

## PROJECT BACKGROUND

Eastern Melbourne Primary Health Network (EMPHN) has received funding from the Commonwealth Department of Health to develop a Health Hub targeting young people in Shire of Yarra Ranges. The purpose of the Health Hub is to provide young people and their families access to range of primary health services such as mental health, drug and alcohol and physical health services in an integrated manner. It is anticipated that the Health Hub will commence operations in July/August 2020.

EMPHN has engaged Impact Co. and Swagata Bapat Consulting to support the development of the service model that will underpin the design of the Health Hub. A high-level draft of the service model is described on the following pages, including details on the:

- target cohort
- services to be delivered
- operating hours
- service delivery locations
- key principles
- key elements of the build structure
- user journey of young people through the Health Hub and the key features of each stage of the user journey.

This draft has been developed based on insights gathered through the following activities:

1



### Stakeholder consultations

The consultations attempted to capture the voice of a diverse group of young people. In total, 45 young people and 14 staff members (from 7 different service providers) were engaged during the consultations.

2



### Literature review

Desktop research on available literature across Australia and internationally

3



### Site visit

Site visit to the Visy Cares Hub in Sunshine and interview with the hub's Operations and Facility Manager

4



### Co-design workshop

Co-design workshop attended by 19 participants including young people, service providers and representatives from EMPHN

The last page of this document invites feedback from stakeholders on the high-level draft service model developed

# INTEGRATED YOUTH HEALTH HUB

## SERVICE MODEL

The service model of the Health Hub and key principles underpinning are depicted below:

### SERVICE LOCATION

The Health Hub will consist of a main site in Lilydale, and multiple other sites across the Yarra Ranges to ensure that young people from different parts of the catchment can readily access services.



### SERVICE HOURS

The Health Hub will operate during hours that are accessible to young people i.e. operating hours will need to extend to after hours (after 5pm on weekdays and on weekends)



### TARGET COHORT

The target cohort of the Health Hub is all young people aged 12 – 25 years old in the Yarra Ranges catchment. There will also be a proactive focus on ensuring access to those who are at-risk, disadvantaged and with complex needs.



### SERVICES

The core services offered through the Health Hub will focus on enhancing the health and wellbeing of young people and will include:

- mental health
- sexual health
- alcohol and other drugs
- life skills development (e.g. cooking, eating healthy)
- health and wellbeing promotion
- physical health services (including allied health services and fitness activities).

In addition, it is envisaged that the Health Hub will have strong links and regularly host other social and youth-related services (such as legal aid, family violence, employment, housing, education, disability and Centrelink).

Services delivered at the Health Hub will include 1-on-1 and group-based activities and will also have a strong focus on prevention and early intervention



### HOLISTIC AND RESPONSIVE TO NEED

Services available at the Health Hub will be person-centred, focusing on supporting the broad health and wellbeing needs of young people. Where appropriate, services will also be able to involve families. A Stepped Care approach will be implemented to adapt to a young person's changing needs.

### SAFE AND INCLUSIVE

Services, facilities, infrastructure and approaches/models of care adopted at the Health Hub will be designed to be inclusive to young people of all backgrounds, abilities and identities.

### YOUTH-LED

A core focus of the Health Hub will be to involve young people in the design and delivery of activities at the Health Hub. The concept of youth-led will also extend to involving young people in the governance of the Health Hub and providing peer support to other young people accessing services at the Health Hub.

### COLLABORATIVE WITH SHARED ACCOUNTABILITY

Services at the Health Hub will work together in an integrated manner, where there is shared accountability to enhance the health and wellbeing of young people.

### EVIDENCE-BASED QUALITY CARE

Services at the Health Hub will be underpinned by evidence-informed practices to deliver safe and high-quality care to young people.

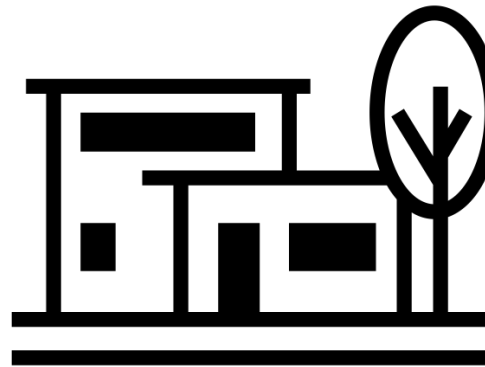
# INTEGRATED YOUTH HEALTH HUB

## BUILT STRUCTURE ELEMENTS

Key elements of the design and layout for the Health Hub are depicted below:

### *Accessible*

Sites of the Health Hub should be close to public transport, centrally located to the area and visible with consistent branding across the sites.



### *Inclusive*

The Health Hub will:

- be accessible for people with a disability and compliant with the Disability Discrimination Act (DDA)
- accredited or working towards accreditation under the Rainbow Tick (including using gender-neutral language and having gender neutral toilets)
- be culturally appropriate for individuals who are of an Aboriginal and Torres Strait Islander or CALD background
- provide access to interpreters where necessary and take into consideration the different language needs.

### *Youth-friendly*

The following will be provided at the Health Hub to create a 'youth-friendly' environment for young people:

- charging stations
- changing Rooms
- access to free wi-fi
- artwork produced by young people
- music
- food available
- washing machine

### *Safe*

The Health Hub will have:

- clearly identified security cameras
- on-site security during appropriate operating hours
- soft lighting
- different access points for crisis situations.

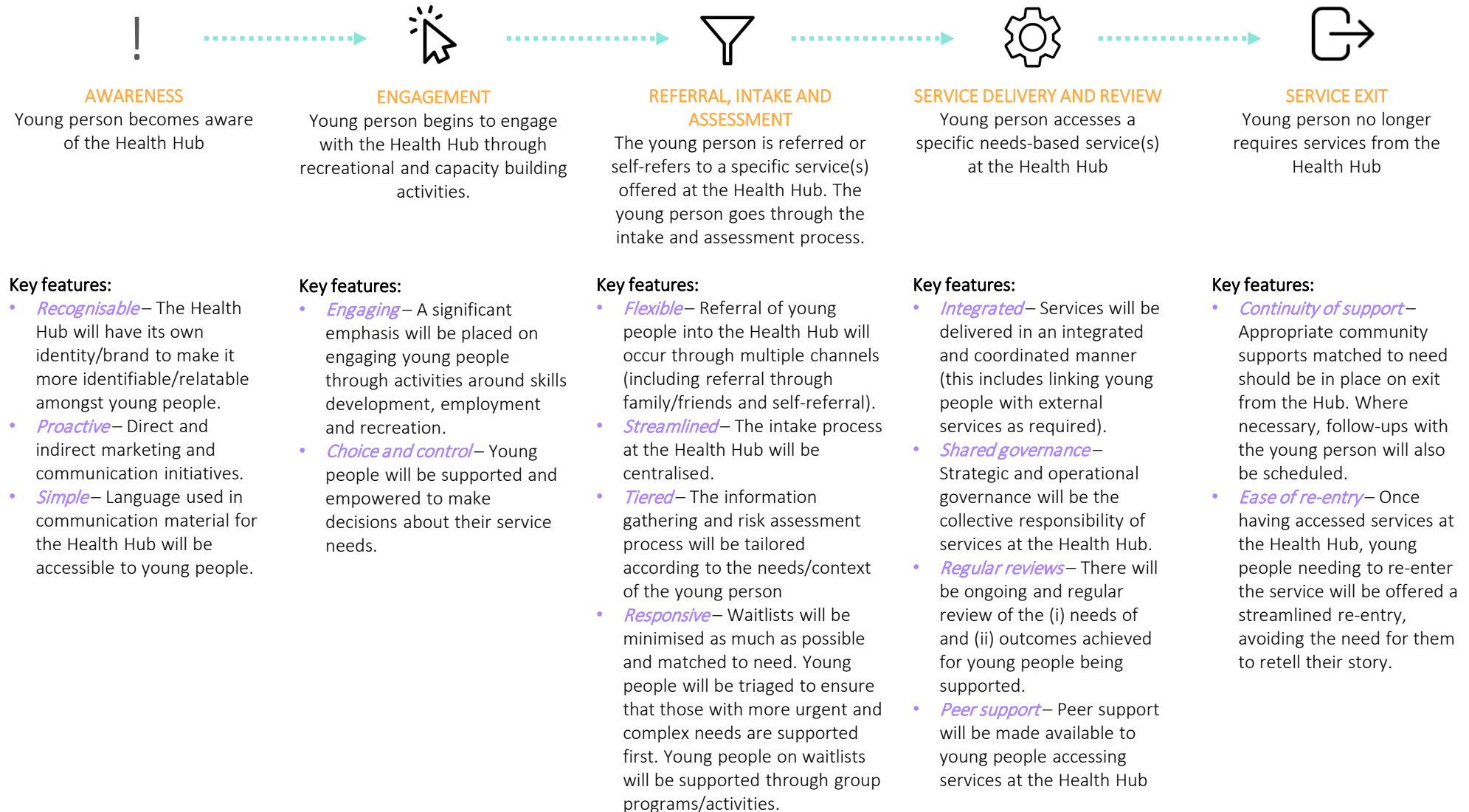
### *Connected to the environment*

The Health Hub will have greenery in indoor spaces with access to different outdoor spaces or a community garden where possible. It will also be operated in an environmentally friendly way.

# INTEGRATED YOUTH HEALTH HUB

## USER JOURNEY

The user journey of young people through the Health Hub and the key features of each stage of the user journey is depicted below:



# INTEGRATED YOUTH HEALTH HUB



## HAVE YOUR SAY

Upon reviewing the information presented in the preceding pages, it'll be useful to get feedback on the following:

1. What are your general thoughts on the high-level draft service model?
2. Are there key elements that are missing from the high-level draft service model?
3. What facilities/design considerations would be required at the Health Hub to deliver the identified services effectively (e.g. small private and soundproof consulting rooms, space for group programs, shared desk space etc)?

You can provide feedback at

<https://www.surveymonkey.com/r/Lilydaleyouthfeedback>

by **30 January 2020**

