

I keep young people at the heart of service delivery



Jay's Story Senior Youth Case Manager, Anchor

Anchor's Youth and Community programs offer a suite of services for young people. These programs include case management, transitional housing, family reconciliation, support for young people, and private rental brokerage.

Young people can self-refer or may be referred by their support worker. We are a Level 1 Service; primarily we see young people who are homeless or at risk of homelessness, we are also seeing young people who present with additional needs apart from their homelessness/risk of homelessness. More commonly these needs include mental health, substance use, disengagement from school and family conflict.

We understand it can be an overwhelming experience for young people to present to an organisation for the first time to seek assistance. We also understand the issue of access many young people face in physically getting to our office particularly for those living in the Upper Yarra. The No Wrong Door tools help address such barriers young people face when seeking assistance. This allows a more youth friendly approach. When we receive a No Wrong Door referral they are directed to the youth case management team. We are able to contact the referring professional, and negotiate where the young person may feel most comfortable meeting with us (as an outreach service, where appropriate, we have the capacity to be flexible and meet with a young person outside of our office).

The features of the No Wrong Door tool facilitates the process of service integration that forms a scaffold to support young people seeking assistance and enhances the co-ordination of service delivery.

A case study of a No Wrong Door response that may be used to demonstrate this process draws upon a referral we received for a young person seeking assistance to secure housing, who also identified goals of wanting assistance to manage mental health issues more effectively. We used the No Wrong Door framework to support this young person with a referral to headspace Knox. While we assisted the young person with housing, headspace Knox was able to begin working with the young person to increase capacity to develop coping strategies.

The framework provides the methods of tailoring a response to a young person's presenting needs that supports the No Wrong Door philosophy "placing the young person at the heart of service delivery".



*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