



Better Youth Service Pilots Key Learnings:

The Need for Change and the Way Forward



Aim

- To share with you key learnings from the six Better Youth Service (BYS) projects



Overview of key findings

1. Confirmed VYF focus areas
2. Affirmed need for change
3. Common reform priorities



The BYS project sites endorse the VYF discussion paper principles

- Principles and 5 focus areas of the Vulnerable Youth Framework discussion paper strongly affirmed by work of the BYSP sites:
 - Prevention and early identification
 - Engagement in education, training and employment
 - Local planning for youth services
 - Tailored responses for particular groups
 - Effective services, capable people
- In particular, the work confirmed that a shared understanding of vulnerability is required to establish systemic service response and common practice



Need for change - BYSP sites support service redesign...

Service barriers to improving outcomes for young people

- Inconsistent practices around service co-location and outreach
- Differing professional practices can hinder consistent service strategies
- Multiple intake and assessment points mean young people have to tell their story many times to many people
- Variable service relationships



Need for change - BYSP sites support system redesign...

Systemic barriers to improving outcomes for young people

- Different service objectives, target groups and catchments can mean no one is responsible for 'whole person' outcomes
- Young people dip in and out of time limited services with little sustained support
- A few clients receive many services reducing the overall capacity of the system
- Uncoordinated service planning:
 - limits capacity to plan and match responses to needs across vulnerability spectrum
 - makes it hard for young people to find the service they need where they live



There are common reform priorities across very different places...

1. Place universal platforms at the centre
2. Enable earlier referral by the 'first to know' (teachers, police, health professionals)
3. Establish 'no wrong door' intake, assessment and service outcome reporting by key services supporting young people
4. Provide more consistent practice, access to necessary support (including coordinated support for highly vulnerable)
5. State wide system includes rural areas



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From the findings and recommendations of BYSP sites we have gained a solid understanding that in order to improve outcomes for young people we need to not only invest in services and programs....



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....but also to invest in changing the way the service system works to ensure a better integrated, more responsive approach to service delivery so that:



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Local need is reflected in local services

and

No young person falls through the gaps

and

Support is provided as early as possible