



TRANSITIONS SUPPORT SERVICE



OUR SESSION

- Provide you with an overview of the Transition Support Service journey to date.
- Provide you with an opportunity to provide feedback on initial thinking re the future service experience
- Update you on current activity and proposed next steps in service development.



OVERVIEW

The need for transition services

The Expert Panel identified that young people leaving care are among the most vulnerable in New Zealand. It was identified that young people leaving care or a youth justice residence are at risk of poor life outcomes, are likely to have high health needs, insecure or inadequate housing and are less likely to engage with education and employment than their peers.

While most young people may receive help from their family well into their twenties, young people leaving care or a youth justice residential placement tend to receive relatively little financial or social support after they leave the placement. Many also suffer from the enduring effects of childhood trauma and are less ready than their peers to live independently.



LEGISLATION

In response to the Expert Panel's findings, Cabinet agreed to a suite of legislative changes including:

New purposes and principles for transition support

Phased in as young people age out of care

An entitlement for young people to remain or return to living with a caregiver from age 18 to 21

A duty to maintain contact with young people who have left care or custody until age 21

Retrospective

Extended duties to provide advice and assistance to these young people up to age 25

These changes were included in the *Children, Young Persons, and Their Families (Oranga Tamariki) Legislation Act 2017* and will come into effect on 1 July 2019 (or earlier by Order in Council).



OUR PRINCIPLES

Principles from the Oranga Tamariki Act 1989

Principles



The young person is to increasingly lead decisions about matters affecting them and is to be supported by adults to do this



A holistic approach is to be taken and the young person's strengths and identity are to be built on and nurtured



The relationships between the young person and their family, whānau, hapū, iwi, and family group are, if appropriate, to be maintained and strengthened



Family, whānau, hapū, iwi, family groups, and communities are to be supported to help the young person move to independence



The relationships between the young person and a caregiver, other trusted adults, and the wider community are to be established, built on, and maintained



The young person is to be supported, to the extent that is reasonable and practicable, to address the impact of harm and to achieve and meet their aspirations and needs, with priority to be given to supporting the stability of their education



Assistance to the young person is to be provided proactively, promptly, and to be sustained regardless of the decisions that the young person makes



WORK TO DATE

- Getting a rich understanding of the lived experience
- Understanding what barriers are currently experienced in accessing support and services for rangatahi leaving care
- Reviewing the research and evidence-base
- Analysis of the needs of our cohort



COHORT ANALYSIS

Young people in the transitions cohort are amongst the most vulnerable in our communities. While relatively small in number they have high demands for social, health and justice services.

Segmentation Personas

PERSONAS

The following considers young people who are 15, 16 and 17 years within the Care Continuum segmentation. These young people are eligible for the transition support up until turning 25 years and provide an insight into the early needs of the wider cohort.

The segmentation analysis is shown in this diagram, and is then used to focus personas on a transitions' cohort; representing 16% of this wider Care and Youth Justice population.

Nine realistic personas have been developed to build a narrative for understanding the transition population. Of the personas, five are male and four are female to reflect the higher proportion of males in the transitions population (55%). These personas were created using various sources of information – voices of intent, experience and expertise and a full cohort analysis. Personas illustrate the likely needs, aspirations, likes, dislikes and experiences of the population of young people transitioning to young adulthood.

An assumption underpinning the Transitions design work is that this older cohort has higher needs resulting from more traumatic personal histories, when compared to their younger peers. This assumption appears to be supported by the cohort analysis and this segmentation exercise: 75% of those under 15 years showed indications of significant harm, compared to 91% of the transitions population; and, 55% of those under 15 years experienced significant harm with high instances, compared to 81% of the transitions population. The segments are as follows:

Indicators

Harm Indication

- Significant – any history of an investigation OR 3 or more family violence records
- Some – only Child and Family Assessment (CFA) and less than 3 family violence records

Cumulative Harm Instances

- High instances – 3 or more investigations/CFA streams OR 7 or more Reports of concern (ROC)
- Low instances – Less than 3 investigations/CFAs and less than 7 ROCs

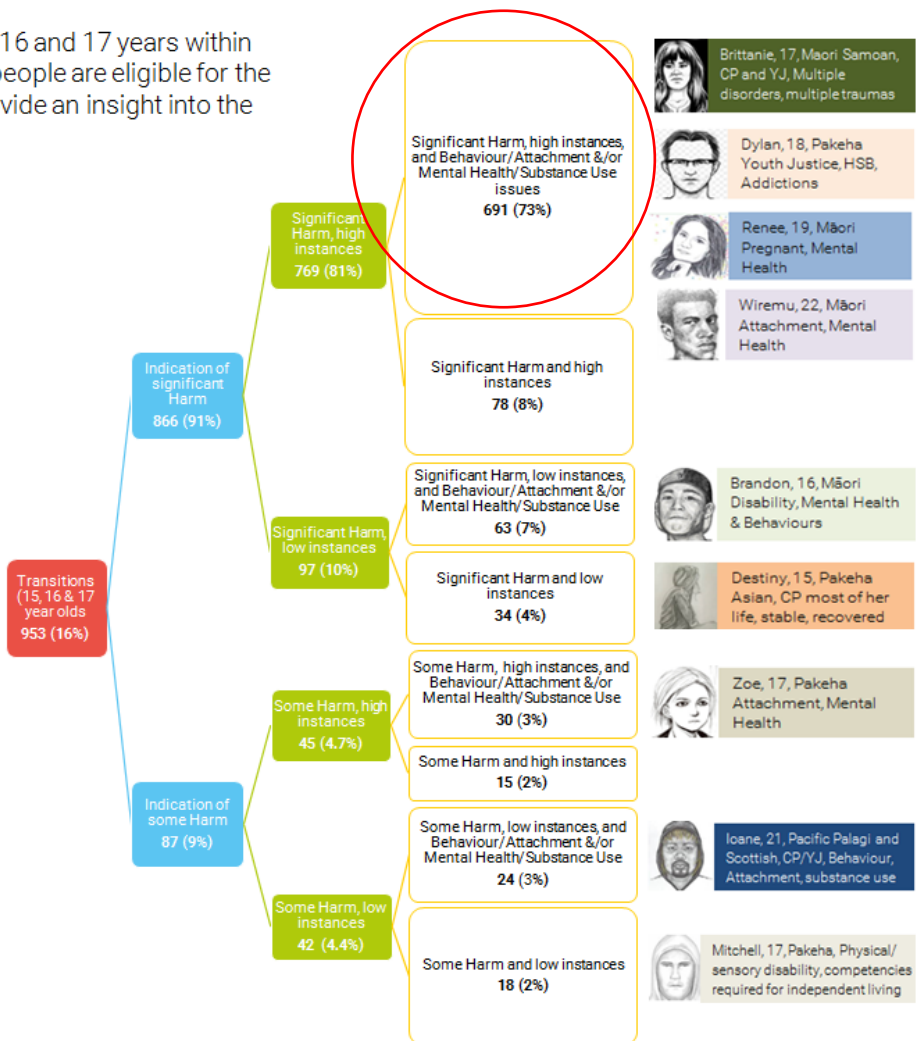
Behavioural/Attachment issues

Behavioural/attachment issues identified either in gateway assessments or as findings/alerts as part of CYRAS. 3 or more placement disruptions (identified by 4 or more distinct caregivers in child's history)

Mental Health/Substance Use issues

Mental health or substance use issues identified either in gateway assessments or as findings/alerts as part of investigation stream in CYRAS

INTERNAL USE ONLY





LIVED EXPERIENCE

Young people need **responsive, flexible, relationship based** support. They need **someone to be there for them**, not just direct them to services. They need **persistent support** despite their behaviours and decisions. They need support that can **co-ordinate what they need** from the community and adult services and help **facilitate access**.

caregivers

Already have an established relationship with the young people in their care, want to be part of supporting their transition to adulthood.

- 1 difficulty in accessing the supports and services
- 2 poor communication between OT, whānau and caregivers
- 3 want support and training to further assist changing needs

"To me the government are my parents. They have been doing things for me my whole life, and all of a sudden you leave care and you have no one..."

young person

- 1 lots of uncertainty, change and broken relationships whilst in care
- 2 lack of trust and ability to engage with support due to their experiences and the chaos of life after care – makes it difficult to meet obligations to access adult services
- 3 didn't feel prepared for adult life by their time in care, didn't feel like they had a say – then suddenly everything their responsibility
- 4 struggles to meet basic needs after care – many experienced periods of homelessness and difficulty affording basics such as food, sanitary products and seeing a doctor
- 5 experienced loneliness and isolation post care and spoke of self-harming and suicide attempts
- 6 wanting to be supported by people who made time for them, respected them and that they can trust to follow through
- 7 wanting someone to "be there for them" not just direct them to services

community agencies & practitioners

- 1 many barriers to services and supports
- 2 difficulties in responsiveness of OT staff
- 3 community agencies working in this space outside of their contracts

OT staff

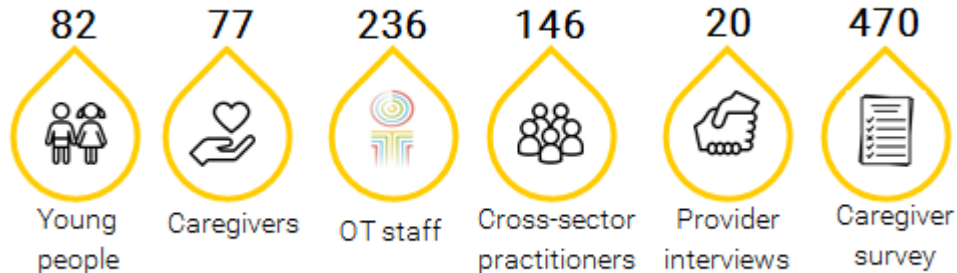
- 1 difficulty prioritising teens with younger children
- 2 difficulty accessing the services and supports particularly mental health and accommodation
- 3 need to be flexible and responsive to timeframes but can't be
- 4 need for appropriately skilled and motivated staff in age groups

expert

Insights from other jurisdictions show legislation alone is not enough in an overstretched system – in times of crisis limited resources get diverted to safety work and younger children
International best practice tells us

- 1 transitioning from care needs to be gradual, flexible and needs based.
- 2 need to offer more support to those planning to return to living with their families
- 3 planning should start early and young people should be central to the planning and preparation process
- 4 as well as practical skills young people need to develop relationship and lifestyle skills
- 5 significant association between preparation and coping after leaving care

stakeholder insights





WALK THROUGH....

- 1. Reflect on the design requirements for the service.**
- 2. Walkthrough the future service experience**
- 3. Provide feedback on things you agree with, disagree with, gaps, observations.**
- 4. In your group, discuss your observations and share the one primary reflection you have on the proposed service.**



FEEDBACK