

2017

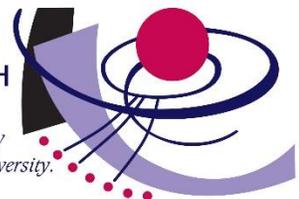
Tallangatta Young People's Health Clinic

[EVALUATION REPORT]



WOMEN'S HEALTH
GOULBURN NORTH EAST

*Challenging inequity
embracing diversity.*



Women's Health Goulburn North East
Phone: (03) 5722 3009
Email: whealth@whealth.com.au
www.whealth.com.au

The evaluation report received information provided by Tallangatta Health Service and through partnership of Women's Health Goulburn North East, Tallangatta Health Service and Tallangatta Secondary College.

Women's Health Goulburn North East (WHGNE) was established in July 2000. Previously known as NEWomen, Women's Health Goulburn North East is the government funded, specialist women's health service for the Goulburn Valley and North East Victoria.



© Women's Health Goulburn North East, 2017
The information contained in this publication is the product and property of Women's Health Goulburn North East. When copying or reproducing any part of this document, please acknowledge the source as WHGNE and include the title, year and page number.

For more information, tools and resources, visit our website at www.whealth.com.au

This report has been written by Jess Elsworth with support by Bernadette Fraser and Renata Spiller

Contents

[EVALUATION REPORT]	1
Abbreviations	1
Summary	1
Background to the Young People’s Sexual Health Clinic	2
About the Evaluation	3
1. Are you aware that Tallangatta SC has a Young People’s Clinic?	4
2. Do you know how to make an appointment?	4
3. Would you be happy to use the sexual health clinic at school?	5
4. What worries do you have using the sexual health clinic?	6
5. What else could the sexual health clinic help young people with?	7
Year 7 + 8	8
Are you aware that Tallangatta SC has a YPC?	8
Do you know how to make an appointment?	8
Would you be happy to use the sexual health clinic at school?	9
What worries do you have using the sexual health clinic?	9
What else could the sexual health clinic help young people with?	10
Summary:	10
Year 9 + 10	12
Are you aware that Tallangatta SC has a Young People’s Clinic?	12
Do you know how to make an appointment?	12
Would you be happy to use the sexual health clinic at school?	13
What worries would you have using the sexual health clinic?	13
What else could the sexual health clinic help young people with?	14
Summary:	14
Year 11 + 12 Are you aware that the Tallangatta SC has a Young People’s Clinic?	16
Do you know how to make an appointment?	16
Would you be happy to use the sexual health clinic at school?	17
What worries would you have using the sexual health clinic?	17
What else could the sexual health clinic help young people with?	18
Summary:	18
Clinic Attendance	19
General Recommendations for Cohorts	19

Abbreviations

WHGNE: Women's Health Goulburn North East

SRHSC: Sexual & Reproductive Health Steering Committee

YPC: Young People's Clinic

Tallangatta SC: Tallangatta Secondary College

THS: Tallangatta Health Service

Summary

This report involved the evaluation of the Tallangatta Young People's Clinic (YPC) located in Tallangatta Secondary College (Tallangatta SC). The primary aim was to find out if the YPC was meeting the needs of the students based on the findings from the 'Youth Consultation Outcomes 2013' and provide recommendations to Tallangatta SC. Women's Health Goulburn North East (WHGNE) worked with Sue Reid to design questions that would be used on the 'Youth Services Day'. Findings indicated students found privacy/confidentiality to be a barrier to accessing the YPC among the year 7 + 8 (76%) and 9 +10 (66%) cohorts. It has been recommended focus groups be an initial starting point to work with small group of students from each cohort to further explore the results of the evaluation.

Tallangatta Secondary College Young People's Sexual Health Clinic Evaluation

Background to the Young People's Sexual Health Clinic

In late 2013 in the Hume region, Sexual & Reproductive Health Steering Committee (SRHSC) members and stakeholder organisations engaged with 453 young people (12-26 years) across the Hume region to provide feedback about '*barriers affecting their sexual health*' and '*what's needed most for young people to be sexually health in their rural area*'.

Rural youth participated in 9 settings providing a range of services in school education, sexual health clinics (school based), sporting clubs, youth and community organisations.

Young people provided a range of information about priority issues affecting sexual health.

The main issues addressed by students at Tallangatta Secondary College (Tallangatta SC):
(292 young people surveyed out of 453)

- Community and professional attitudes
- Privacy
- Availability
- Cost
- Information
- Travel

Other concerns

- Access to condoms
- More available free health services
- Professional support and understanding
- More information and understanding around sex education and relationships

The surveys provided evidence for a proposal to start a Young People's Clinic (YPC) at Tallangatta SC. Sue Reid a nurse practitioner had discussions with the School Principal and her Community Services Manager and Practice Manager. The Young Peoples Clinic (Sexual Outreach Clinic) was established in September 2014. The YPC operates on the first and third Thursday of each month during the school term. Clinics are bulk billed as outreach from Tallangatta Medical Centre and the appointments are held in the school nurses room. Bookings are made through the schools outlook email system, teachers are aware of the clinic and students inform them at the beginning of class and there are no questions asked.

About the Evaluation

The evaluation is intended for Tallangatta SC to identify whether the Young People's Clinic (YPC) is meeting the needs of students based on the key barriers to youth sexual health and wellbeing identified in 2013: [Youth Consultation Outcomes 2013](#)

The evaluation took place at the school 'Youth Services Day' on August 16, 2016 and was led by Women's Health Goulburn North East (WHGNE) and Sue Reid. Four A3 posters were created for students in year groups (7&8, 9&10, 11&12), who recorded anonymous responses to key questions about the YPC based on:

- Availability
- Access
- Privacy and confidentiality
- Other concerns about the clinic
- Ways to improve the clinic

The key questions that were used in the evaluation:

- *Are you aware that Tallangatta SC has a Young Person's Clinic?*
- *Do you know how to make an appointment?*
- *Would you be happy to use the sexual health clinic at school?*
- *What worries would you have using the sexual health clinic?*
- *What else could the sexual health clinic help young people with?*

Through analysing and summarising the data, recommendations will be provided to the school to address areas that require improvement.

1. Are you aware that Tallangatta SC has a Young People's Clinic?

Year 7 + 8

Response	Response Count	Response Percentage
Yes	35	40%
No	52	60%
Total	87	100%

Year 9 + 10

Response	Response Count	Response Percentage
Yes	47	59%
No	33	41%
Total	80	100%

Year 11 + 12

Response	Response Count	Response Percentage
Yes	42	66%
No	22	34%
Total	64	100%

2. Do you know how to make an appointment?

Year 7 +8

Response	Response Count	Response Percentage
Yes	8	9%
No	49	57%
Unsure	29	34%
Total	86	100%

Year 9 + 10

Response	Response Count	Response Percentage
Yes	21	26%
No	51	65%
Unsure	7	9%
Total	79	100%

Year 11 + 12

Response	Response Count	Response Percentage
Yes	33	51%
No	15	23%
Unsure	17	26%
Total	65	100%

3. Would you be happy to use the sexual health clinic at school?

Year 7 + 8

Response	Response Count	Response Percentage
Yes	25	28%
No	21	24%
Unsure	42	48%
Total	88	100%

Year 9 + 10

Response	Response Count	Response Percentage
Yes	36	44%
No	16	19%
Unsure	30	37%
Total	82	100%

Year 11 + 12

Response	Response Count	Response Percentage
Yes	44	70%
No	16	25%
Unsure	3	5%
Total	63	100%

4. What worries do you have using the sexual health clinic?

Year 7 + 8

Response	Response Count	Response Percentage
No worries	10	12%
Leaving class	7	8%
Missing out on school work	3	4%
Privacy/confidentiality	65	76%
Other	0	0%
Total	85	100%

Year 9 + 10

Response	Response Count	Response Percentage
No worries	17	20%
Leaving class	3	4%
Missing out on school work	8	10%
Privacy/confidentiality	55	66%
Other	0	0%
Total	83	100%

Year 11 + 12

Response	Response Count	Response Percentage
No worries	38	55%
Leaving class	5	7%
Missing out on school work	11	16%
Privacy/confidentiality	13	19%
Other	2	3%
Total	69	100%

5. What else could the sexual health clinic help young people with?

Year 7 + 8

Response	Response Count	Response Percentage
More information	58	58%
Education – individually/class	24	24%
More time available	14	14%
Other	4	4%
Total	100	100%

Year 9 + 10

Response	Response Count	Response Percentage
More information	64	74%
Education – individually/class	16	19%
More time available	5	6%
Other	1	1%
Total	86	100%

Year 11 + 12

Response	Response Count	Response Percentage
More information	12	18%
Education – individually/class	49	72%
More time available	3	4%
Other	4	6%
Total	68	100%

Year 7 + 8

Are you aware that Tallangatta SC has a YPC?

Response	Response Count	Response Percentage
Yes	35	40%
No	52	60%
Total	87	100%

60% of students in year 7 + 8 are unaware of the YPC.

Recommendation: Promotion of the clinic – form assemblies, signage around school, orientation day

Do you know how to make an appointment?

Response	Response Count	Response Percentage
Yes	8	9%
No	49	57%
Unsure	29	34%
Total	86	100%

57% of students did not know how to make an appointment at the YPC and 34% were unsure.

Recommendation: A session on how to make an appointment

Would you be happy to use the sexual health clinic at school?

Response	Response Count	Response Percentage
Yes	25	28%
No	21	24%
Unsure	42	48%
Total	88	100%

48% of students were unsure if they were happy to use the YPC at school and 24% of students said they would not be happy to.

Recommendation: Other questions have indicated that they do not know about the service, or how to book appointments. They are most likely unaware of the service, an introduction session that provides students with information about the service and how to access it would be beneficial.

What worries do you have using the sexual health clinic?

Response	Response Count	Response Percentage
No worries	10	12%
Leaving class	7	8%
Missing out on school work	3	4%
Privacy/confidentiality	65	76%
Other	0	0%
Total	85	100%

76% of students identified privacy/confidentiality as a barrier to accessing the YPC.

Recommendation: Inform students that their privacy and confidentiality is priority.

What else could the sexual health clinic help young people with?

Response	Response Count	Response Percentage
More information	58	58%
Education – individually/class	24	24%
More time available	14	14%
Other	4	4%
Total	100	100%

58% of students thought ‘more information’ could help young people at the YPC.

Recommendation: Find out what type of information would be beneficial in the YPC

Summary:

The findings from the year 7 + 8 survey indicate that the students have little knowledge of the YPC.

- 60% of students are unaware that it is available at the school
- Only 9% know how to make an appointment
- 48% are unsure if they would be happy to use it
- 76% of students are concerned about privacy and confidentiality when accessing the clinic
- 58% suggested the clinic could provide young people with more information

Areas identified in Youth Consultations 2013 Survey

Main issues identified by students	YPC meeting the needs
Community and Professional attitudes	The data collected was based on the clinic at the school, further research would be required to assess if the students felt supported by professionals and the community.
Privacy	Regardless of access to a clinic at the school, privacy is still an issue for students.
Availability	✓
Cost	✓
Information	Students indicated that they would like more information to be available at the clinic, follow

	up with the students would identify what their needs are.
Travel	✓

Recommendation:

An information session to be held for year 7 + 8 students that would cover the following:

- What is the Young People’s Sexual Health Clinic and its purpose
- How to make an appointment
- What is in place to ensure their privacy and confidentiality is priority
- Have a survey at the end to find out what information they would want to be available to help students

An initial focus group would be beneficial to find out what students think would be the best way to provide this information to the cohort.

Year 9 + 10

Are you aware that Tallangatta SC has a Young People's Clinic?

Response	Response Count	Response Percentage
Yes	47	59%
No	33	41%
Total	80	100%

59% of students are aware of the YPC.

Recommendation: Signs on the backs of the toilet doors, increase promotion of service

Do you know how to make an appointment?

Response	Response Count	Response Percentage
Yes	21	26%
No	51	65%
Unsure	7	9%
Total	79	100%

65% are unaware how to make an appointment

Recommendation: information session- how to book an appointment

Would you be happy to use the sexual health clinic at school?

Response	Response Count	Response Percentage
Yes	36	44%
No	16	19%
Unsure	30	37%
Total	82	100%

56% of students are unsure or would not be happy to use the clinic.

Recommendation: There are still concerns around using the clinic, find out what the concerns are, the next questions indicates privacy and confidentiality

What worries would you have using the sexual health clinic?

Response	Response Count	Response Percentage
No worries	17	20%
Leaving class	3	4%
Missing out on school work	8	10%
Privacy/confidentiality	55	66%
Other	0	0%
Total	83	100%

For 66% of students, privacy/confidentiality is a barrier to using the YPC

Recommendation: Inform students that their privacy and confidentiality is priority, find out from students their specific concerns.

What else could the sexual health clinic help young people with?

Response	Response Count	Response Percentage
More information	64	74%
Education – individually/class	16	19%
More time available	5	6%
Other	1	1%
Total	86	100%

74% of students would like more information to be provided at the YPC.

Recommendation: Find out what ‘more information’ they would find helpful to students

Summary:

The findings from the year 9 + 10 survey indicate that students are aware of the clinic but have confidentiality and privacy concerns.

- 59% are aware the clinic exists
- 65% don’t know how to make an appointment
- 56% said they don’t feel happy or are unsure about accessing the clinic
- 66% were concerned about privacy and confidentiality
- 74% said the clinic could help young people with ‘more information’

Areas identified in Youth Consultations 2013 Survey

Main issues identified by students	Meeting the needs
Community and Professional attitudes	The data collected was based on the clinic at the school, further research would be required to assess if the students felt supported by professionals and the community.
Privacy	Regardless of access to a clinic at the school, privacy is still an issue for students.
Availability	✓
Cost	✓
Information	Students indicated that they would like more information to be available at the clinic, follow

	up with the students would identify what their needs are.
Travel	✓

Recommendation:

The students are aware of the clinic, but they have concerns and are unsure how to make appointments. An information session would be a good way to address these concerns:

- Providing information about the YPC
- What its purpose is
- How to make an appointment
- How student’s privacy and confidentiality is prioritised
- A short survey to find out what other information they think would be helpful.

A focus group with students initially would be beneficial to find out how they best think the information could be presented to their cohort.

Year 11 + 12

Are you aware that the Tallangatta SC has a Young People's Clinic?

Response	Response Count	Response Percentage
Yes	42	66%
No	22	34%
Total	64	100%

66% of students are aware of the YPC

Recommendation: There are still 34% who are aware of the clinic, it is recommended there be more advertising of the clinic.

Do you know how to make an appointment?

Response	Response Count	Response Percentage
Yes	33	51%
No	15	23%
Unsure	17	26%
Total	65	100%

51% of students know how to make an appointment, but 49% of students are unsure or do not know how to.

Recommendation: Only half of the students know how to make an appointment, a session for students on how to make bookings would be beneficial.

Would you be happy to use the sexual health clinic at school?

Response	Response Count	Response Percentage
Yes	44	70%
No	16	25%
Unsure	3	5%
Total	63	100%

70% of students are happy to use the YPC at school

Recommendation: Majority of students indicate they are comfortable using the clinic at school.

What worries would you have using the sexual health clinic?

Response	Response Count	Response Percentage
No worries	38	55%
Leaving class	5	7%
Missing out on school work	11	16%
Privacy/confidentiality	13	19%
Other	2	3%
Total	69	100%

55% had no worries using the clinic, 19% were concerned about privacy/confidentiality and 16% were worried about leaving class

Recommendation: Some students had concerns around missing out on school work, are there opportunities for them to access the clinic outside class times. Privacy and confidentiality was a concern for 19% of students, this could be addressed by informing students what's in place to consider their privacy.

What else could the sexual health clinic help young people with?

Response	Response Count	Response Percentage
More information	12	18%
Education – individually/class	49	72%
More time available	3	4%
Other	4	6%
Total	68	100%

72% think the clinic could help more people in the clinic either individually or in the classroom

Recommendation: Provide more education, find out if it would be preferred individually or in class by a survey.

Summary:

The findings from the year 11 + 12 survey indicate that majority of students are aware of the clinic but there are still some areas that could be improved.

- 66% of students are aware of the clinic
- 51% know how to book an appointment
- 70% said they would be happy to use the clinic at school
- 55% had no worries using the clinic
- 72% said the clinic could provide education either individually or in class

Main issues identified by students	Meeting the needs
Community and Professional attitudes	✓ (Students felt comfortable using the clinic at the school, the survey didn't provide any information around community attitudes-external to the YPC)
Privacy	✓
Availability	✓
Cost	✓

Information	Students indicated that they would like more information provided individually or in class.
Travel	✓

Recommendation:

The year 11 + 12 cohort had the most knowledge and felt most comfortable attending the YPC. The reason being, they were the younger students when it commenced, therefore have been more familiar. Year 11+12 students were concerned about missing class, appointments being available during recess and lunch is suggested. A session that covered how to book appointments and finding out if students would prefer education individually or in class would address the gaps in the year 11 + 12 cohort.

Clinic Attendance

Before the YPC was established, during the period of 2013-14 there were 14 young people who attended the Tallangatta Health Service. After the YPC opened during 2014-15 it increased to 120 young people attending both sites (YPC and THS). In the most recent year (2015-16) 130 young people attended both sites.

As Sue Reid works at both sites, she is able to make referrals for students to attend Tallangatta Health Clinic if follow up is required. This model has been found to be valuable as trust has been built with Sue.

General Recommendations for Cohorts

The findings indicate a number of needs be addressed for each cohort. There are similarities between the cohorts, privacy and confidentiality being a concern across them all. Depending on the schools capacity, there are a range of approaches the school can take, the school may choose to focus on one area or a particular cohort.

Focus groups (10-12 students, 50/50 ratio of females and males) for each cohort could be organised by the school to maximise participation and be led by partner organisations. WHGNE would be able to support, record and summarise the findings. This approach could be beneficial as students would be able to provide information around concerns of 'privacy and confidentiality' as well as suggest ways to disseminate information about the YPC to students. In the year 7+8 and 9+10 cohorts privacy and confidentiality was identified as a barrier for students attending the YPC. This needs to be further explored, this raises the question: 'what are their concerns that stop them from accessing the YPC?'

The focus groups could also be an opportunity to discuss with students 'community attitudes' around sexual and reproductive health, as this was not an area addressed in the evaluation but identified in the *Youth Consultation Outcomes 2013* as an issue.

Students could become involved in the promotion of the clinic by:

- Poster competition 'how to book appointments'
- Presentation of the YPC in health class
- Past students could come and speak about the YPC

These activities are examples of health promotion within the school.