**Objective**

This research study uses a case study research design to examine the suitability and adequacy of service delivery for young people with complex needs in one ‘no wrong door’ (NWD) trial location. It aims to explore the historical and current experiences of service delivery for young people with complex needs through the lens of young people, their parents, and frontline workers. These experiences will assist in examining how historical and current service delivery measures up to the essential features of a NWD approach derived from the literature. Additionally, it will identify if there are components of service delivery that can be improved to:

a. close any gap with between the lived realities of young people and the NWD approach and

b. improve access to appropriate services for young people with complex needs?

**Methods**

A systematic literature review was conducted to analyse extant literature on NWD to identify key service delivery features and characteristics from the NWD principle. The next stage of my study will involve interviews with young people (approx. 10) identified by gatekeepers as having complex needs (harder to reach criteria)[[1]](#footnote-1), their parents, and frontline professionals. These experiences will assist in examining how historical and current service delivery measures up to the essential features of a ‘no wrong door’ approach derived from the literature. The findings from these interviews will be shared at discussion events as part of national NWD study, which seeks to develop a collaborative service delivery approach based on the NWD principle, to help inform the development of this new approach by incorporating the perspectives of these young people.

1. The harder to reach criteria was developed by a Youth Justice Working Group consisting of experts from agencies working with young people with complex needs. [↑](#footnote-ref-1)