

# THE JOURNEY MAP

## 6 PIT STOPS IN THE SERVICE DELIVERY PROCESS

IT COULD FEEL LIKE:  
"THE QUESTION BECOMES HOW I FEEL AND WHAT I NEED, AND NOT AROUND 'WHAT'S AVAILABLE' OR TRANSPORT"



### FINDING SUPPORT

#### AUTONOMY AND CHOICE

Young people feel ownership over the support they engage with

Young people are able to make informed choices about their support

#### CONFIDENCE

Information is available and communicated in ways that support young people to feel confident accessing services and making decisions about their support

#### NORMALISING

Accessing support is normalised in the context of a youth hub that focuses on young people thriving; a strengths based approach

#### PEER-PEER SUPPORT

Young people are connected with other young people who 'get it'

IT COULD FEEL LIKE:  
"OPEN AND WELCOMING PLACE WHERE YOU CAN GO TO FIND SOME ANSWERS"



### GETTING THERE

#### SPECIFIC SUPPORT

Young people have access to culturally safe, LGBTQIA+ inclusive services near them and generalised services know where to refer young people

#### CONVENIENCE

Young people are able to access services easily and independently

Public transport or service-specific transport options are available

#### MODALITIES

Services are delivered in multiple ways (physically, virtually and in combination) based on what makes most sense for individual young people

#### AVAILABILITY

Young people have access to services at the times most suited to their lives

Young people have access to services close to them

### SERVICE ENTRY

#### SCOPING PROFESSIONALS

Innovative methods are used for young people to get to know the professionals they will work with, before they work with them

#### ACCESS TO INFORMATION

Young people being provided with adequate and clear information about how the service works, what it costs, and how to navigate it

#### INFORMAL ENGAGEMENTS WITH PROFESSIONALS

Young people are supported to engage in informal engagements with the professionals they work with so that power imbalances are acknowledged and mitigated

#### SUPPORTIVE AND ENGAGING PHYSICAL SPACES

Physical environments are co-designed and engaging: physical spaces feel welcoming, inclusive and non-clinical



IT COULD FEEL LIKE:  
"CONFIDENT, I KNOW WHAT KIND OF SERVICE I'M GOING TO RECEIVE"

### FIRST APPOINTMENT

#### MULTIPLE METHODS OF COMMUNICATION

Multiple methods (call, text, chat, email, Zoom) are offered to young people to connect with services, professionals and manage administration so that accessing support is comfortable

#### CHECKING IN

Young people have clear ways to check-in after their first appointment, and are supported to find alternatives so that service engagement does not stop after one negative interaction

#### KNOWING WHAT TO SAY

Young people are provided with a list of questions that professionals may ask and other useful information so they feel prepared before their first appointment



IT COULD FEEL LIKE:  
"WORKING TOGETHER, WITH PEER SUPPORT, BEING ON EQUAL STANDING"



### STAYING ENGAGED

#### CONNECTION

Young people have meaningfully connected with their service provider, with the clinician remembering their basic case details

Young people feel safe, seen and see themselves represented and respected

#### FEEDBACK

Young people understand how to give feedback, what happens to their feedback and how their ideas or needs will be incorporated

#### CLEAR NEXT STEPS

Next steps (administration, booking, transfers service, referrals, external processes) are clearly communicated to young people so that they know where they are up to and what the next steps are

IT COULD FEEL LIKE:  
"I WANNA FEEL SAD (WHEN EXITING A SERVICE) BECAUSE I GOT SOMETHING OUT OF IT!"



#### INTEGRATION

When multiple support services are working with one young person, those services speak to each other and coordinate support

#### CO-DESIGN

Young people are engaged in an ongoing and authentic way with service design and service delivery that impacts them, and are encouraged to support improvement

#### OVERLAP

Service delivery is focused on continuity: new professionals are given thorough handovers so that the process doesn't begin at zero again

#### PREPARATION FOR THE END OF SUPPORT

There is no 'cliff' to fall off at the end of the journey, but instead a considered and tailored end to service engagement for young people

IT COULD FEEL LIKE:  
"MORE OF THE SAME SERVICE AROUND TO CHOOSE FROM - VARIETY OF COST/AVAILABILITY (TO) MATCH (MY) NEEDS."

### MOVING FORWARD

## JOURNEY ESSENTIALS

#### 1. RECOGNITION OF THE JOURNEY

Cultural shifts are needed to change the system.

This looks like: service providers and support services recognise that each young person is on a unique journey. It is understood that each interaction with a service is part of a larger story that started before service engagement and continues beyond each appointment.

#### 2. OTHERS WHO KNOW THE WAY

Young people emphasised the need for 'way finders' (the people on the journey who know how to read the map, and know which way to go).

This looks like: service navigators and care coordinators are an integral aspect of every young person's journey and provide guidance for navigating the system.

#### 3. JOURNEY COMPANIONS

Young people need access to peer support workers who have been on a journey or are still on one.

This looks like: young people are trained and paid by services as peer support workers. Young people can connect with others who may have been in similar situations, who understand the system and are 'step ahead' mentors who can break down barriers of experience and understanding.

#### 4. SUPPORT FOR THE MOUNTAINS

Extra support is needed for the 'mountains' (the really tough bits of the journey, including referrals).

This looks like: young people are given options to overcome key barriers, particularly around administration and referrals. Trusted others can make appointments on behalf of young people, and multiple options of delivery are available. Identifying the unique mountains that are difficult to climb with young people is crucial.

#### 5. THE ABILITY TO TURN BACK

When a service isn't right, young people have ways of 'breaking up' with the service and turning back to find an alternative path.

This looks like: matchmaking between services and young people includes proactive conversations about 'the right fit'. Instead of abandoning support altogether, young people are given choices when a service isn't working out or right for them.

#### 6. NO DEAD ENDS OR CLIFFS TO FALL OFF

Free session limits and minimal planning around the end of service engagement cause dead ends and cliffs that create financial pressure and/or end support prematurely.

This looks like: young people don't feel the pressure of 'wasting' free sessions finding the right fit - it can take up to six sessions just to find the support they need! Young people are supported with end-of-service-engagement planning, which is considered and tailored to each person.