

YOUTH FRIENDLY CHECKLIST



For NSW General Practice: **Sexual health**

About this checklist

This checklist is for practice managers, general practitioners (GPs) and other staff working in primary health care settings to plan how to improve health services for young people by making them more youth friendly. The checklist is based on research into young people's access to services and the [Youth Health Better Practice Framework](#).

Why is this checklist needed?

Young people experience higher rates of sexually transmissible infections (STIs) and lower screening rates than the general population in Australia.¹

GPs are the main provider of STI care in NSW and play a key role in sexual health promotion for young people. For example, a GP visit is a key time to provide sexual health information and messaging, including information about healthy sexual behaviours and interventions to prevent serious long term health conditions.

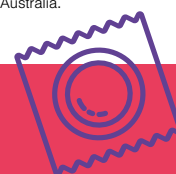
Making your practice more youth friendly will help you enhance your connection with the local youth community and engage new patients.

“Engagement with individual professionals and with services is fundamental to [health service] access and navigation. Engagement is facilitated by welcoming environments (including symbols such as rainbow flags, Aboriginal flags) and personal characteristics of staff (non-judgemental, respectful, caring, understanding).”

- Access 3 Study²

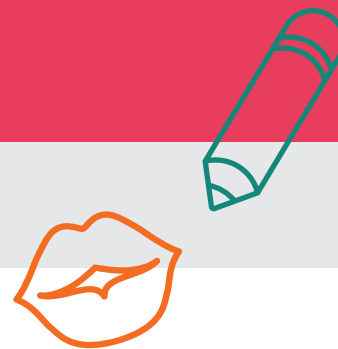
¹ Coleman A, Tran A, Hort A, Burke M, Nguyen L, Boateng, C, Tosson D. (2012). Young Australian's experiences of sexual healthcare provision by general practitioners. Australian Journal of General Practice, Australia.

² Kang M, Robards F, Sancil L, Steinbeck K, Jan S, Hawke C, Luscombe G, Kong M, Usherwood T. (2018). Access 3: young people and the health system in the digital age - final research report. Department of General Practice Westmead, The University of Sydney and the Australian Centre for Public and Population Health Research, The University of Technology Sydney, Australia.



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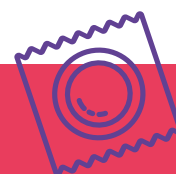


Here's how you can make your practice more youth friendly

The following checklist has been co-designed with young people and informed by consultations with GPs in NSW. The checklist provides suggestions with practical steps to enhance youth friendliness in your practice.

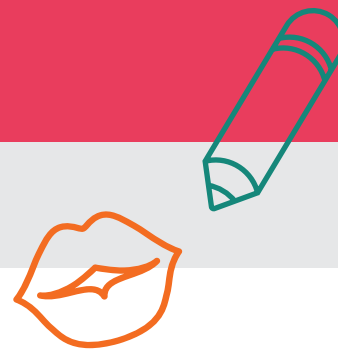
If you have any queries about the checklist, or require support to implement youth friendly activities, please contact the Play Safe Programs team at playsafe@health.nsw.gov.au.

Strategy
Offer a user-friendly online booking option for patients.
Make free condoms and water-based lubricant available in discrete locations within reception/ waiting areas and consult rooms. Condoms can be ordered at no cost from Play Safe Pro .
Display NSW Health Play Safe Posters in patient areas. Posters can be ordered at no cost here .
Create a bright and welcoming space for patients. For example, include colourful artworks; display the Aboriginal, Torres Strait Islander and LGBTQIA+ flags; display information on health care rights; and provide comfortable seating.
Provide youth friendly health promotion information in patient areas on topics such as: <ul style="list-style-type: none">– contraception and emergency contraception.– STIs and blood-borne viruses.– unintended pregnancy and pregnancy options.– PEP and PrEP.– information about how a young person can get their own Medicare Card.– information about privacy and confidentiality and mandatory reporting within healthcare.– the practice's results policy. Youth friendly information and factsheets can be found on Play Safe , Play Safe Pro and Family Planning NSW websites .
Provide a phone charging station or a space for clients to charge their devices in the reception/ waiting area.
Offer complimentary Wi-Fi with the password (if needed) in patient areas.



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Strategy

Display health promotion videos and information about the service on a screen within patient areas. Health promotion videos can be found on [Play Safe Pro](#).

Provide non-identifiable ways patients can provide feedback on their experience at the practice. For example, a suggestion box, feedback form or anonymous online survey.

Complete the steps to [register your practice](#) as a safe place for LGBTIQA+ people.

Make sanitary items available in patient bathrooms. Find out why it's important to provide these [here](#).

Provide staff name bags that include the staff members' name, pronouns and role within the service.

Other suggestions to make your practice youth friendly

The following suggestions are other initiatives that your practice can investigate to enhance the youth friendliness of your service.

Strategy

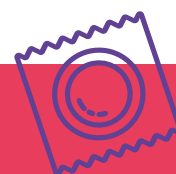
Ensure the practice has an up-to-date website which includes a professional profile for each staff member.

Provide text message (or other) reminders ahead of patient appointments.

Incorporate youth friendly messaging on existing social media pages.

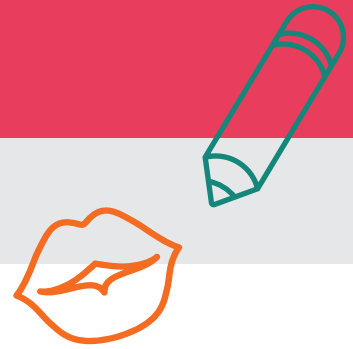
Make a range of appointment methods available, including telehealth for patients.

Explore the ability for practice software to record a patient's pronouns if they are gender diverse, and their name if it is different to what is on their Medicare card.



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Professional development for staff

NSW Health's [Play Safe Pro](#) website has a range of available tools and trainings that can assist you to improve your skills in talking about sexual health with young people.

Resources for young people

[Play Safe](#) and [Play Safe Pro](#) provide a range of resources on sexual health for young people. Additional ways to get sexual health resources for young people are by contacting your local Primary Health Network, HIV and Related Programs (HARP) Team in your Local Health District or [Play Safe Programs' Primary Care Program](#). You can also network with other community health and youth services in your area and engage with your local youth advisory committee.

The following websites can also be used to find sexual health information for young people:

- [Sexual Health Infolink](#)
- [International Student Health Hub](#)
- [Family Planning NSW](#)
- [Body Talk](#)
- [ACON](#)
- [Twenty10](#)
- [The Gender Center](#)
- [TransHub](#)

This checklist is based on the "Youth Friendly Checklist for Health Services" and "South Eastern Sydney Local Health District Peer Education Youth Advisory Committee – Youth Friendly Audit".

