

**YIACS** AN INTEGRATED HEALTH  
AND WELLBEING MODEL

Youth Information, Advice and Counselling Services

# PURPOSE, VALUES AND PRINCIPLES



**YOUTH ACCESS  
YIACS MODEL**



## YIACS' PURPOSE

YIACS' main purpose is to offer an integrated approach to young people's health and wellbeing concerns through a unique combination of prevention, early intervention and crisis work. The services are underpinned by a common set of values and principles.



## YIACS' VALUES

YIACS' relationships with young people are led by young people and offered on the basis of:

- Trust and respect
- Honesty and consistency
- Hope and optimism

## YIACS' PRINCIPLES

- 1 YIACS are open access and respond to all young people regardless of the nature, complexity or severity of their initial concerns or needs
- 2 YIACS are young person-centred and available on a self-referral basis
- 3 YIACS offer a safe and confidential environment in which young people can seek help and support
- 4 YIACS are provided flexibly to reflect young people's changing needs as they make the transition to adulthood
- 5 YIACS are responsive to the different communities of young people they serve
- 6 YIACS uphold and advocate for young people's rights and support young people to have a voice in the decisions and issues that impact on them
- 7 YIACS are committed to delivering best practice by offering high quality, evidence-informed services through appropriately trained and competent staff
- 8 YIACS recognise their duty to be accountable to all their stakeholders, particularly the local communities in which they operate



## PRINCIPLES INTO PRACTICE



### OPEN ACCESS

- YIACS are **free at the point of delivery** and not for profit.
- YIACS **do not set thresholds** on the type of need and/or level of distress a young person is experiencing in order to make initial access to the service.
- At first contact, YIACS offer **respect, time and attention** to all those seeking help and assistance.



### YOUNG PERSON-CENTRED

- YIACS are **built around the needs of young people**, not those of the system. They work most effectively when they are independent from statutory bodies.
- YIACS **actively listen to** and seek to understand young people's needs and concerns. They are proactive in identifying and enabling young people to access the help and support they need.
- YIACS offer **self-referral**, and when accepting referrals from other organisations and professionals, ensure young people are aware their use of the service is **voluntary**.
- YIACS strive to be **responsive** to young people's preferences, including in relation to appointment times; service location; the involvement of others (e.g. family or friends); and any requests to change a professional working with them.



### SAFE AND CONFIDENTIAL

- YIACS offer a **safe, confidential** environment in which young people can explore their needs, identify their goals and are **positively challenged** and allowed to take **appropriate risks**.
- YIACS provide **informal, young person-friendly, community-based settings** and, where services are offered outside these settings, seek to destigmatise the support available.



### FLEXIBLE

- YIACS work **flexibly** and at a pace young people determine to enable them to work **towards their goals and aspirations**.
- YIACS strive to **cut across traditional** and unhelpful **age boundaries** by providing services to young people up to the age of 25.
- YIACS seek to be **creative, innovative** and **willing to experiment** in the ways they work with young people.



## RESPONSIVE

- YIACS are committed to understanding the **individual cultures, backgrounds and preferences** of all young people who approach and use their services.
- YIACS are committed to **understanding** their local communities and strive to be **inclusive** of all young people who may need their services.



## VOICE AND RIGHTS

- YIACS **work in collaboration** with young people and seek to **empower** them to identify their options and to make **informed decisions and choices**.
- YIACS **advocate** for the **rights** of young people, both individually and collectively, to be respected.
- YIACS offer young people opportunities **to have a voice and influence** in the organisation and across wider provision.
- YIACS **collaborate and build partnerships** to ensure young people get the best quality services in their localities.



## COMMITTED TO BEST PRACTICE

- YIACS offer **holistic support** to young people through **multi-disciplinary staff teams** able to work across and meet a wide range of social, emotional and mental health needs.
- YIACS **invest in their staff** to ensure young people are offered help by **trained** and **competent** professionals able to work with them and their specific needs.
- YIACS **recognise the limits of their competence** and are pro-active in helping young people to access other services they need.



## ACCOUNTABLE

- YIACS recognise their responsibilities to be **transparent** and **accountable** to young people, their funders and local communities and consistently monitor, review, evaluate and provide evidence of their effectiveness.