
YOUTH FRIENDLY SERVICES: An audit tool

A tool designed for youth services to assess and effectively enhance the youth-friendliness of their spaces

How to use this audit tool:

1. Left click the box that corresponds to the required answer to check it. If you want to change your answer, left click the box again, and the previous tick will disappear. For comments/actions for improvement, left click the box and type your response. For pre and post audit score, click the drop-down menu and left click the required answer.
2. When you have completed the audit, follow these steps based on your chosen method:
 - a. If you completed the audit in a browser, click the 'Download' button and save the document with your changes.
 - b. If you completed the audit using Adobe Acrobat, go to 'File' and click 'Save'.

Note: Examples are provided to guide you, but they are not required to receive a 'yes' or 'partly' response. It is encouraged to select 'unsure' as limitedly as possible.

Information section:

Date	
Service name	
Site address	
Contact person	

Step-by-step guide to completing the audit:

1. Fill in the information section.
2. Read the statements and examples carefully.
3. Look around your space, this may include waiting rooms, counselling rooms, or outdoor areas.
4. Select one of the four options (yes, partly, no, unsure) that best describes your space.
5. Use the comments/actions for improvement box at the end of each section as needed.

We would love to see the amazing things happening in your space! Feel free to share your audit results with us at yca@wharaurau.org.nz

1. ENVIRONMENT

Items	Yes	Partly	No	Unsure
Greetings are displayed that relate to a variety of young people (e.g., Kia ora, Malo o leilei, Talofa lava)				
Greenery (e.g., potted plants, vegetable garden)				
Cultural art or designs (e.g., tapa, carvings)				
Youth-relevant posters are displayed (e.g., diverse imagery, age appropriate)				
Counselling rooms or offices have a personal touch (e.g., pet photo, family photo)				
Comfortable and modern seating (e.g., bean bags, couches)				
Neutral scents (e.g., no overpowering diffusers)				
Rooms accessible to young people are well-lit				
Low stimulus area (e.g., quiet, dim, limited décor)				

Comments/ actions for improvement:

Number of times 'yes' has been selected

Comments:

2. RESOURCED

Items	Yes	Partly	No	Unsure
WIFI and charging stations (passwords are clearly visible and inviting young people to use)				
Food and drink (and signage to indicate help yourself)				
Tissues				
Pens and paper (visibly available at reception)				
Engaging and interactive elements (e.g., games, puzzles, art materials)				
Sensory tools (e.g., fidget toys, weighted objects, lava lamp)				
Free sanitary products (e.g., pads, tampons)				
Free personal care items (e.g., deodorant, toothpaste, condoms)				
Resources and information relevant to youth (e.g., boards, brochures, or digital displays that communicate announcements, events, or resources)				
Inclusive and youth-friendly language is used in all materials				
Information in languages other than English (e.g., Te Reo Māori, Samoan, Tongan)				

Comments/ actions for improvement:

Number of times 'yes' has been selected

Comments:

3. SAFE

Items	Yes	Partly	No	Unsure
Clearly visible confidentiality and privacy rights in rooms accessible to young people				
Confidentiality and privacy rights are discussed with young people (including when these can be broken)				
Clearly marked emergency exits and safety protocols				
Clearly visible processes for young people, their whānau, and carers to issue complaints (e.g., poster)				
Visible helpline numbers in rooms accessible to young people (e.g., 1737, 234)				

Comments/ actions for improvement:

Number of times 'yes' has been selected

Comments:

4. ACCESSIBLE

Items	Yes	Partly	No	Unsure
Clear pathways and no barriers in floor spaces and hallways				
Visible signage to guide young people (e.g., entryways, bathrooms, room names)				
Signage is displayed in languages other than English (e.g., Te Reo Māori, Samoan, Tongan)				
Clear and inclusive communication methods (e.g., plain language, visual instructions, communication cards)				

Comments/ actions for improvement:

Number of times 'yes' has been selected

Comments:

5. SERVICE

Items	Yes	Partly	No	Unsure
Option to receive booking confirmations and appointment reminders via SMS				
Information about the role of the people young people have contact with (e.g., guide, about me description)				
Staff respect pronouns (e.g., introduce self with, pronoun badge)				
A peer, support person or whānau may be present during an appointment if requested (and this option is clearly vocalised)				
Young people are offered appointments without their parent/carer present				
Option to start sessions with preferred practice (e.g., karakia, mihi whakatau, prayer)				
Opportunities for young people to control the environment (e.g., fan, lighting)				
Opportunities for young people, their whānau and carers to provide feedback				

Comments/ actions for improvement:

Number of times 'yes' has been selected

Comments:

Considerations

The following are important points to consider for enhancing youth friendliness. However, we understand that these may not be easily achievable. We encourage you to strive to meet these needs if you have the capacity or if the opportunity arises.

- Located close to public transport (e.g., bus stop, bus station)
- Free public transport options (e.g., taxi chits, bus card)
- Gender-neutral facilities
- Windows that open
- Limited division (e.g., staff only or restricted spaces are out of sight)
- Wheelchair-accessible (e.g., ramps, elevators, toilet)
- Option to have a reoccurring appointment schedule (e.g., Wednesdays at 5pm)
- Open outside of school hours (08:00-15:30)
- Open outside of normal working hours (09:00-17:00)
- Open on weekends
- Cultural advisors/support
- Telehealth
- Advocate for policy changes that prioritise the wellbeing of rangatahi of diverse backgrounds
- Facilitate dialogues among staff to discuss their practices and share insights about how they engage with diverse youth. Such conversations can lead to the development of a safer cultural approach
- Collaborate with youth mental health & AOD advocates. This partnership can bring valuable insights, resources, and support to address the challenges faced by youth