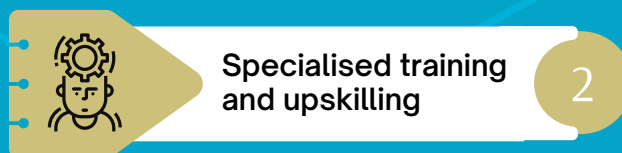


# 6 success factors

## to support young people with disabilities and mental health issues



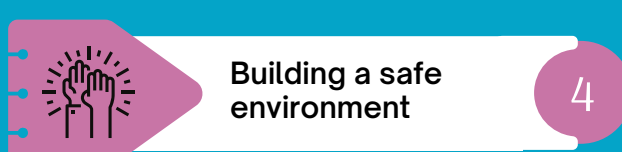
Services play a key role to promote and protect the human rights of all persons with disabilities, including those who require more intensive support. A human-rights based approach means to support decision making of persons with disabilities and promote their community engagement.



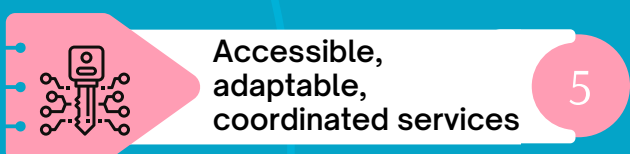
Professional training is essential to prepare services staff and supporters to assist young people with mental health issues. Professional development and upskilling (focus on communication and empathy) is key to enable services staff to take full advantage of new technologies and tools and provide quality assistance.



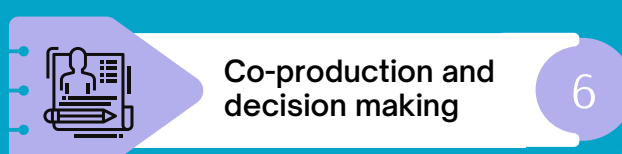
Support should be provided in a personalised way through personal assistants, taking into account the needs, interests, wishes and values. Changing of staff is a challenge, as it affects stability for young people who might struggle with relationships.



A continuous engagement with a professional in a comfortable environment can help young people with a disability with mental health issues to better manage difficult moments and have a trusted point of reference whom to address their concerns.



Services that are low-threshold and easily accessible ensure that support is provided to all those who need it. Support has to take into account the wide variety of mental health issues and stages of recovery. Services that connect and coordinate with other organisations or specialised professionals can ensure that young users access the right kind of support. Coordination among services remains a key element to ensure quality support to people with disabilities.



Taking a co-production approach can help to ensure that the services truly meet the needs of the users and that their staff are well-prepared to work with them. For young people with disabilities who are planning their future is very important to be listened at, to co-produce and to advocate for their needs. Services should enable young people with disabilities and mental health issues to make their own decisions and build their own autonomy, for instance through the Supported Decision Making approach.



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