

# Peak Perspectives



This newsletter is a joint initiative of the Youth Coalition of the ACT, the peak body for youth affairs and young people in the ACT; and Families ACT, the peak body for the family support sector in the ACT.



It aims to provide current information and news to workers and services relating to the implementation of the new Child, Youth and Family Services Program in the ACT.

## In Issue #3:

|  |           |
|--|-----------|
| <b>1. About this Newsletter</b>  | <b>2</b>  |
| <b>2. Messages from the Peaks</b>  | <b>2</b>  |
| <b>3. Update on the Child, Youth and Family Services Program</b>                                   | <b>3</b>  |
| About the CYFSP  | 3         |
| Process for Finalising Service Funding Agreements  | 3         |
| Update on the Centralised Intake, Information and Referral Service: Youth and Family Connect (YFC) | 4         |
| Network Coordination   | 5         |
| Common Assessment Framework  | 5         |
| CYFS Directors Group and Practice Leadership Group   | 6         |
| Key Contacts in OCYFS  | 7         |
| <b>4. Peak Activities</b>  | <b>7</b>  |
| CYFSP Induction Bus Tour Project   | 7         |
| Forum on Outreach for Young People   | 8         |
| Summary of the Annual ACT National Youth Week Expo   | 8         |
| Dedicated Webpage for CYFSP  | 8         |
| Peak Meetings with OCYFS   | 9         |
| Update: Practice Framework Project   | 9         |
| Update: Staff Transition Project   | 9         |
| <b>5. Discussion Topic: Service Funding Agreements</b>   | <b>10</b> |
| <b>6. Key Contacts</b>   | <b>12</b> |
| <b>Attachment: Youth Housing Homelessness Sector Reform</b>  | <b>13</b> |

**Youth Coalition of the ACT:**  
 Phone: (02) 6247 3540  
 Email: [info@youthcoalition.net](mailto:info@youthcoalition.net)  
 Fax: (02) 6249 1675  
 Web: [www.youthcoalition.net](http://www.youthcoalition.net)  
 Twitter: [@youthco\\_act](https://twitter.com/youthco_act)

**Families ACT:**  
 Phone: 0402 718 579  
 Email: [familiesact@frsa.org.au](mailto:familiesact@frsa.org.au)  
 Fax: (02) 6162 1794  
 Location: 2/31 Thesiger Court,  
 Deakin

## 1. About this Newsletter

*Peak Perspectives* is a joint initiative of the Youth Coalition of the ACT and Families ACT. The Youth Coalition is the peak body for youth affairs and young people aged 12 – 25 years in the ACT. Families ACT is the peak body for the family support sector in the ACT.

This newsletter aims to provide workers and services with an overview of the current and relevant changes occurring in the transition to the Child, Youth and Family Services Program (CYFSP).

Each issue of *Peak Perspectives* will provide an update on key changes and activities related to the CYFSP, such as funded service models, ACT Government initiatives and peak activities. It also introduces a topic for discussion each month that the Youth Coalition and Families ACT has identified as a key issue.

## 2. Messages from the Peaks

### Youth Coalition of the ACT

Two months into the implementation of the CYFSP, we are continuing to see challenges in moving to a new service system, models and practice with no additional transitional resources. The peaks have been meeting regularly with OCYFS to raise these issues and identify strategies to support the sector.

The CYFSP Bus Tours are also up, with two tours having taken place. They are an invaluable opportunity to meet the many new workers who have come into our programs, and engage around the key features of the CYFSP.

Thank you to everyone who was involved with National Youth Week, in particular the Expo - a fantastic showcase of the range of services available to young people and their families in the ACT.

Emma Robertson, Director



### Families ACT

The breakfast to mark the 'official start date' of the CYFSP was well attended and even the substantial rain seemed unable to dampen participants' spirits. A big thankyou to staff at the Youth Co for their part in making the event a success.

With 1 March slipping quickly into the past, the sector is busy translating theory into practice and addressing a range of practical issues to achieve implementation of the CYFSP.

Terms like "youth engagement", "case management" and "active holding" need clear definition so we are working from a common understanding. The peaks intend to play a key role in this area and will be partnering to produce policy papers on a range of topics raised as the new Service Framework becomes a reality.

Will Mollison, Executive Officer



## 3. Update on the Child, Youth and Family Services Program

This update seeks to provide an overview of key changes and activities occurring in the transition to, and implementation of, the Child, Youth and Family Services Program (CYFSP). See also *Section 4: Peak Activities*.

---

### About the CYFSP

---

The first issue of *Peak Perspectives* provided a comprehensive overview of the history and composition of the CYFSP, including a list of preferred providers. Issue 1 can be accessed at [www.youthcoalition.net](http://www.youthcoalition.net).

The CYFSP is funded by the Community Services Directorate, through the Office for Children, Youth and Family Support. It aims to support vulnerable children, young people and their families in the ACT. There are four main components to the CYFSP, which include: a centralised intake, information and referral service; regional networks of services; ACT-wide services; and complementary services.

28 organisations have received funding to deliver services under this new framework. The types of services include: intake, information and referrals, network coordination, case management, youth engagement, group programs, intensive intervention, therapeutic support and peak activities.

The CYFSP officially commenced on 1 March 2012, but is still in an establishment phase as services recruit staff and finalise service contracts.

---

### Process for Finalising Service Funding Agreements

---

On 26 March, the Office for Children, Youth and Family Support contacted CYFSP services by email to advise on the proposed process for finalising funding arrangements under the CYFSP.

This message advised that OCYFS had resolved a number of problems identified with the original Service Funding Agreement template and that OCYFS would provide services with a revised draft contract. A meeting would then be arranged with each provider to finalise contract discussions.

As part of this process, OCYFS also flagged its intention to discuss the insertion of a 'minimal number of interim quantitative and qualitative indicators to report on whilst a more robust set of indicators are being developed over the next nine months.'

The Youth Coalition and Families ACT were contacted by a number of members with concerns about this process, and consequently sought clarification from the Directorate. Many of these issues were also raised at the last CYFS Directors' Group meeting. Items raised by the peaks included:

- What the minimal number of interim quantitative and qualitative indicators will be and whether they will be consistent across all contracts?

- What measures are in place to ensure the North / Gungahlin and Tuggeranong Networks are receiving the same amount of services as the other networks?
- What mechanisms are in place to monitor if funding allocated to networks is being spent on those networks so clients across the ACT are receiving the supports they need?
- Who will be responsible for this monitoring?
- How can we ensure that services are evenly distributed if there is no contractual obligation to provide groups or case management services to certain areas?

Please refer to *Section 5. Discussion Topic: Service Funding Agreements* for more information on this topic, including the Directorate's response to the issues raised by the Youth Coalition and Families ACT.

---

## **Update on the Centralised Intake, Information and Referral Service: Youth and Family Connect (YFC)**

---

Youth and Family Connect (YFC) is the centralised intake, information and referral service for vulnerable children, young people and their families in the ACT. It is coordinated by Parentline ACT, and will undertake initial assessments and identify appropriate courses of action for these target groups.

YFC is working closely with Network Coordinators (see page 5 for more information about Network Coordinators). A Coordination Group has been established that includes Youth and Family Connect, Parentline ACT, the Directors of the organisations providing network coordination, and the Network Coordinators (where these positions have been filled). This Group meets each Friday to discuss service pathways, assessment processes and data collection.

In addition, Network Coordinators meet every Tuesday morning with the Youth and Family Connect Coordinator. Every second week, this meeting includes the Connecting Families Panel, which manages complex referrals.

YFC are in the process of developing a number of policies, procedures and tools to support the implementation of the new Service Framework. An Active Holding guide is being developed, which will assist services to support vulnerable children, young people and families while they are waiting to receive a service. This guide is consistent with the Practice Framework Guidelines, and has been circulated to the Practice Leadership Group for feedback before being distributed to CYFSP services. YFC are also trialling the Common Assessment Framework (CAF) Referral Form (see page 5 for more information).

YFC is compiling a list of services, starting with CYFSP services, with information on vacancies and waiting lists. They hope to keep this information updated each fortnight (particularly for case management and therapeutic services) to ensure accurate information for the Connecting Families Panel.

Key contact details for Youth and Family Connect include:

- Parentline: (02) 6287 3833 or [info@parentlineact.org.au](mailto:info@parentlineact.org.au)
- Youth Support Line: (02) 6162 4718
- Youth and Family Connect Professional Line: (02) 6287 3822

- Larissa Dann (Manager of Parentline ACT): (02) 6178 7810 or [pss.manager@iimetro.com.au](mailto:pss.manager@iimetro.com.au)
- Suella Jarvis (Coordinator of Youth and Family Connect): (02) 6178 7804, 0450 960 907 or [suella.parentline@iimetro.com.au](mailto:suella.parentline@iimetro.com.au)
- Fax: (02) 6287 3866

---

## Network Coordination

---

Network-based services will operate in four regions across the ACT. - North / Gungahlin, Belconnen, South / Weston and Tuggeranong. The services will be coordinated by a Network Coordinator from each region, who will work closely with YFC to ensure effective referrals for vulnerable children, young people and their families.

Network Coordinators will meet with YFC on Tuesdays and Fridays each week (see *Update on Youth and Family Connect* above for more information). Current contact details for Network Coordinators are outlined below.

| Network           | Coordinator  | Contact  |
|-------------------|--|--|
| North / Gungahlin | Denise Waters, Barnardos   | (02) 6228 9500<br><a href="mailto:dwaters@barnardos.org.au">dwaters@barnardos.org.au</a>                         |
| Belconnen         | Peta Thompson, Belconnen Community Service   | (02) 6264 0200<br>0427 547 450<br><a href="mailto:peta.thompson@bcsact.com.au">peta.thompson@bcsact.com.au</a>   |
| South / Weston    | Katie Crawford, Woden Community Service, Southside Community Service and Anglicare | (02) 6282 3037<br>0448 016 286<br><a href="mailto:katie.crawford@wcs.org.au">katie.crawford@wcs.org.au</a>       |
| Tuggeranong       | Shannon Wood, Communities@Work   | (02) 6126 9059<br>0405 124 812<br><a href="mailto:shannon.wood@commsatwork.org">shannon.wood@commsatwork.org</a> |

---

## Common Assessment Framework

---

Youth and Family Connect (YFC) has worked closely with service providers to develop an interim Common Assessment Framework document, which will assist services to make referrals.

The CAF in its original form is an ACT Government document, which was adapted for use by Belconnen Community Services (BCS). YFC has now amended the BCS version of the document for use by CYFSP services. Services are encouraged to contact YFC if they have feedback on their use of the CAF.

The interim CAF document can be accessed at the CYFSP section at:  
[www.youthcoalition.net](http://www.youthcoalition.net)

---

## **CYFS Directors Group and Practice Leadership Group**

---

The Office for Children, Youth and Family Support provide the Government Co-Chair and Secretariat support to the CYFS Directors Group and Practice Leadership Group.

### CYFS Directors' Group

The CYFS Directors' Group aims to provide strategic leadership for the sector by:

- Identifying areas for systemic and structural change to improve service delivery;
- Identifying gaps in service and monitoring outcomes;
- Supporting the ongoing development of evidence based and evidence growing practice across the sector;
- Driving policy change and implementation across the CYFS sector;
- Actively engaging with the broader community sector and relevant Government agencies in relation to policy directions;
- Enabling collaboration across the whole of the sector including government and non-government by supporting effective partnership arrangements and joint decision making;
- Acting as a leadership team to develop and present a professional and consistent approach to service delivery across all levels of the sector;
- Developing agreed strategies and mechanisms to advocate for change and to progress and/or resolve issues; and
- Modelling collaborative and respectful work practices with a commitment to shared learning.

The Government Co-Chair of the Group is Leanne Power, and the Community Co-Chair is Jennelle Irwin from Belconnen Community Service. The next meeting will be held on 25 May 2012 at the Holt Community Hub.

For more information about the Directors' Group contact Morgan Eddey on (02) 6207 6306 or [morgan.eddey@act.gov.au](mailto:morgan.eddey@act.gov.au).

### CYFS Practice Leadership Group

The CYFS Practice Leadership Group seeks to contribute to strategic leadership by providing leadership in practice. The Government Co-Chair of the Group is Sue Mickleburgh, and the Community Co-Chair is Annette Kelly-Edgerton from Barnardos. The next meeting will be held on 28 June 2012 at Lanyon Youth Centre, from 9.30 – 11.30am.

For more information about the Practice Leadership Group contact Morgan Eddey on (02) 6207 6306 or [morgan.eddey@act.gov.au](mailto:morgan.eddey@act.gov.au).

---

## Key Contacts in OCYFS

---

The Youth Coalition and Families ACT have been advised that OCYFS will be implementing a restructure of staff within their office, which may result in some of the contacts below changing. This information is current as of 9 May 2012, and the peaks will ensure that any changes are communicated to services.

Ms Leanne Power, Director,  
Strategic Projects, OCYFS  
(02) 6205 2465  
[leanne.power@act.gov.au](mailto:leanne.power@act.gov.au)

Ms Sue Mickleburgh, Acting  
Senior Manager, Strategy &  
Purchasing  
(02) 6207 2343  
[susan.mickleburgh@act.gov.au](mailto:susan.mickleburgh@act.gov.au)

Ms Alison Lawrence, Senior  
Contract Manager, YFSP  
(02) 6205 0733  
[alison.lawrence@act.gov.au](mailto:alison.lawrence@act.gov.au)

Mr Jeremy Chalmers, Program  
Officer, YFSP  
(02) 6205 4002  
[jeremy.chalmers@act.gov.au](mailto:jeremy.chalmers@act.gov.au)

Ms Morgan Eddey, Program  
Officer, YFSP  
(02) 6207 6306  
[morgan.eddey@act.gov.au](mailto:morgan.eddey@act.gov.au)

Ms Danielle Farlow, Program  
Officer, YFSP  
[danielle.farlow@act.gov.au](mailto:danielle.farlow@act.gov.au)

## 4. Peak Activities

The Youth Coalition and Families ACT are working together closely to support workers and services to transition to the CYFSP. This includes providing information and resources, undertaking specific projects, being a communication point between the ACT Government and the sector, and engaging in advocacy and policy development.

This section of *Peak Perspectives* seeks to provide an overview of the activities that the Youth Coalition and Families ACT are undertaking in relation to the CYFSP.

---

### CYFSP Induction Bus Tour Project

---

The Youth Coalition is coordinating bus tours of CYFSP services; for workers from programs and services funded by the CYFSP.

The aim of the CYFSP Induction Bus Tour Project is to increase frontline workers' and program managers' knowledge about, and understanding of, the new service system provided under the CYFSP, in order to improve their capacity to better support children, young people and their families.

Two bus tours have already been held, and three more will be held during May. Services are encouraged to contact the Youth Coalition to reserve places. Tours are generally held from 9am – 3pm; with the starting point varying on each tour. Remaining tour dates include:

- Tuesday 15 May;
- Thursday 24 May; and,
- Tuesday 29 May.



For more information about the bus tours, contact Emma Byrne on (02) 6247 3540 or [bustours@youthcoalition.net](mailto:bustours@youthcoalition.net).

---

## **Forum on Outreach for Young People**

---

On Monday 26 March 2012, the Youth Coalition held a forum with service providers to discuss outreach services for young people in the ACT. The forum stemmed from the development and implementation of the CYFSP, along with reforms to the ACT youth housing and homelessness service system.

The outreach forum was specifically targeted at workers and services that are, or will be, providing outreach to young people. It provided an opportunity to map the models, location and function of outreach services to young people; identify gaps or duplication of outreach provision in the ACT; and identify how and where young people will be able to best access outreach services. It also assisted in developing strategies to ensure the sector works collaboratively in the interests of young people and identify any ongoing sector development or support needs.

The information provided by workers and services in the forum will inform a mapping document. Further opportunities will be identified to progress this important area of youth engagement.

For more information about this forum, contact Adelaide Jones on (02) 6247 3540 or [adelaide@youthcoalition.net](mailto:adelaide@youthcoalition.net).

---

## **Summary of the Annual ACT National Youth Week Expo**

---

National Youth Week 2012 was held from 13 – 22 April, and was coordinated by the Youth Coalition in partnership with the ACT Government. Each year, the Youth Coalition coordinates the annual Youth Week Expo, in Garema Place. This expo includes service stalls from youth and community services performances, art, workshops and other opportunities for young people to participate.

Held on Friday 13 April, the expo was well attended by over 50 community organisations and other services that provide information or support to young people in the ACT. This included participation from the vast majority of service providers under the CYFSP, who were able to share information with young people and their families; but also to other services in the ACT.

The Youth Coalition sends a big thank-you to all the CYFSP services and programs that participated in the expo.

---

## **Dedicated Webpage for CYFSP**

---

The Youth Coalition has published a webpage on its website dedicated to the implementation of the CYFSP. The new pages include background information about the CYFSP, details about the work being undertaken by the peaks, key ACT Government documents, employment opportunities and upcoming events and activities. This webpage now includes the interim CAF document being used by CYFSP services to assist in making referrals.

For more information, visit [www.youthcoalition.net](http://www.youthcoalition.net).



---

## **Peak Meetings with OCYFS**

---

The Youth Coalition and Families ACT meet regularly with OCYFS, including weekly meeting with Ms Christine Nolan, the Director of the Office for Children, Youth and Family Support; Mr Dave Matthews Senior Director, Integrated Service Delivery; and Ms Leanne Power, Director of Strategic Projects. Items discussed at these meetings have included:

- Relationships between the Directorate and the sector;
- Gaps in service;
- The role of Youth and Family Connect in the implementation of the CYFSP;
- Ensuring equitable coverage of all areas of the territory in terms of case management and group work services.

---

## **Update: Practice Framework Project**

---

The Practice Framework will support service providers to implement key elements of the new Service Delivery Framework. It is a tool that integrates theoretical and philosophical approaches with practice knowledge and research / evaluation evidence to inform practice that will best support positive outcomes for vulnerable children, young people and their families. The Framework is about to be piloted at 5 sites to monitor its usefulness and to assess the extent to which it is a viable tool in supporting service providers to implement key components of the ACT Government's CYFSP Delivery Framework.

A new Project Manager has been recruited to fill the position vacated by Kate Butler. Admir Meko has a social work degree and a Masters in Social Policy. His experience ranges from academic research to consultancy and training. His work has included roles with the International Labour Organisation and United Nations Development Assistance Framework.

As part of the piloting process, there will be a number of training sessions for managers and practitioners. These will be delivered between June and August 2012. A series of meetings have just been held with pilot sites to develop clear working plans for conducting the pilot's action research. Further updates will be provided as the project progresses.

---

## **Update: Staff Transition Project**

---

Families ACT is leading a collaborative project with the Youth Coalition that seeks to provide staffing information to services in relation to the transition to the new Framework. This Project seeks to communicate information about in-coming and outgoing staff positions to support the potential movement of staff between agencies.

Agencies continue to contact Families ACT to assist in filling positions. Some of these are vacancies created by staff movement out of the sector, while others are newly created roles under the CYFSP. For more information contact Will at [familiesact@frsa.org.au](mailto:familiesact@frsa.org.au).

## 5. Discussion Topic: Service Funding Agreements

**Note:** This topic follows on from *Process for Finalising Service Funding Agreements* on page 3 of this newsletter.

The Directorate responded in writing to the concerns raised by the peaks in relation to the process of finalising funding for CYFSP services. A summary of the issues raised and the Directorate's response to each issue is provided below.

What will the 'minimal number of interim quantitative and qualitative indicators' be, and will they be consistent across all contracts?

Two to three (but no more than 4) quantitative indicators will be chosen to report upon, which will be drawn directly from the description of the service activity in the Service Delivery Framework.

What mechanisms are in place to monitor if funding allocated to networks is being spent on those networks so clients across the ACT are receiving the supports they need? Who will be responsible for this monitoring?

As per discussions at the previous CYFS Directors' Group meeting, it has been resolved that:

- It is the joint responsibility of the Directorate and services to link vulnerable children, young people and families to support;
- Where there is a regional service offering CYFS programs, priority will be given to vulnerable children, young people and families residing in that region;
- Referrals to ACT-wide services will only be made if the regional service does not have the capacity or specific services to address clients' needs for a particular service;
- Monitoring of service demand and capacity will occur on a weekly basis with Network Coordinators and Youth and Family Connect;
- Youth and Family Connect will keep an up-to-date register of ACT-wide service capacity and facilitate referrals either directly or through the Connecting Families Panel;
- Youth and Family Connect will be able to provide bridging support to children, young people and families waiting to receive a service; and,
- The CYFSP will collect 6-monthly reports on the number of clients accessing services in each region, which will enable service providers and the Directorate to assess the level of need for services in each region.

What measures are in places to ensure the North / Gungahlin and Tuggeranong Networks are receiving the same amount of services as the other networks?

Distribution of services will be on an 'as-needs' basis, rather than providing the 'same' amount of services to each region. The shift in focus to assertive outreach in the Framework is expected to result in an increase of service delivered within the service users' communities, and that ACT-wide services have strategies in place to do this.

The division of funding was based on demographic data on the four networks. How do we monitor where the funding is being spent if there is no contractual obligation to provide groups or case management services to certain areas?

Decisions were made regarding the provision of service delivery in the network based upon demographic data, applications received and the models proposed. Organisations identified the type of models that they could deliver to best meet the needs of services users, which in some models involve an ACT-wide approach.

In discussions and negotiations with preferred providers of ACT-wide case management services, the Directorate promoted the need for every network to have adequate service provision, with the Tuggeranong and Gungahlin/North networks being identified as presenting the highest need for child, youth and family services.

Additionally, the Directorate identified that Youth and Family Connect would play a central role in data collection and measurement of service user outcomes, coordination of the engagement of service users and management of service demand. If there was a disparity between the anticipated need identified in the Service Framework and the actual access of services this would be reviewed.

The Common Assessment Tool will provide further information about a range of demographic data, including the location of people engaged in case management. Youth and Family Connect will map the location of groups.

### **Concerns of the Youth Coalition and Families ACT**

The Youth Coalition and Families ACT were pleased at the speed of response to these concerns. However, the Directorate's comments raise a number of additional issues.

The Directorate's response could be interpreted to mean that ACT-wide services should be prioritised to vulnerable children, young people and their families. We seek clarification as to whether this is the case, and if so, how this would occur.

The Youth Coalition and Families ACT is also concerned that the Directorate's response identified that the shift in focus to assertive outreach in the framework is expected to result in an increase of service delivered within service users' communities, and that ACT-wide services have strategies in place to do this. As we have been advocating for a number of months, the new Service Delivery Framework does not adequately fund the provision of outreach to vulnerable children, young people and their families. There has been a direct reduction in services delivered to these target groups, particularly in the Gungahlin / North region and Tuggeranong region.

Finally, the Youth Coalition and Families ACT are concerned that the Directorate has not discussed the needs and awareness of the broader youth, family and community sector; and how they might fit into the new framework, particularly in relation to Youth and Family Connect.

If you have any feedback, comments or questions relating to this topic that can inform the peaks' work in this area, contact [erin@youthcoalition.net](mailto:erin@youthcoalition.net) or [familiesact@frsa.org.au](mailto:familiesact@frsa.org.au).

## 6. Key Contacts

---

### Staff at Families ACT

---

Mr Will Mollison, Executive Officer  
0402 718 579  
[familiesact@frsa.org.au](mailto:familiesact@frsa.org.au)  
Availability: Monday - Thursday

Mr Admir Meko, Practice  
Framework Project Manager  
0451 682 631  
[amfact@frsa.org.au](mailto:amfact@frsa.org.au)  
Availability: Monday - Thursday

---

### Staff at the Youth Coalition of the ACT

---

Ms Emma Robertson, Director  
(02) 6247 3540  
[director@youthcoalition.net](mailto:director@youthcoalition.net)  
Availability: Full Time

Mr Dave Corby, Office Manager  
[dave@youthcoalition.net](mailto:dave@youthcoalition.net)  
Availability: Mon & Tues morning;  
Thurs & Fri

Ms Adelaide Jones, Policy and  
Development Officer (Housing,  
Education and Justice)  
[adelaide@youthcoalition.net](mailto:adelaide@youthcoalition.net)  
Availability: Full Time

Ms Erin Barry, Policy and  
Development Officer (CYFSP and  
Organisational Development)  
[erin@youthcoalition.net](mailto:erin@youthcoalition.net)  
Availability: Mon, Wed, Fri

Ms Katrina Campion, Sector  
Development Officer (Comorbidity  
Bus Tours and Training) and  
Youth Week Coordinator  
[katrina@youthcoalition.net](mailto:katrina@youthcoalition.net)  
Availability: Tues, Wed &  
alternative Thurs & Fri

Ms Ashlin Flanagan, Policy and  
Development Officer (Multicultural  
and Mental Health)  
[ashlin@youthcoalition.net](mailto:ashlin@youthcoalition.net)  
Availability: Mon – Fri, 11am –  
4pm

Ms Lucy Holgate-Mannall, Sector  
Development Officer  
[lucy@youthcoalition.net](mailto:lucy@youthcoalition.net)  
Availability: Currently varies

Ms Emma Byrne, Sector  
Development Officer (CYFSP Bus  
Tours and Champions ACT)  
[emma.byrne@youthcoalition.net](mailto:emma.byrne@youthcoalition.net)  
Availability: Mon – Wed, Thurs  
afternoon



## Youth Housing Homelessness Sector Reform

This addition to *Peak Perspectives* focuses on the changes occurring in the ACT youth housing and homelessness sector.

The Youth Coalition advocates for a whole-of-government approach to supporting young people and their families. While reform of the youth housing and homelessness sector is not being implemented by the Office for Children, Youth and Family Support, the Youth Coalition recognises that the changes occurring to each of these sub-sectors of the youth sector will have a significant impact on the scope of the broader youth sector.

### Funded Services

The outcome of the tender to provide youth housing and homelessness support services in the ACT has been announced, and preferred providers are outlined below. Many of the new services are now operational and accepting referrals through First Point.

| Preferred Providers for Youth Housing and Homelessness Support Services |   |  |
|---|---|--|
| Service   | Provider  | Description  |
| Youth Housing Support Service   | CatholicCare Canberra and Goulburn                        | To support a minimum of 150 (per annum) young people aged 15 – 25, at risk of or who have experienced homelessness. The HSS will provide tenancy support as well as support for them to access other services.   |
| Family Treehouse  | Conflict Resolution Service                               | To support a minimum of 20 (at any one time) young people aged 15 – 20 (consideration outside this age range is possible), to prevent them from entering homelessness. The CMS will provide conflict resolution during, and following the initial crisis situation including family conferencing, mediation and safety planning. The service will also identify natural supports for the young person. |
| Youth Emergency Accommodation Network                                   | The Salvation Army and Canberra Youth Residential Service | To support a minimum of 24 (at any one time) young people aged 16 – 25 experiencing homelessness. The EAN will provide a 'safety net' where all other accommodation options have been exhausted. It will operate in a cluster system of three houses in each region and have the capacity to accommodate couples, siblings or other groups.  |
| Friendly Landlord Service   | Barnardos Australia                                       | To support a maximum of 80 (at any one time) young people aged 16 – 25, who are at risk of or have experienced homelessness, with moderate to low needs. The FLS will be provided in up to 30 properties of 1 and 3 bedrooms, and will be able to accommodate couples, siblings and friends to   |

|  |                          |  |
|--|--------------------------|--|
|  |                          | foster harmonious living environments. It will also work with private market landlords to expand the availability of affordable housing options for young people.  |
| Youth Identified Accommodation and Support Program | Barnardos Australia      | To support a minimum of 20 (at any one time) young people aged 16 – 20 within family-style accommodation arrangements. It will engage young people and their support families in the process of developing a suitable accommodation arrangement in the interest of both parties. |
| Take Hold  | The Ted Noffs Foundation | To support a minimum of 80 (per annum) young people by providing a flexible approach to the development of life and work skills, with the option of a mentor. Training courses will be developed as well as an annual social enterprise seed funding program.                    |
| Parent Accommodation Support Program               | St Vincent De Paul       | To support 4 families and 20 (any at one time) young parents aged 16 – 25 by providing housing and/or assisting them to find long-term, supported and sustainable accommodation.   |

---

## Transition Process

---

The Youth Coalition of the ACT is committed to working together with Social Housing and Homelessness Services to ensure a smooth transition process for all service providers and young people.

The Community Services Directorate has prioritised transitions for young people in accommodation services closing first.

Other initiatives and processes aimed at supporting the transition to delivering the new service models include:

- The Community Services Directorate has committed to providing regular updates, and encourages services to contact them to discuss any concerns. A second communiqué was sent out on 27 February 2012, which assisted in developing this document.
- A transition planning forum was held on 30 March 2012, and a sector-wide briefing held on 5 April 2012.
- Information will be disseminated through the Youth Coalition of the ACT, the Homelessness Forum and Joint Pathways.

---

## Key Contacts in Housing ACT

---

*Regarding Tender Evaluation:*

Mr Richard Baumgart, Director, Housing ACT  
 (02) 6207 5026  
[richard.baumgart@act.gov.au](mailto:richard.baumgart@act.gov.au)

*Regarding Service Funding Agreements:*

Ms Sarah Watson, Assistant  
Manager, Social Housing and  
Homelessness Services  
(02) 6250 7974  
[sarah.watson@act.gov.au](mailto:sarah.watson@act.gov.au)

Ms Alice Tibbitts, Senior  
Manager, Social Housing and  
Homelessness Services  
(02) 6207 5668  
[alice.tibbitts@act.gov.au](mailto:alice.tibbitts@act.gov.au)

All housing enquiries should go to First Point on 1800 176 468.

For further information about support services available to young people in the ACT call the Youth Support Line on (02) 6162 4718.

All enquiries about support available for families should be directed to Parentline on (02) 6287 3833.

---

## **Youth Housing and Homelessness Forum**

---

The Youth Coalition hosts the monthly Youth Housing and Homelessness Forum (YHHF) on the first Tuesday of each month. The YHHF aims to provide a forum for housing and homelessness providers to improve their practice in supporting young people who are experiencing, or at risk of experiencing, homelessness in the ACT.

The details for the next YHHF meeting are:

**Date:** Tuesday 5 June 2012  
**Time:** 9.30am: All services and government agencies welcome  
10.30am: Youth Homelessness Service Preferred providers only  
**Venue:** 46 Clianthus St, O'Connor (Youth Coalition Office)

In light of the reforms occurring to the youth housing and homelessness sector, and following consultation with members, meetings for 2012 will take on a different format.

The first hour (9.30 – 10.30am) will be open to general youth homelessness services and government. The second hour (10.30 – 11.30am) will be restricted to Youth Housing and Homelessness Service Preferred Providers only.

The purpose of these changes is to enable preferred providers to have a forum to voice their opinions, access support, and to ensure a successful transition to the new service framework.

Remaining meeting dates for the Youth Housing and Homelessness Forum in 2012 include:

- 5 June
- 3 July
- 7 August
- 4 September
- 2 October
- 6 November

For more information about the Youth Housing and Homelessness Forum, contact Adelaide Jones on (02) 6247 3540 or [adelaide@youthcoalition.net](mailto:adelaide@youthcoalition.net).