

I keep young people at the heart of service delivery



Charlie's Story Student Wellbeing Coordinator, Ringwood Secondary College

In my role as Student Wellbeing Coordinator at Ringwood Secondary College, a large secondary school with over 1400 students, I engage with young people and their parents/caregivers in providing psycho-social support to students. Some of the most common concerns young people talk to me about include feelings of sadness, anxiousness towards change, peer relationships troubles, and feelings of isolation. In today's world of social media, it is common for our team to be working with young people who need additional support in their inter-personal relationships, particularly when an online interaction breaks down and a young person feels isolated.

Prior to the introduction of No Wrong Door, it was not uncommon for referrals to not be followed through. For many young people and families experiencing complexities the ability to follow through with a suggested referral can be compromised. The assisted referrals framework enables a structured conversation to take place, and a commitment from the service to contact the young person as well as get back to me.

In a recent conversation with a young person who was self-harming I used the Initial Needs & Referral Tool to explore the complexity of the distress they were experiencing. The prevailing issues the young person presented with were able to be explored further and the No Wrong Door resources enabled the young person to find the language to articulate the underlying issues. I was then able to pass on this young person's story to an external service that was able to provide the student further assistance without them having to re-tell their story.

The team use the online youth service directory frequently at the school, and I believe this resource helps build the capacity of our young people, and in particular parents and even grandparents in being able to self seek information that will support the young people in their lives. The ability for a young person to use the site on their smart phone and get clear directions with the maps to services such as headspace Knox helps in ensuring young people do not develop a dependency on professionals in their life by building their capacity to tap into support to find the help they require.



*How has No Wrong Door helped your service keep young people at the heart of service delivery?
Send your story to nowrongdoor@yarraranges.vic.gov.au.*

www.nowrongdoor.com.au