Service and Program Awards Application Cover Sheet

Category: General Category

Entry Title: The KYS Approach

Name of Applicant: Raechel Osborne

Organisation: KYS - Kapiti Youth Support
Additional Information about Entry

Kāpiti Youth Support (KYS) proudly plays an important role in the Kāpiti community - from Paekākāriki to Ōtaki - as the service that young people aged 10-24 can rely on for health and wellbeing matters, irrespective of their background or circumstances.

We adopt an ecological approach which allows us to improve access to a wide range of appropriate primary, mental health and social services for young people. We recognise that for a young person to thrive, their health and mental health are interconnected and must be approached holistically. This particularly applies for vulnerable young people facing multiple long-term issues which require sustained interventions that are integrated across all KYS services.

Young people are central to everything that is done at KYS. We regularly reflect on what is best for the young person and ask ourselves, “What else could we be doing?” when faced with decisions or challenges that could impact them, the organisation, or the wider community.

This service-wide approach, along with the ability of our diverse staff to readily access and engage young people, provides a unique opportunity to immediately consider challenges to the young person’s current health and wellbeing and intervention experience.

Such ability provides us with the confidence to deliver a safe treatment and/or intervention programme that can be adjusted to reduce or minimise personal, clinical and organisational risk with the ability to respond in a timely and meaningful manner. A young person’s engagement with our services is not time-bound, but rather driven by their changing circumstances and needs.

Throughout a young person’s engagement with our organisation, flexibility is particularly important for people with mental health and addiction needs, for whom the severity of their distress can vary considerably over time. Accordingly, young people can move easily between each of our services and together we can escalate or deescalate primary mental health and addiction clinical support as needed.

We manage these coexisting conditions by ensuring that a young person is part of a continuum of care. Key to our approach is coordinated teamwork and collaboration between those involved in the young person’s care. This approach enables targeted and timely responses so that the young person gets the right care when they need it. KYS adopts a narrow set of criteria, ensuring access, flexible tenure and re-entry into care if needed. Our philosophy is for no young person to fall through the cracks.

The KYS model means that young people benefit from having integrated services and programmes easing their access to a mix of resources and services appropriate to their needs. Young people can have various entry points. This could be a self-referral, drop in, or a referral from other sources such as probation, police, education etc.

The level of trust that the KYS model engenders, means that when young people transition to other services, we can support them with a seamless continuity of care.

We respect that any young person has connections with family/whānau, friends, school, peers, and the wider community and cannot be understood or supported in isolation but in the context of their family and wider community. It is therefore important to develop relationships with the young person, the people that are important to them and the systems that affect them. KYS’s ecological interventions embrace the coping mechanisms of young people as individuals and using that, we work to enhance their support networks to add value to the resources available to them. We recognise that young people are the experts of their own wellbeing and in order for us to work alongside them we need to be respectful in our interactions with them, promote agency and provide them with choice. It is our experience that when services work to empower and enable young people this increases positive relationships, resiliency, and functional outcomes including school involvement, social participation, prosocial behaviour, positive peer groups, and positive future aspirations. Over time we have evidenced that this makes a positive difference in young people’s lives.
Evidence of a significant contribution to the field of mental health on a local, state or national level.

KYS has placed significant importance in involving our organisation in and contributing to a range of research projects that have been designed to have an impact on the life of young people, and which promote positive outcomes. This contribution is not only to impact mental health but also to take more of a holistic approach. This ensures that KYS are keeping staff involved in current evidence-based developments and opportunities, gives an effective voice for young people regarding their lived experiences within our community, gives exposure to leading-edge interventions that enhance young people’s wellbeing, and is ultimately able to directly influence national policy and practice to ensure our services are relevant for young people.

We have made it a priority to develop and maintain relationships with universities, evaluators and researchers. Our effort provides us with the ongoing opportunity to measure the effectiveness of our work and remain at the forefront of developing and trialling new interventions.

Below are some research projects KYS has contributed to and participated in:

- **KYS staff are Expert Advisors to Malatest International for the National Youth Health and Wellbeing Survey 2019 (MSD).** This national survey was launched this year due to delays from COVID-19 and has been met with resounding success.

- **2020 Developing Practice Resources to support PARTh/ Tōu Ake Mana (MBIE).** To develop a kete of practice resources to support practitioners to implement PARTh and Tōu Ake Mana (Tōu Ake Mana). The resources will be designed so that they are culturally and contextually appropriate for work with youth in diverse contexts and settings.

- **2009-19 - Long-Term Successful Youth Transitions (MBIE).** New information on the transition experiences of vulnerable young people within/between systems. Insights on policy/practice and the factors that strengthen support networks/services and improve transition experiences.

- **2008-16 - Pathways to Resilience (MBIE).** New information on the nature of resilience/risk of vulnerable young people who are multiple service users. Insights on policy/practice and the factors that enhance service quality in the health/welfare/justice/education sectors.


- **2012-2013 SPARX e-monitoring and e-therapy for youth depression in primary care (HRC).** An e-monitoring and e-therapy primary care tool for youth experiencing depression. The SPARX tool gives wider access for evidence-based interventions for young people. KYS was the key provider in the clinical trial and provided over 40% of the participants.

- **2014 SPARX expansion to include a monitoring system and to test clinical utility and acceptability (HRC).** KYS partnered with Auckland University to pilot the delivery and monitoring system of SPARX to test clinical utility and acceptability to young people and clinicians prior to its release. (HRC Partnership)

- **2014 SOLVE – KYS staff was a member of the Clinical Advisory Establishment group to provide high level oversight guidance and decision making with reference to the implementation and clinical risk associated with the SOLVE project being the planned roll out of SPARX online.** (National Institute for Health Innovation, University of Auckland)


- **Collaborative Care in Youth One Stop Shops 2014 (HRC).** Evidence to show the benefit of collaborative healthcare practice for young people with multiple and complex problems. KYS
worked with researchers at Otago University to better understand utilisation patterns and ways of further developing our wrap-around social and healthcare services so that utilisation rates improved.


Participating in:

- **2019 HABITS Chatbot - evaluation of Headstrong: A Chatbot to support emotional wellbeing in older adolescents** - (Auckland University, MBIE National Science Challenge) Increased access to evidence based technology online as an option to support their emotional wellbeing.
- **HABITS- Quest Trial (2019) evaluation of an app to support emotional wellbeing in adolescents** - (Auckland University, MBIE, National Science Challenge) Tested and refined mental health support app for adolescents

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**KYS is frequently visited by international visitors as an example of a leading youth model of care. Some examples over the last two years include:**

- Delegations led by Hon Simone McGurk, Minister for Child Protection; Women’s Interests; Prevention of Family and Domestic Violence; Community Services in the Western Australia State Government, and Hon. Jenny Mikakos, Minister for Health in the Victoria State Government.
- KYS was visited by the Australian Federal Government’s Youth Justice Task Force which included the Victorian Commissioner for Aboriginal children & young people and their Secretary of Justice.
- The Chief Executive Officer of the WA Council of Social Service Australia, Louise Giolitto, and a delegation of social services providers visited KYS to understand more about our model and its application to Western Australia.
- A delegation visited KYS from the Australian Jesuit Social Services which included Julie Edwards (CEO), Cath Neville (Executive Director, Advocacy and Strategic Communications), and Daniel Clements (General Manager, Justice Programs).

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**Evidence of innovation and/or recognised best practice.**

KYS has a fierce commitment to young people with a focus on best practice, innovation and continuous commitment to improvement. Along with our involvement in research and development, KYS has become a recognised leader in the delivery of primary health, mental health and social services for young people both internationally and in New Zealand. KYS has been innovative in developing its services and programmes to address the need in our community. Some of these services are funded, partially funded or not funded at all. This has required KYS to be creative in developing effective services to meet need and acquire resource to be able to deliver these.

**Outline of services -** [http://kys.co.nz/](http://kys.co.nz/)

**KYS provides the following services:**

- Doctors and Nurse consultations
- Alcohol and Drug counselling
- Mentoring
- Counselling/ Psychology
- Social Support
- School based health services

**Other programmes include:**

- Youth Reps
- Young Parent Support
- Stepping Stones
- Youth Services - NEET, YP, YPP
- Transition Services
- He Kākano
- Project Youth – LGBTIQ+
- Youth Development Programmes
- Financial Capability
- Driver License Training
- Shift
- Dyslexia Screening
KYS is innovative and has experience in developing and implementing new initiatives, such as:

**How we know what we’re doing works (HRC) Development of a youth health and wellbeing outcome measurement model (OMM)**

KYS’s innovation has led to the development of a health and wellbeing outcome framework - OMM. OMM clearly evidences outcomes attributed to multifactorial interventions in complex health and social settings. KYS has robust evidence that informs our practice and demonstrates to funders and others the value of our work. The tool has also won several awards and has been used by other Non-Government organisations. In partnership with Evaluation Works Ltd, KYS used funding from the Health Research Council to develop a youth outcomes model and measure that captured a set of meaningful and useful information about outcomes for young people, including the hard to measure areas that are key to the development of healthy, resilient, thriving young people. The OMM assessment is underpinned by the Domains Framework made up of clearly defined descriptors for each of the eight domains and 18 subdomains that represent the health and wellbeing of a young person. OMM assists the worker providing the programme, intervention or service to identify both the challenges and strengths that a young person has, and then over time capture the change or progress in the subdomains that are relevant to them. OMM provides an opportunity to identify each young person’s needs, transparently collect this information so it can be disseminated to all the practitioners involved in the young person’s care, and enable this information to inform an appropriate intervention. OMM can then monitor the outcomes to measure change over time.

This work has strongly enhanced KYS’s ability to effectively report on the health and wellbeing outcomes for young people we work with and to ensure that our approach is relevant and effective. This framework provides a shared language describing a young person’s health and wellbeing and enables the assessors to make a judgement (assessment) in a systematic, consistent and transparent manner while mitigating value-laden assessments. The measurement model is framed by Te Whare Tapa Whā (developed by Professor Mason Durie) which is widely accepted and applied.

The model and measure was trialled as part of an impact evaluation. The evaluation aimed to identify the changes experienced by young people and to identify the contribution KYS made to those changes. The results from the impact evaluation indicated that

- 90% of participants experienced better or the same health and wellbeing
- That it works for all young people irrespective of gender or ethnicity
- That KYS worked well for all young people particularly those with challenges in their lives


**PARTH**

As part of the research partnership with Massey University in the MBIE Youth Transitions and Pathways research programmes, KYS partnered with Massey University to co-design and deliver the three-day PARTH practitioner training programme. The training takes the PARTH model developed at MASSEY out of the MBIE research findings and converts it into an intensive training experience for youth practitioners from statutory, NGO and Iwi organisations, upskilling them in essential youth engagement techniques that the research demonstrates are linked to better outcomes. Organisations that work with young people come from all over New Zealand to KYS to undertake the PARTH training which is available twice a year. *(See Appendix 1 - PARTH Workshop Brochure)*

**Dyslexia Friendly Quality Mark**

KYS is acutely aware of the challenges young people with disabilities or who require learning support face. KYS is one of three pilot organisations with the Dyslexia Friendly Quality Mark placing us at the forefront of initiatives to meet the needs of neuro-diverse learners. KYS has in-house expertise in supporting neuro-
diverse young people as well as access to external expertise. KYS recently undertook a study where a group of young people involved in the NEET programme at KYS were screened to determine if learning differences like dyslexia were a common factor across a significant number of these young people. Of the 15 participants 11 of those screened as positive for dyslexia and had no idea that they could be dyslexic. All learners were provided with information about their learning abilities and advice about the learning style that best suited them.

**Ministry of Social Development - Youth Services NEET Trial**

In 2017 KYS was one of three organisations to be invited to undertake the NEET trial. The Trial allowed KYS flexibility to develop and implement new approaches to delivering services to high-risk NEET young people. The findings from the trial informed the future direction of Youth services.


**Stepping Stones**

Stepping Stones is an early intervention programme developed by KYS, which is targeted at young people aged 11 to 16 who are at risk of offending. A group-based programme developed to increase young people’s confidence and strengths, explore identity and help develop positive connections with peers, whānau, community and environment. Adventure-based therapy is a large component of the group’s focus with each activity having a learning and reflection component. This continues to be funded by Oranga Tamariki, Youth Justice and has been evaluated to be an effective programme.


**AOD-CEP model of care.**

Many young people with issues with alcohol and other drugs (AOD) present with co-existing problems (CEP) such as depression and anxiety. KYS is participating in the implementation with CCDHB of an integrated model of care to strengthen the interface between primary and secondary AOD CEP services for young people. AOD-CEP model of care. Many young people with issues with alcohol and other drugs (AOD) present with co-existing problems (CEP) such as depression and anxiety. KYS is participating in the implementation with CCDHB of an integrated model of care to strengthen the interface between primary and secondary AOD CEP services for young people.

**MSD Financial Capability**

KYS is the only specific youth provider of this service within New Zealand, and we have adapted this to a youth context because we know that financial challenges can negatively impact young people’s wellbeing.

**Cultural Leadership**

KYS places the principles of the Treaty of Waitangi at the centre of how we design and deliver services for Rangatahi Māori. KYS service delivery models integrate Te Whare Tapa Whā (developed by Professor Mason Durie) which includes four cornerstones (or sides) of Māori health: Taha Tinana (physical health), Taha Wairua (spiritual health), Taha Whanau (family health) and Taha Hinengaro (mental health).

Māori are involved in decision-making, planning and service design and delivery through participation in governance and management, and the particular role that our staff who identify as Māori play. KYS recognises the importance of cultural leadership within a health and wellbeing setting and we are conscious of the bi-cultural and multicultural nature of the society we work within. To commit to this, KYS has prioritised employing a cultural advisor who leads and integrates Kaupapa Māori and Te Ao Māori into service delivery.
Our focus is on enhancing the mana of Rangatahi Māori through the care we provide, and building the capacity of whanau across a suite of health and wellbeing domains.

**KYS Project Youth - PY**

A great deal of research has focused on health and wellbeing of the LGBTQIA+ youth community and has positioned them as a ‘vulnerable group’ at greater risk of a number of negative health, mental health and social outcomes. To address these factors KYS in partnership with members of the LGBTQIA+ youth community developed Project Youth, a community-based professionally facilitated psycho-educational peer-support programme for young people of diverse genders and sexualities. The programme supports improved wellbeing, positive identity formation and provides a sense of social connection, acceptance and belonging for LGBTQIA+ youth. The content of sessions focuses on culturally relevant topics and based on group needs and participant feedback. Sessions are a mix of educational content, experience sharing and activities. PY also provides young people with appropriate content that challenged them, was relevant, helped them explore their identity and diversity and develop important skills.

Having PY integrated within KYS, and a facilitator - who is from the LGBTQIA+ community - employed by KYS reinforces and normalises the diversity of the group. The role provides continued opportunity to challenge heterosexist assumptions, supports KYS staff to be relevant and appropriate on an ongoing basis and enhances the development of healthy staff and community attitudes.


**Awards and Recognition**

- 2018 - Emerging Gold Services - Wellington Gold Awards (The OMM)
- 2017 - New Thinking Achievement Award and Emerging Business - Electra Business Awards (The OMM)
- 2013 - Overall Team of the Year - CCDHB Quality Improvement and Innovation Awards
- 2013 - Supreme Award - CCDHB Quality Improvement and Innovation Awards - CCDHB Chair Virginia Hope: "this organisation provides a dynamic, innovative service that strives to provide the best of care and support to young people at the same time as reducing disparity amongst its community. It recognises that staff are experts and leaders in the field of youth health and the service endeavours to provide opportunities for staff development and leadership roles."
- 2008 - Small Business of the Year - Electra Kāpiti Horowhenua Business Awards
- 2008 - Recognition of Community Service - Wellington Airport Regional Community Awards

**Accreditations and Audits**

**Social Sector Accreditation Standards** - To receive funding from social sector government agencies, KYS must meet certain accreditation standards. These accreditation standards give government agencies and the people who use the funded services confidence that providers have the capability and capacity to deliver quality social services on an on-going basis.

Accreditation is determined through an assessment by the Ministry of Social Development in relation to the Social Sector Accreditation Standards. The standards are defined at four levels, 1 to 4, with one being the highest. Providers are assessed against the standards that pertain to the level of risk associated with the services they offer.

KYS currently meet the standards at level 2.

**Technical Advisory Service - Kahui Tuitui Tangata. (2020)** - These audits are a systems-based, holistic audit of providers of health services. The national audit examines governance, business management, service delivery, quality management systems and cultural and consumer responsiveness to a high standard.
**Cornerstone General Practice Accreditation** - KYS maintains Cornerstone General Practice Accreditation - Aiming for Excellence through the Royal New Zealand College of General Practitioners. (2018)

The accreditation process involved an assessment of KYS performance against the ‘Aiming for Excellence’ quality standards. The assessment affirmed the high quality of KYS general practice services in terms of patient experience and equity, practice environment and safety, clinical effectiveness, professional development, advanced and aspirational-only indicators, and specialised indicators.

**Evidence of participation of mental health consumers in the planning, implementation and evaluation of mental health service delivery. Evidence of prioritising increased level of engagement and influence of consumers and where higher level participation such as authentic co-design is highly favoured.**

KYS, as a member of the Youth One Stop Shop (YOSS) network, adheres to the principle of youth participation set out in the Youth One Stop Shop framework - stating that “YOSS integrate youth participation as an essential and valuable contribution to the functioning and effectiveness of the YOSS. Youth participation leads decision-making within the YOSS” (YOSS Framework, 2017).

KYS employs a range of strategies to ensure we keep young people at the centre of our services and programmes, and to ensure that young people’s voice is reflected in the ongoing design, delivery and governance of our services. These strategies include:

- **Youth Advisory Groups:** KYS diverse Youth Advisory Groups provides advice to the organisations and stakeholders on a range of issues that are relevant to young people, and the community. KYS staff seek input from this group on a range of topics from strategic direction through to re-design of our service, forms and promotional materials.

- **Youth Voice:** Providing opportunities for young people to have a say in a range of forums, where people are seeking a youth perspective. KYS youth reps have a particular role to play in supporting youth voice opportunities internally at KYS, for example including young people to be part of the development and delivery of resilience programmes in the secondary schools. We also support frequent external requests for youth participation for example setting up a focus group for young people for the Mental Health Inquiry and many others.

- **Training and Development:** Provide opportunities for young people to have input in a range of different forums including programmes, reviews, service development to name a few. We also provide opportunities for young people to attend training or other events such as the INVOLVE conference.

- **Representation:** Young people are represented at all levels of the organisation including governance, we employ a significant number of staff who are under thirty. Employment and training of young adults is part of the kaupapa (ethos) at KYS to enable skill development, training opportunities and personal growth.

- **Volunteering:** Young people have the opportunity to grow and develop confidence and skills through volunteering. This has been to assist with mental health challenges such as social anxiety through a variety of programmes including assisting with the parenting group, community service opportunities such as graffiti removal, bike repair, food bank preparation and delivery and skill development such as retail experience in the KYStore social enterprise.

**Evidence of partnerships and linkages with all key stakeholders (collaboration for continuity between organisations).**

We have a significant profile within the community through our referral pathways, presence in the community and the trusted relationships we have with young people. We have a positive track record of supporting and successfully providing effective youth-centred care for young people within our community. These young people are our best advocates connecting other young people with our services. Word of
mouth is supported by a social media presence and the website. We are proactive and innovative in our approach with new initiatives that are collaborative with key stakeholders.

**Suicide Prevention and Postvention**

KYS has been a lead agency in reducing suicides within Kāpiti, and has worked collaboratively with other organisations to ensure early intervention strategies are in place to reduce suicides and be an active participant in the contagion and postvention process. The strategies and processes that KYS has implemented have greatly reduced suicides within the community and sustained this change.

KYS has actively undertaken steps to reduce the levels of suicide within the Kāpiti community. The significant gains that KYS has contributed to in reducing the numbers of suicides within the Kāpiti district is acknowledged in a letter received from Jennie Jones Regional Suicide Postvention Co-ordinator, Regional Public Health on the 11/01/2017. Extracts from that letter are included below:

“I know that the services Kāpiti Youth Support (KYS) provide have helped address what was a disturbing trend of youth deaths on the coast.

The ability of the KYS team to connect with the young people and to address issues without judgment is to be commended. Raechel your team’s dedication and commitment has been a major player in the drop of those completing suicide.

Since 2008 when I became the Wellington Regional Suicide Postvention Coordinator

I have watched KYS grow to be a pivotal part of the Kāpiti Coast community.

The ability to provide consistent, reliable and evidenced based support and to have built a connection with a wide range of external support agencies all makes for a sound support service for the young in your community.”

(See Appendix 2: Letter of Support – Jennie Jones, Regional Suicide Postvention Coordinator)

**KYS, Police and Oranga Tamariki Youth Justice pilot**

KYS trialled a three-way partnering with Police and Oranga Tamariki Youth Justice; this involved a Youth Aid Officer and Youth Justice Social Worker working from the KYS site. Early intervention ensures greater collaboration between the three organisations, ensures effective appropriate integrated services are provided more readily while reducing the fragmentation and duplication of services. This initiative is the first of its kind in New Zealand.


**AOD-CEP model of care**

Many young people with issues with alcohol and other drugs (AOD) present with co-existing problems (CEP) such as depression and anxiety. KYS is participating in the implementation with CCDHB of an integrated model of care to strengthen the interface between primary and secondary AOD CEP services for young people.

If the young person presenting to KYS meets the more complex criteria for secondary mental health services they will be assessed by a health professional and then referred, however this does not ensure they will engage with these services. The clinical team actively tracks and communicates with the young person and if needed will see them until they are fully engaged with the external provider or secondary mental health services. Many will return to KYS as they may not attend their initial or other appointments so are discharged due to non-engagement. They are then provided appropriate care within KYS.
Internal Collaboration and Continuity of Care

The best outcomes require collaboration between mental health practitioners, clinicians and other social support practitioners as this further strengthens the interdisciplinary approach that KYS provides young people. Young people with more complex needs may require a more intense intervention that could include the KYS clinical psychologist, KYS doctor for medication and KYS social worker. They may require support with other challenges related to, or impacting on their mental health such as housing, finances, relationships or a multitude of other concerns impacting the young person’s wellbeing.

Other contracts KYS holds provide a vehicle to connect young people to our primary, mental health and addiction services such as Oranga Tamariki funded Transition to Adulthood programme connect young people with experience of state care to our integrated services. These young people often have complex needs and are generating increased demand for mental health and addiction services.

Examples of External Collaboration and Continuity of Care

KYS has a collaborative relationship with Capital and Coast District Health Board (CCDHB) secondary mental health services. KYS staff meet Child and Adolescent Mental Health Services (CAHMS) monthly for a Multidisciplinary MDT meeting. We often share care and treatment for over 30 young people with CAHMS at any given time. The CAHMS Psychiatrist meets fortnightly with the KYS Doctors to support and assess the more complex cases that may require multifaceted intervention and medication review. If required this can involve a joint assessment. These cooperative practices have strengthened relationships between the secondary and primary interface, have encouraged seamless transition and continuity of care for the young people between services and have added value to staff capability.

KYS has developed strong collaborative relationships with Mid Central District Health Board secondary mental health services to ensure the transition of young people between services are smooth and seamless, this is achieved through regular contact and process review. KYS accommodates an independent experienced ACC counsellor on site so as to increase access and remove other barriers that may interfere with young people accessing this specialist and important service as part of the continuum of care. We have strong referral pathways from third party organisations including government agencies (such as the Ministry of Social Development, Oranga Tamariki), providers of Primary Health Organisations and providers of primary healthcare services including general practices throughout the region.

We are present and have strong connections to the local colleges where we have a physical presence ensuring our visibility among young people and support for college staff. The extensive services and programmes we provide in the school are an extension to the college’s pastoral care. KYS staff meet monthly with statutory organisations such as Police, youth aid, Oranga Tamariki Care and Protection and Youth Justice to ensure collaboration.

Verification of effectiveness

Outcomes

The KYS outcome measurement model - OMM - through the monitoring of data, allows KYS to assess groups of young people receiving intervention but also evaluate the progress of groups of young people involved in programmes. The results provide clear quantitative evidence that what we are doing works, that young people make significant (and sustained) progress with regards to their health, mental health and wellbeing, and are discharged with significantly better outcomes than when they were originally referred.

This monitoring data provides opportunity for reflective practice and to ensure that treatments and interventions are being delivered in a manner that is most effective. Our data supports the review process, the number of sessions, enables us to assess progress, and to identify points at which the young person slips or there is little change which can then inform future sessions. The OMM data allows us to understand the experience of young people receiving interventions and to identify where changes are required either in the care for each individual or at an organisational level. The data set presented below includes group data using an overall rating specifically from young people that have been engaged with KYS mental health
team. The overall rating is used and compares their most recent assessment with their entry assessment. The OMM data presented includes reports for all KYS services and KYS mental health services.

**KYS Counselling and Psychology Services** provide significant benefit to young people in the Kapiti community. The KYS Mental Health Team is composed of psychologists, counsellors, a mental health nurse, and an alcohol and drug counsellor. This service was originally designed to see young people aged 10-24 with mild to moderate needs. However, over half of referrals are triaged at medium to high acuity.

The primary presenting issues are anxiety and affect disorders, which has been a consistent trend across all ages, gender, socioeconomic, ethnicity and cultural backgrounds. Other complex issues that are seen regularly are transgender young people, eating disorders, complex trauma, personality disorder traits or characteristics and a very high comorbidity. Young people presenting with issues related to their own parents' ill mental health and/or substance abuse and/or dependency continues to be a significant trend.

The clinicians use a range of theoretical approaches when working with young people including cognitive behavioural therapy, EMDR, narrative therapy, interactive drawing therapy, dialectical behavioural therapy, compassion-focused therapy and acceptance and commitment therapy.

The Mental Health Team also adopts a strengths-based approach, and focuses on young people’s own values and what is important to them to guide their practice; tailoring to each individual and their needs. As well as individual counselling, the clinicians incorporate family work where necessary and appropriate, and collaborate - both internally with others in KYS and externally with other agencies that may also be working with the young person. KYS acknowledges that at times, short interventions will work for young people because issues will not be entrenched and complex. However, for vulnerable youth who face multiple issues over time, interventions will need to be sustained and integrated across services.

KYS often finds that young people with more complex needs do not engage with secondary services. Having the expertise of both counsellors and psychologists allows KYS to support them with the appropriate therapy. Evidence indicates that early intervention prevents further escalation into secondary mental health services which may then lead young people to become long term users of mental health services.

The OMM group reports for KYS Mental Health services evidence change in young people engaged in those services between July 1 2020 – May 31 2021:

- **Counselling & Psychology (Paraparaumu)**
  - At the latest assessment, 1% are Thriving, 41.05% are Good, 36.84% are OK, 18.95% are At Risk and 2.11% are Seriously at Risk.
  - Compared to entry 59.57% have improved.

- **Counselling & Psychology (Otaki Community)**
  - At the latest assessment, 43.75% are Good, 37.5% are OK, 12.5% are At Risk and 6.25% are Seriously at Risk.
  - Compared to entry 68.75% have improved.

- **AOD Services (Paraparaumu & Otaki)**
  - At the latest assessment, 20.37% are Good, 50% are OK, 20.37% are At Risk and 9.26% are Seriously at Risk.
  - Compared to entry 59.26% have improved.
Using OMM, staff can track each young person’s movement or change across any of the 18 subdomains of health and wellbeing. These can also be presented as group data. The set of data presented below includes combined group data from all of the KYS services and the young people who have engaged with these services and have had an OMM assessment. The overall rating is used and compares changes to their most recent assessment with their entry assessment. The OMM report evidences change in the overall rating, mental health and emotional social wellbeing subdomain for young people engaged in those services. The group data is taken between July 1 2020 – May 31 2021:

### Overall Wellbeing (All service)

At the latest assessment, 1% are Thriving 26.83% are Good, 37.53% are OK, 26.32% are At Risk and 8.31% are Seriously at Risk.

Compared to entry 41.01% have improved.

### Mental Health Sub Domain

At the latest assessment, 29.06% are Good, 42.86% are OK, 27.09% are At Risk and 0.9% are Seriously at Risk

Compared to entry 49.5% have improved.

### Emotional Social Wellbeing Sub Domain

At the latest assessment, 25.96% are Good, 47.4% are OK, 25.13% are At Risk and 1.51% are Seriously at Risk.

Compared to entry 43.43% have improved.

#### Feedback survey

Young people have completed a validated youth development survey. The 13 question satisfaction survey is for both KYS whole of service and for young people accessing KYS mental health services.


Surveys of youth who engage with mental health services indicate high levels of satisfaction. For example, during the 2021 year, 97% of youth we surveyed reported receiving the help that was right for them, 91% felt that staff were sensitive to their cultural, religious and spiritual backgrounds, 91% felt they were able to ask for what they needed and 100% felt understood by KYS staff.

Surveys of youth who engage with all of KYS services also indicate high levels of satisfaction. For example, during the 2021 year, 96% of youth we surveyed reported receiving the help that was right for them, 92% felt that staff were sensitive to their cultural, religious and spiritual backgrounds, 91% felt they were able to ask for what they needed and 96% felt understood by KYS staff. (See Appendix 3: KYS Feedback Survey 2021)

The 12 month output data for the year end July 2020 as submitted on the charities website and as verified by the financial Auditor Grant Thornton indicate high utilisation rates for each of KYS services and programmes. (See Appendix 4: Statement of Service Performance for year ending 30 June 2020)
Conclusion

It is not unusual for visitors to KYS to comment on the size of our service, the warm and welcoming feel of the place, its friendly staff and professional services. This is testament to individual staff and the organisational commitment, despite the challenges in delivering a service of KYS size and complexity.

Across 18 different services and programmes and through the work of more than 50 staff members, KYS serves the 5,600 young people of the Kāpiti community it engages with. For 25 years we have designed, developed, piloted, led, reviewed and evidenced multiple approaches and programmes with this guiding principle: Keeping the young person at the centre.

This seemingly simple notion informs our practice, our empathy, our engagement, our innovation, our tenacity, our drive, and our patience. We are industry leaders because of this notion, not because we are led by KPIs, financial targets or the thrill of awards.

We wholeheartedly believe that our work deserves to be recognised because it has the ability to inform others’ practice and change the lives of young people. Through the COVID-19 pandemic we saw a sharp increase in the number of young people accessing mental health services and we were able to respond. It stretched our resources and put us under pressure, but having a solid foundation and a proven approach to guide us allowed us to focus on their entire health and wellbeing journey - because we know that a young person’s mental health is impacted by all areas of their life.

This is what makes KYS different and why we are such staunch advocates for a holistic integrated care approach in a young person’s life. Because after all, young people are our now generation. We all need to take responsibility and support them to thrive now and in their future.

Referees

<table>
<thead>
<tr>
<th>Name of first referee</th>
<th>Professor Robyn Munford</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name of organisation</td>
<td>School of Social Work, Massey University</td>
</tr>
<tr>
<td>Description</td>
<td>KYS has partnered with Professor Robyn Munford to deliver the PARTH training for practitioners working with young people within New Zealand.</td>
</tr>
<tr>
<td>Telephone</td>
<td>XXXXXXXX</td>
</tr>
<tr>
<td>Email</td>
<td>XXXXXXXX</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Name of second referee</th>
<th>Phil Dinham</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name of organisation</td>
<td>Oranga Tamariki – The Ministry for Children</td>
</tr>
<tr>
<td>Description</td>
<td>Director, Youth Justice System Development</td>
</tr>
<tr>
<td></td>
<td>KYS contracts with Oranga Tamariki – The Ministry for Children, Youth Justice to provide its Stepping Stones contract. KYS has a current contract 2018 to provide these service.</td>
</tr>
<tr>
<td>Telephone</td>
<td>XXXXXXXX</td>
</tr>
<tr>
<td>Email</td>
<td>XXXXXXXX</td>
</tr>
</tbody>
</table>
Appendix of Support Material

Appendix 1: PARTH Workshop Brochure
Appendix 2: Letter of Support – Jennie Jones, Regional Suicide Postvention Coordinator
Appendix 3: KYS Feedback Survey 2021
Appendix 4: Statement of Service Performance for year ending 30 June 2020
Appendix 5: KYS Service Outline 2021
Appendix 6: Gender and Ethnicity of Young People
Appendix 1: PARTH Workshop Brochure

REGISTRATION

Name: 

Address: 
(The pre-workshop package will be sent to this address)

Phone: 

Email: 

Do you have any dietary requirements?

Course cost per participants:
NZ$550 (GST incl)
Early bird by Friday 20 March 2020
NZ$600 (GST incl)
After Friday 20 March 2020

Payment to: Rose Manning
account@kys.org.nz

Organisation/individual to be charged: 

Organisation Address: 

For more information contact
Kathryn Murnford
r.murnford@massey.ac.nz
Jacinda Sanders
j.sanders@massey.ac.nz
Raechel Osborne
raech@kys.org.nz
Shae Gardiner
suegardiner@kys.org.nz

PARTH

MAKING A DIFFERENCE
IN YOUR PRACTICE

A three-day workshop exploring how to enhance our practice with young people
Appendix 2: Letter of Support – Jennie Jones, Regional Suicide Postvention Coordinator

Date 11/01/2017

Raechel Osborn
Kapiti Youth Support
15 Tutanekai St
Paraparaumu 5032

Tēnā koe Raechel

As we head into 2017 it is time to reflect on the work a number agencies have put into their community in relation to deaths by suicide.

Raechel while deaths by suicide (provisional) on the Kapiti Coast have remained constant, the age range has significantly changed. No longer are the deaths of young people, twenty-five and under, reflected in the statistics to the extent previously seen for the Kapiti area.

I know that the services Kapiti Youth Support (KYS) provide have helped address what was a disturbing trend of youth deaths on the coast.

The ability of the KYS team to connect with the young people and to address issues without judgment is to be commended. Raechel your teams dedication and commitment has been a major player in the drop of those completing suicide.

Since 2008 when I became the Wellington Regional Suicide Postvention Coordinator

I have watched KYS grow to be a pivotal part of the Kapiti Coast community.

The ability to provide consistent, reliable and evidenced based support and to have built a connection with a wide range of external support agencies all makes for a sound support service for the young in your community.

Thank you and your team for their dedication and I look forward to working with you for the upcoming year.

Nga mini

Jennie Jones
Regional Suicide Postvention Co-ordinator

Attached: Provisional statistics not for public distribution.
Appendix 3: KYS Feedback Survey 2021

Check out
some of the cool things young people said in a recent survey of KYS services - 2021

91%
I was able to ask for what I needed

96%
I felt understood at KYS

96%
I received the help that was right for me

92%
Staff were sensitive to my cultural, religious, spiritual background

Check out
some of the cool things young people said in a recent survey of KYS services

Mental Health 2021

91%
I was able to ask for what I needed

97%
I felt understood at KYS

100%
I received the help that was right for me

91%
Staff were sensitive to my cultural, religious, spiritual background
## Statement of Service Performance for the year ending 30 June 2020

**KYS One Stop Shop Trust**

*Description and quantification (to the extent practicable) of KYS outputs:*

<table>
<thead>
<tr>
<th>Clinical Psychology / Counselling Paraparaumu</th>
<th>2020</th>
<th>2019</th>
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</thead>
<tbody>
<tr>
<td>Number of YP who participated as at June 2020</td>
<td>158</td>
<td>209</td>
</tr>
<tr>
<td>Number of sessions</td>
<td>951</td>
<td>843</td>
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</table>

<table>
<thead>
<tr>
<th>Drug and Alcohol counselling</th>
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<tr>
<td>Number of YP who participated as at June 2020</td>
<td>80</td>
<td>69</td>
</tr>
<tr>
<td>Number of sessions</td>
<td>463</td>
<td>381</td>
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<table>
<thead>
<tr>
<th>Mentoring</th>
<th></th>
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</thead>
<tbody>
<tr>
<td>Number of YP who participated as at June 2020</td>
<td>58</td>
<td>71</td>
</tr>
<tr>
<td>Number of sessions</td>
<td>241</td>
<td>280</td>
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</table>

<table>
<thead>
<tr>
<th>Clinical Services- Dr and Nurses Paraparaumu</th>
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<tbody>
<tr>
<td>Number of YP seen as at June 2020</td>
<td>1,944</td>
<td>2,053</td>
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<tr>
<td>Number of clinical appointments (not inclusive time or multiple reasons for visit)</td>
<td>7,501</td>
<td>7,822</td>
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<tr>
<td>Number of reasons for visit (e.g. one visit may include 3 reasons)</td>
<td>11,812</td>
<td>17,022</td>
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<table>
<thead>
<tr>
<th>Project Youth (LGBTIQ+)</th>
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<tbody>
<tr>
<td>Number of YP who participated as at June 2020</td>
<td>51</td>
<td>46</td>
</tr>
<tr>
<td>Number of sessions</td>
<td>671</td>
<td>386</td>
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<table>
<thead>
<tr>
<th>Young parents programme</th>
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<tbody>
<tr>
<td>Number of YP who participated as at June 2020</td>
<td>62</td>
<td>35</td>
</tr>
<tr>
<td>Number of sessions</td>
<td>395</td>
<td>217</td>
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<table>
<thead>
<tr>
<th>He Kakano</th>
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<th></th>
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</thead>
<tbody>
<tr>
<td>Number of YP who participated as at June 2020</td>
<td>59</td>
<td>84</td>
</tr>
<tr>
<td>Number of sessions</td>
<td>588</td>
<td>1,315</td>
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<table>
<thead>
<tr>
<th>Financial Capability</th>
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</thead>
<tbody>
<tr>
<td>Number of YP who participated as at June 2020</td>
<td>32</td>
<td>32</td>
</tr>
<tr>
<td>Number of sessions</td>
<td>01</td>
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<table>
<thead>
<tr>
<th>Stepping Stones</th>
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<tbody>
<tr>
<td>Numbers of YP who participated as at June 2020</td>
<td>65</td>
<td>128</td>
</tr>
</tbody>
</table>

### Youth Services NEETS YP/YPP (Contract Change 1.4.2020)

| Numbers of YP participating and enrolled as at June 2020 | 95   | 128  |

COVID-19 has had an impact on the numbers of young people seen, the number of sessions, programmes and group’s sessions over this reporting period. This is particularly relevant to Financial Capability, He Kakano and the School Clinics where numbers are reduced. KYS was identified as an essential primary health and social service and delivered many health and social services during the COVID levels.
Appendix 5: KYS Service Outline 2021

Social Enterprises
- PARTH Training with Massey University
- KYStore
- Landlord for Hora Te Pal and STR
- Otaki Graffiti Project

Youth Development
- Resiliency workshops Y9 at Kapiti, Paraparaumu and Otaki Colleges
- Arts trail
- Youth week
- “Love Me Not” Paraparaumu, Kapiti and Otaki Colleges
- Youth Forums – e.g. elections
- Innovation – The HAPPS

Clinical Services Otaki
- Health services (Doctors and nurses)
- School based services (Otaki College)

Clinical Services Paraparaumu
- Health services (Doctors and nurses)
- School based services (Kapiti & Paraparaumu College)

Transition Services
- One on one

He Kakano
- Mentoring - Groups

YOUTH SERVICES (Paraparaumu & Otaki)
- NEETS YP/YPP
- Budgeting
- Employment Support
- Driver Licensing
- Parenting

Mental Health
- Psychologist
- Counsellor
- AOD

Financial Capability

SHIFT

Youth Raps

Mentoring

Stepping Stones programmes
- One on one
- Group programme

KYS Wellbeing Outcome Tool

Appendix 6: Gender and Ethnicity of Young People

Gender of Young People - 5644

- Female 58%
- Male 40%
- Other 2%

Ethnicity of Young People - 5644

- NZ European / Pakeha
- Maori
- Pacific
- Asian
- Other Ethnicity
- 56%
- 28%
- 11%
- 3%
- 2%