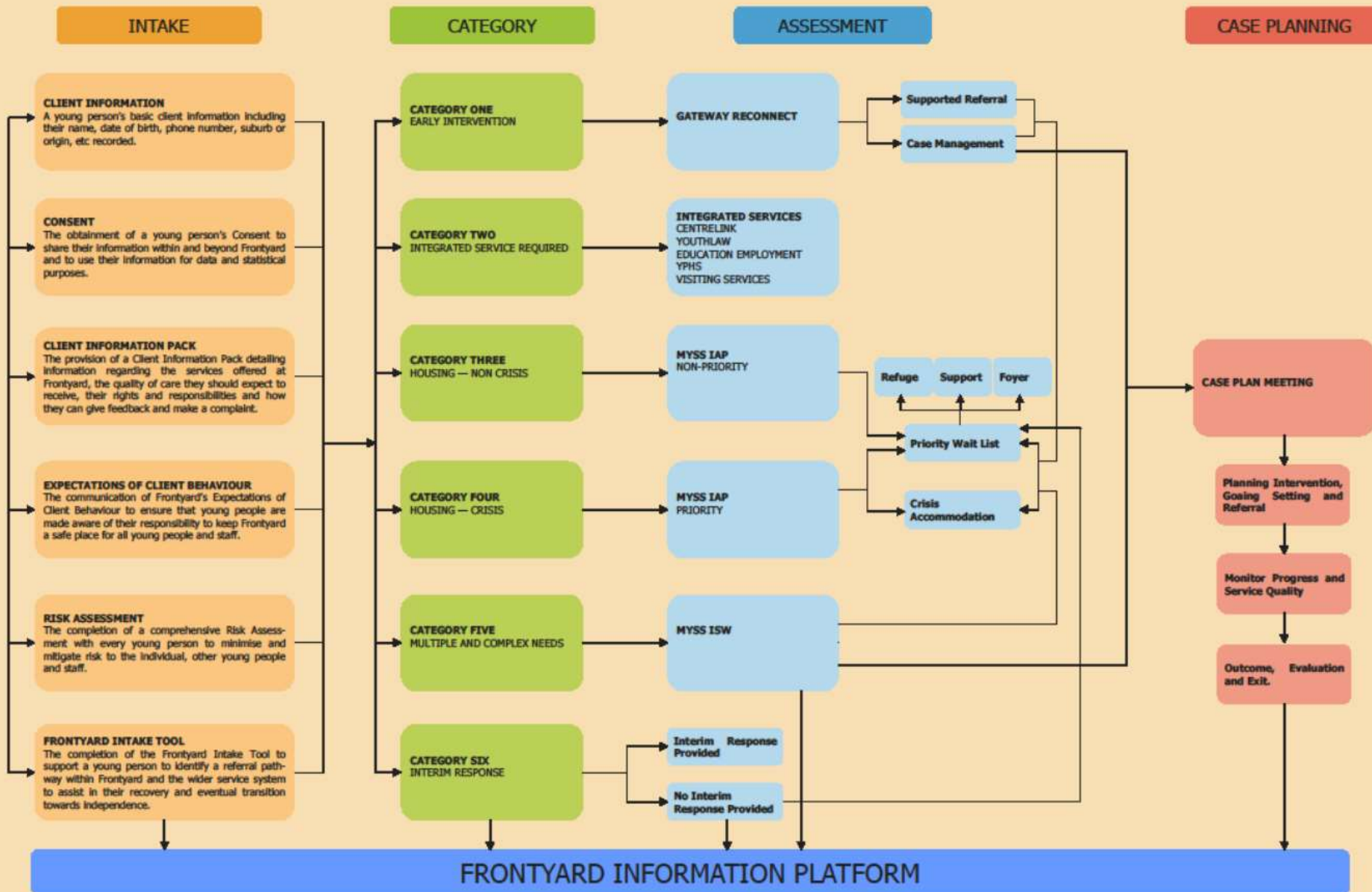
Challenges of co-location

- Conflicts of interest
- Security
- Bureaucracy
- Different purposes & professional obligations

Holistic intake

- Common purpose
- Increase access to services
- Identify & respond
- Common values
- Work with the community

FRONTYARD INTAKE ASSESSMENT AND CASE PLANNING SYSTEM



Youth worker assessment

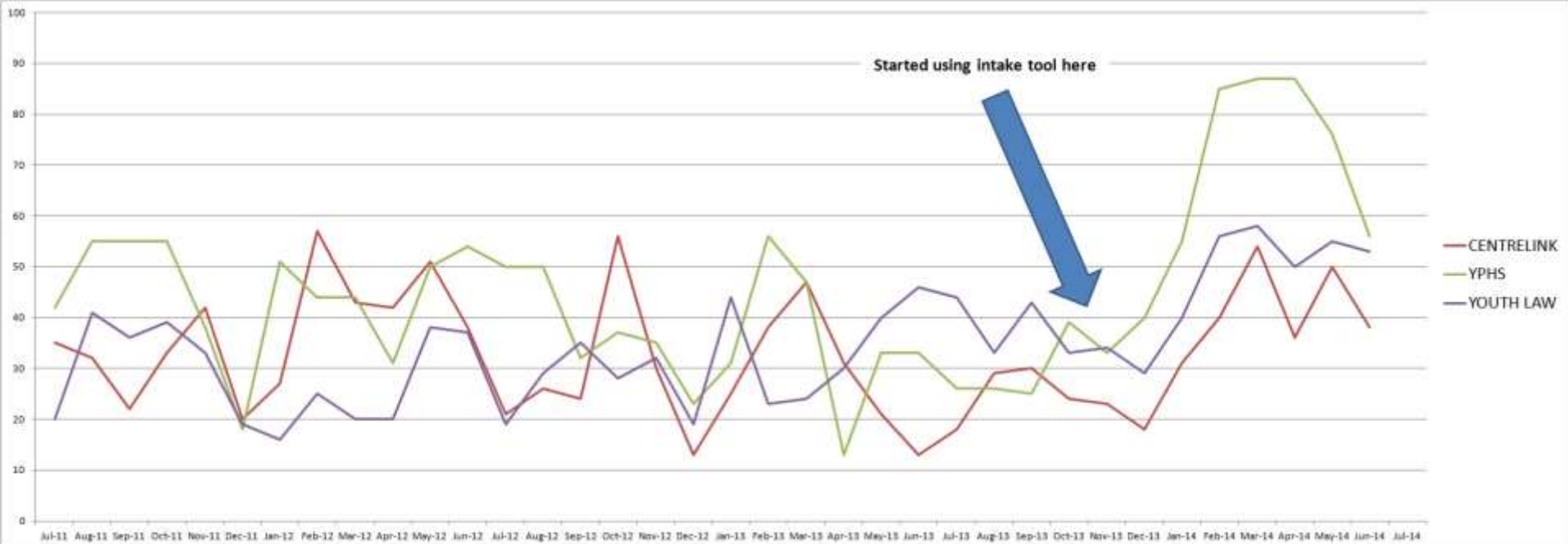
- Client information
- Consent
- Expectations
- Risk assessment

Intake tool

- Housing
- Income
- Safety
- Legal
- Family
- Social & community
- Cultural
- Health
- Mental health
- Drugs & alcohol
- Education & employment
- Support

Does the intake tool work?

Number of referrals July 2011 to July 2014



Case review meetings

- Discuss complex clients with other professionals
- Secondary consultations
- Consistent messages about expectations & boundaries
- Facilitate ongoing support

Training

Non-legal training for CLC lawyers

- First aid
- Risk assessment
- Mental health
- Drug & alcohol
- Physical safety
- Suicide & self-harm
- Emergency situations

Legal training for co-located professionals

- Structured training (fines / debt / crime)
- Handover meetings
- Duty of care consults
- Sitting in on client interviews
- Keeping in the loop

Cross-referrals

- Youthlaw & Sunshine Youth Legal Centre
- Financial counselling
- Legal Aid
- Other CLCs
- Other youth support services
- Warm referrals

Innovative responses

- Sunshine Youth Legal Centre's CAYPINS Bulk Negotiation Project
- Youthlaw's Friday Fines Day & YSAS Detox Outreach



Q & A panel discussion

- Ask us any questions you have about our presentations!