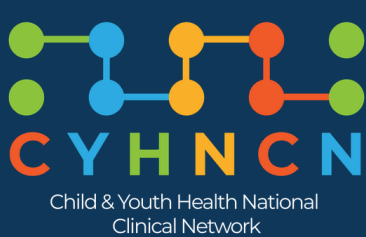


Principles of Youth Appropriate Care to support transition



What Rangatahi Told Us



We want healthcare that is respectful, culturally responsive, and youth-friendly—where we are listened to, taken seriously, and treated as individuals. We want to be involved in decisions about our care, have our privacy and confidentiality respected, be supported to include our whānau when we choose, and be communicated with in a relatable way that recognises our identity, values, culture, and personal preferences.

We value health professionals who are kind, relatable, non-judgmental, and willing to learn from us. We want to feel understood, listened to, and genuinely cared for, with clinicians who communicate as equals, seek to understand the root causes of our concerns, follow through on commitments, check in on our wellbeing, and actively advocate for our needs so we feel a sense of belonging and importance within healthcare settings.

We want transitions to be planned early and with us, not for us, with clear communication, coordinated support, opportunities to build connections before change happens, easy access to information and resources, and someone to help keep us connected so we do not fall through the cracks.



Principle 1

Rangatahi-led, Whānau-partnered Transition Care in Safe, Culturally Grounded Environments

Principle 2

Delivered by a Youth-capable, Relational, and Well-supported Workforce

Principle 3

Early, Structured, and Individualised Transition Planning

What Rangatahi Told Us

We want equitable, accessible, and holistic healthcare that recognises our diverse identities, cultures, circumstances, and needs, removes barriers to support, meets us where we are, communicates in ways that work for us, and ensures everyone can access the care they need regardless of location, language, background, or life experience.

We want the services involved in our care to work together as one coordinated team, communicate clearly, and help us navigate the system without repeating our story or falling through the cracks, while respecting our privacy, safeguarding our wellbeing, and giving us choice and control over how our information is shared.

We want our voices to be meaningfully included in decision-making, service design, and evaluation, with accessible opportunities for participation, clear examples of how we can be involved, fair recognition of our contributions, and visible action that shows our feedback leads to real change.

Principle 4

Equity-driven, Trauma-responsive,
Accessible, and Culturally Affirming
Services

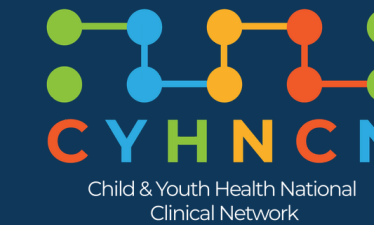
Principle 5

Integrated, Coordinated, and
Collaborative Systems of Care

Principle 6

Continuous Improvement Through
Co-design, Feedback, and
Accountability

Enablers of Principles of Youth Appropriate Care



1. Rangatahi-led, Whānau-partnered Care

Nothing about us without us

- Young people actively involved in decisions
- Flexible whānau participation
- Safe, culturally affirming environments
- Respect for identity, privacy and aspirations
- Strengths-based and trauma-responsive care

2. Youth-capable, Relational Workforce

Relationships matter

- Skilled youth-focused practitioners
- Relatable, respectful communication
- Holistic understanding of young people's lives
- Consistent advocacy and support
- National youth health competency standards

3. Early, Structured Transition Planning

Start early, plan together

- Transition begins years before transfer
- Individualised plans and goals
- Warm introductions between services
- Coordinated support and navigation
- Ongoing follow-up after transfer

4. Equity-driven, Accessible and Culturally Affirming Services

Meet us where we are

- Remove barriers to access
- Responsive to culture, disability, language and identity
- Flexible and community-based approaches
- Trauma-informed care
- Prioritise equity and inclusion

5. Integrated and Coordinated Systems of Care

One team around the young person

- Services work together
- Shared care and communication
- Clear roles and responsibilities
- Consent-based information sharing
- Seamless continuity across providers

6. Continuous Improvement Through Co-design

Listen. Act. Improve.

- Youth and whānau shape services
- Feedback leads to visible change
- Transparent accountability
- Ongoing evaluation and learning
- Nationally aligned quality improvement

Delivering equitable, culturally grounded, and connected care that is led by rangatahi, partnered with whānau, and supports rangatahi in achieving their goals and aspirations.