



Developing  
a Youth  
**One  
Stop  
Shop**  
for Counties  
Manukau

COUNTIES MANUKAU DISTRICT  
HEALTH BOARD  
*A Community Partnership*

## INTRODUCTION

Counties Manukau District Health Board (CMDHB) has partnered with young people in the District to develop an exciting and innovative way to deliver health and social services to young people. The concept of a 'one-stop-shop' will see a range of comprehensive services targeting young people delivered in one setting which is appropriate and easily accessible to young people. A unique feature of this project is that young people themselves have been involved in the scoping, concept development and design phases of the project.

A significant amount of work has been completed to date and CMDHB is now ready to enter into the implementation phase of the project. CMDHB intends to continue working collaboratively with young people, and to work with partner organisations to establish a one-stop-shop facility for young people in the District.

This prospectus has been designed to provide you with a snapshot of the one-stop-shop concept and information on how your organisation could be involved.

Should you wish to discuss the youth one-stop-shop project further, please contact Rachel Enosa-Saseve, Programme Manager on 021-784-458 or by email at: [rachel.enosa-saseve@cmdhb.org.nz](mailto:rachel.enosa-saseve@cmdhb.org.nz).

Geraint Martin  
Chief Executive  
Counties Manukau District Health Board



<sup>1</sup>Refer to page 8 for disparity references.

## BACKGROUND

More than 675,000 young people (aged 12-24 years) live in New Zealand, and over ten percent of them (72,786) live in Counties-Manukau. Many of these young people live in areas classified as highly deprived (dep 9 and 10). Most young people have a number of protective (health promoting) factors in their lives and do not engage in multiple risk taking behaviours. While most of the young people in Counties Manukau are healthy, there are a number of risk factors which impact on their health and wellbeing which include<sup>1</sup>:

- Motor vehicle deaths and suicide are leading causes of death for this population group
- Young people in Counties Manukau are more likely to report mental health concerns than young people living in other areas
- 17% of female and 8% of male secondary school students smoke
- Proportionately higher teen pregnancy rates for Maori and Pacific populations
- Young people in Counties Manukau are more likely to attend a low decile school than in other parts of New Zealand
- One quarter of male students and one third of female students in Counties Manukau report a lifetime prevalence of sexual abuse

## TARGET AUDIENCE

The target audience for the project are young people aged 17 – 22 years who live in the Manukau City area<sup>2</sup>. The services will have a specific focus on Maori and Pacific young people and will look to promote the inclusion of families where appropriate.

The model of service delivery is focused on 'mainstream' youth with a number of services currently available for young people requiring more intensive supports.

## LOCATION

A building is yet to be acquired for the one-stop-shop however it will be centrally located in the Manukau City area. The location of the one-stop-shop will be a critical factor in young people accessing the services. Both national and international evidence suggests that young people are more likely to access services when they are provided in a central location such as near a shopping facility or where young people usually congregate, or in areas which are close to transport.

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<sup>2</sup>There are approximately 16,000 young people in this age group who live in the surrounding suburbs of Manukau City. While services will target those aged 17-22 years, services will be made available to all young people in Counties Manukau where appropriate.



## WHAT IS A ONE-STOP-SHOP

A one-stop-shop is a community based centre or facility which provides a range of comprehensive services for young people. Services may include health, education, employment and social services. Recreational activities are also an important feature of a youth one-stop-shop.

The aim of the one-stop-shop service model is to ensure 'seamless service' that is well coordinated and provided in an appropriate manner for young people and their families. The service model seeks to improve access for young people by supporting them to navigate their way around a range of services in one setting. Services delivered in the one-stop-shop setting provide a positive experience for young people and are delivered by 'youth friendly' staff in a youth focused environment.

## PHILOSOPHY OF A ONE-STOP-SHOP SERVICE MODEL

Being able to connect and build relationships with young people is paramount to a one-stop-shop service model. Services are delivered in a manner that is non-judgemental and promotes trust, confidentiality, and safety for young people. The following principles underpin the one-stop-shop service model and have been developed by young people themselves:

- a) Young people are actively involved in the design, implementation and evaluation of the service;
- b) The service is locally based and easily accessible to young people;
- c) The service works together with young people and their families to ensure that the service promotes healthier lifestyle choices for young people, community spirit and positive youth development;
- d) Services are provided in a youth friendly manner with all staff having an ability to engage and relate to a diversity of young people;
- e) There is strong governance, managerial leadership and effective networks with other service providers to ensure services are well coordinated and supported – regardless of a young person's need.



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<sup>3</sup>There will be no cost to a young person to be a member of the one-stop-shop.

## CONCEPT AND DESIGN

A series of consultations and focus groups have been held with young people to support with the concept development and design of a one-stop-shop facility. Young people have stated that they would be more likely to access health and social services that were youth appropriate, provided at low or no cost and were fun!

Young people have recommended that the one-stop-shop be designed similar to a recreational facility where youth would be required to have a membership card to receive services<sup>3</sup>. Young people have stated that the membership card or 'club card' be part of a system which would act as an electronic appointment booking system, a message board, it would allow them to update their contact details and to automatically message service providers when they had arrived for appointments.

Recreational activities were viewed as an essential part of the one-stop-shop as extra-curricular activities would encourage young people to regularly visit the one-stop-shop site. Young people have prioritised a dance/music studio, internet café, gym equipment, a chill out space and a basketball area as activities that would attract the target audience. In addition, young people themselves were interested in running many of the recreational activities themselves (ie: internet café, dance classes).

A range of health, education, employment and other youth targeted social services will be made available at the one-stop-shop facility. CMDHB will fund a health service for young people which will include a peer support component to assist in building relationships and connecting young people to other peers, support groups, programmes and/or services that will assist them in their treatment or care planning.



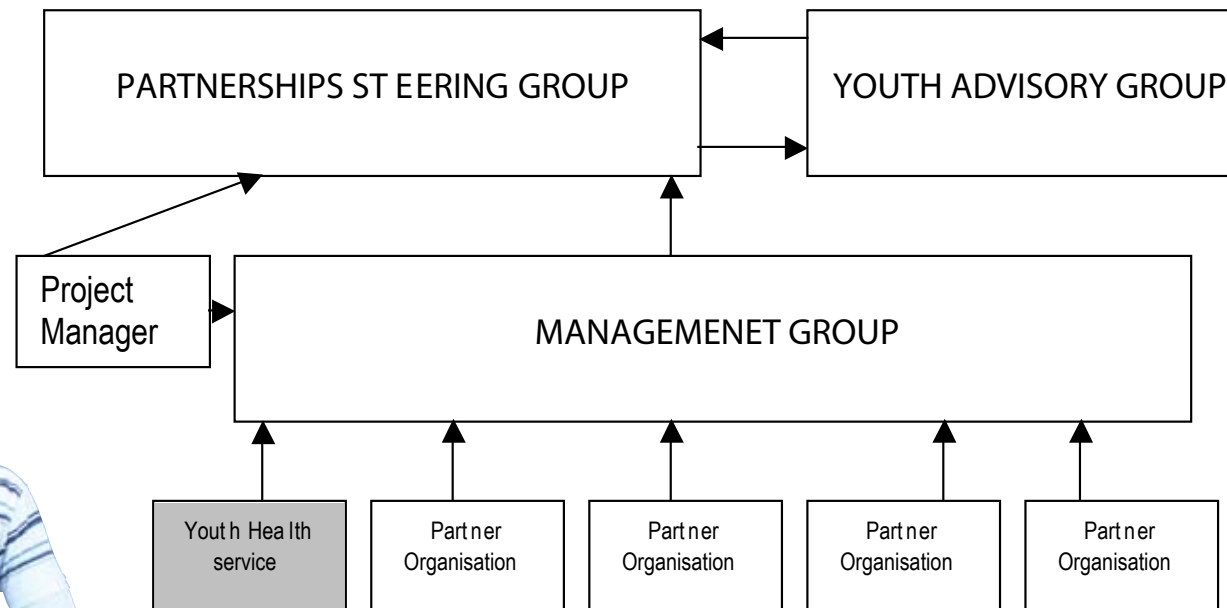
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<sup>3</sup> Gray, A (1994) From Counselling to Cough Mixture: Young People's Views on Health and Disability Support Services, Ministry of Youth Affairs, New Zealand.

## PARTNERSHIPS

A partnership model is proposed to support the implementation phase. A Partnerships Steering Group would include representatives from all partner organisations with its primary function being to provide governance, strategic advice and leadership for the project.

A management group is important to the proposed service model as it will deal with the operational issues and the alignment and coordination of seamless services for young people. It is likely that partner organisations will have a memorandum of understanding in place and that there would be the payment of an appropriately priced fee to assist in the maintenance of the property and administrative costs.



## FUNDING

Different sources of funding will be acquired for the one-stop-shop which will include government agencies, crown entities, service providers or other NGO. Other avenues of funding will also be pursued to support the costs associated with the set up and maintenance of the property which may include the Manukau City Council, Lotteries, ASB Trust, Sky City Trust and cooperate organisations.

CMDHB will fund the health services component of the one-stop-shop.

## CONTACT DETAILS

Should you wish to discuss the youth one-stop-shop project further or look at how your organisations can become involved in this initiative, please contact:

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A full copy of the scoping phase reports are available at:

<http://www.cmdhb.org.nz/Counties/Funded-Services/Pacific-Health/servicedevelopment/youth/youthlinereport.pdf>



## REFERENCES

1. Statistics New Zealand. 2001 Census of Populations and Dwellings. Wellington: Statistics New Zealand, 2002.
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3. Jackson G et al. Counties Manukau Health Profile. CMDHB 2001.
4. NZHIS: Mortality and Demographic Data 1999. Wellington. Ministry of Health 2003.
5. Jackson G et al. Counties Manukau Health Profile. CMDHB 2001.
6. Adolescent Health Research group. South Auckland Regional Report: A profile of student health and wellbeing, Auckland. The University of Auckland 2004.

