

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 Child, Youth and Family Services Program in the ACT.

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Youth Coalition of the ACT:

Phone: (02) 6247 3540
 Email: info@youthcoalition.net
 Fax: (02) 6249 1675
 Web: www.youthcoalition.net
 Twitter: [@youthco_act](https://twitter.com/youthco_act)

Families ACT:

Phone: 0402 718 579
 Email: 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

We recently developed a comprehensive response and analysis of the 2012 – 2013 ACT Budget. Titled 'Caught in Cycles of Crisis', our response focused on the continuing trend to channel funds towards crisis and tertiary-level services. We argued that an investment in early intervention, prevention, and secondary-level services (such as the CYFSP) is crucial in providing effective support to vulnerable children, young people and their families.

In other news, we are anticipating another productive financial year, and will continue to work closely with Families ACT on a number of joint activities. This will include an election forum in September for youth and family support workers.

Erin Barry, Acting Director



Families ACT

The last couple of months have seen a Families ACT achieve a number of its longer-term plans.

Our website www.familiesact.org.au is finally live. Though still a work in progress, it provides the peak with an improved means of communicating with the membership and the community generally.

We have strengthened our policy voice with the publication of a Policy Platform and a response to the 2012-2013 ACT Budget.

We have also completed scoping work for a position paper on case management and are about to finalise preliminary work on joint research with the Youth Coalition into the role of youth drop-in centres in youth engagement.

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 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.

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.

Realignment in the Office for Children, Youth and Family Support

In May 2012, the Office for Children, Youth and Family Support (OCYFS) underwent a realignment of its operations. A newsletter was disseminated by Ms Christine Nolan, the Executive Director of OCYFS, which detailed the key changes.

Under the realignment, Ms Jillian Paull was appointed to the position of Senior Director of OCYFS and will oversee the CYFSP for at least the next 12 months. The role of Senior Director includes assisting the Executive Director, Christine Nolan, in relation to change management, quality improvement, risk management and compliance. Tim Arkley-Smith replaces Sue Mickleburgh as Acting Senior Manager of OCYFS.

A new Policy, Data and Research branch has been established, to centralise policy and performance analysis capabilities. Ms Leanne Power has been appointed the Director of this branch.

More information about other changes to OCYFS is provided in Christine Nolan's newsletter, which is available on the CYFSP page at www.youthcoalition.net.

Update on Youth and Family Connect

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.

Case Management and Therapeutic Service Providers

YFC has hosted two meetings of CYFSP case management providers and one with therapeutic service providers. A table summarising CYFSP case management and therapeutic services is attached to this newsletter. YFC has also started gathering fortnightly updates from case management services on how many referrals they have received, where they are from, how many have started work with the service, how many vacancies there are in their program, and whether or not there is a waiting list for their service. This information is then available at the Connecting Families Panels, which are held every second Tuesday.

Group Providers

On Wednesday 30 May 2012, YFC hosted a meeting of CYFSP services providing group programs, which included presentations from service providers. YFC is still in the process of gathering information from other group providers. In summary:

- Belconnen Community Service is running a large range of groups, including Triple P parenting groups; Gym Fit; Road Ready; Mentoring programs; Why Worry; School holiday programs; Koori Kids;
- St Vincent de Paul is holding kids camps for 4-5 nights during most school holiday periods and some day activities;
- Relationships Australia is running 3 different groups - 'Non-violent resistance', anger management for young Aboriginal and Torres Strait Islander men, and 'Garden to Table'; and,
- CYCLOPS ACT is running group in schools over 3 terms, a weekly drama group, school holiday activities, and Saturday activities for young carers twice a year.

CYFSP Induction Bus Tour Presentations

YFC hosted a session for each of the CYFSP Induction Bus Tours organised by the Youth Coalition and Families ACT; and presented jointly with the Network Coordinators, on matters such as referral pathways, use of the CAF Referral form, and the role of Network Coordinators.

Re-Engaging Youth Network Boards

YFC has been invited onto each of the 4 regional Re-Engaging Youth Network Boards, which bring together people from the education sector, business, and the community sector to address issues relating to young people who are disengaged, or at risk of disengaging, from education and training. Network Coordinators are also members of the Boards for their regions. The Boards were launched on 28 May, and YFC staff and Network Coordinators are attending regular Board meetings.

Communications

YFC has been exploring different avenues to reach the public and service providers, and inform them on the changing nature of the sector. This has included presenting information on YFC and the CYFSP to a variety of organisations, including the Family Day Care Association, college students, youth support workers in schools, and school chaplains. They have attended school expos; sought feedback from young people; and raised awareness of their service with public school counsellors. They have also had discussions with sporting bodies and interstate youth

organisations about YFC. YFC and First Point continue to foster their close relationship, with the development of an MoU. In addition, Centrelink and YFC are looking at working together for the mutual benefit of clients.

Parentline has expanded its online presence, including venturing into social media, which is used to update and inform followers on issues affecting the community ('like' Parentline on Facebook or follow on twitter at @ParentlineACT). Their website has been updated, now linking to over 80 programs and organisations in the ACT alone, as well as interstate and international. Visit <http://parentlineact.org.au/links>. The website also includes a professional assistance page with a downloadable version of the CAF Referral form. A Youth Support Line website will soon be developed.

Information on YFC and the CYFSP will appear in upcoming versions of newsletters of various peak bodies and other organisations throughout the ACT, such as ATODA and the Mental Health Foundation. In addition to this they have also formed an ongoing partnership with FM91.1 CMS radio, which provides programming in multiple languages to the community. Parentline is in the process of designing and printing their next generation of material, including a Youth Support Line specific logo, tent cards and brochures.

Launch

An official launch of YFC will be held in mid to late August. Following the launch, a sector wide workshop will be held for front-line staff and managers with Dr Gail Winkworth. Further information on the launch and the professional development opportunity will follow.

Key Contact Details

- Parentline: (02) 6287 3833 or 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
- Suella Jarvis (Coordinator of Youth and Family Connect): (02) 6178 7804, 0450 960 907 or suella.parentline@iimetro.com.au
- Fax: (02) 6287 3866

Network Coordination

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

Network Coordinators 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 dwaters@barnardos.org.au
Belconnen	Peta Thompson, Belconnen Community Service	(02) 6264 0200 0427 547 450 peta.thompson@bcsact.com.au
South / Weston	Katie Crawford, Woden Community Service, Southside Community Service and Anglicare	(02) 6282 3037 0448 016 286 katie.crawford@wcs.org.au
Tuggeranong	Shannon Wood, Communities@Work	(02) 6126 9059 0405 124 812 shannon.wood@commsatwork.org

CYFSP Evaluation Framework

The Institute of Child Protection Studies (ICPS) has been engaged by OCYFS to support the sector to develop an evaluation framework for the CYFSP. This is a result of on-going advocacy by the Youth Coalition and Families ACT on the need to evaluate the new program.

On 1 May 2012, ICPS held training for interested representatives from CYFSP services in the basics of evaluation theory, presented by Kate Butler and Lorraine Thomson. Individuals involved in this training were invited to nominate to be part of an Evaluation Sub-Committee, to provide further input in developing a Program Logic for the CYFSP and terms of reference for an evaluation framework. The Program Logic Workshop was held on 16 May and provided participants with the opportunity to contribute to the development of the Program Logic for the CYFSP. As facilitators of this process, Kate Butler and Lorraine Thomson have been formulating this information into a draft Program Logic for the CYFSP.

Although a third workshop was planned for 30 May 2012; this was postponed while further work on the Program Logic occurred.

Common Assessment Framework

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

Upcoming Dates

Some of the key upcoming dates relating to the CYFSP include:

- Virtual Bus Tour for Care and Protection Services Workers: 4 July 2012
For more information contact Will Mollison at familiesact@frsa.org.au.
- Youth Coalition Monthly Forum and Education Seminar: 19 July 2012
For more information contact Adelaide Jones at adelaide@youthcoalition.net.
- CYFS Directors' Group - A Day of Dialogue: 26 July 2012
For more information contact Haelee Reis on (02) 6205 9390 or haelee.reis@act.gov.au.

Key Contacts in OCYFS

Following on from the realignment within OCYFS (see *Realignment of OCYFS* on Page 3 for more information), the key contacts within OCYFS for the CYFSP have changed significantly:

Ms Jillian Paull, Senior Director,
OCYFS
(02) 6205 9390
jillian.paull@act.gov.au

Mr Tim Arkley-Smith, Acting
Senior Manager, CYFSP
(02) 6205 4838
tim.arkley-smith@act.gov.au

Ms Morgan Eddey, Program
Officer,
CYFSP
(02) 6207 6306
morgan.eddey@act.gov.au

4. Peak Activities

The Youth Coalition and Families ACT are working together closely to support workers and services to implement 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.

Letter to Cabinet regarding CYFSP Funding

On 24 May 2012 the Youth Coalition and Families ACT wrote a joint open letter to the ACT Cabinet (Members of the Legislative Assembly in Ministerial positions) to seek additional funding to be allocated to the CYFSP in the 2012 – 2013 ACT Budget.

This letter specifically sought for additional funding of \$1,288,213 per annum for the CYFSP, based on the amount of funding that was redirected from frontline and face-

to-face service provision (in the previous Youth Services Program and Family Support Program) to the Information, Engagement and Coordination Service, and the regional Network Coordinators in the new Framework.

While the Youth Coalition and Families ACT support streamlined intake and referral, and network coordination; we noted that the loss of that funding from frontline service supports is having a significant impact on the capacity of the CYFSP, and therefore the outcomes for vulnerable children, young people and their families in the ACT community.

See also *Section 5: Discussion Topic* for more information about the CYFSP and the 2012 – 2013 ACT Budget.

Peak Meetings with OCYFS

Following the realignment of OCYFS which saw a significant change in the staff overseeing the CYFSP, the Youth Coalition and Families ACT have recommenced meetings with Ms Jillian Paull, Senior Director; Mr Tim Arkley-Smith, Acting Senior Manager of the CYFSP; and Ms Maureen Sheehan, Executive Director, ACT Housing and Community Services, who is seeking to align the CYFSP with the reforms to the youth housing and homelessness sector, at a Directorate level. Items discussed at these meetings have included:

- Facilitating the implementation of the CYFSP;
- Promoting the work done by Youth and Family Connect;
- Policy work of the peaks; and,
- CYFSP Directors' Group, a Day of Dialogue: 26 July 2012.

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 being 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.

As part of the piloting process, training sessions are being held for managers and practitioners. Four training sessions have been delivered so far:

1. Orientation to Practice Framework;
2. Partnerships, Joined-up Thinking and Professional Practice;
3. Building Collaborative Capacity: Action Learning for Leaders (Managers) – 1st session with three more to follow;
4. Supervision and Reflective Practice.

Participants have reported that they have enjoyed the sessions and benefited from the opportunity to share their experience and ideas with workers from other organisations. Many lessons have already been learnt, especially about the design of the training program for the future roll out of the Framework to the sector as a whole. Admir, the Project Manager, has completed the first round of action research activities with pilot sites. Meetings and discussions have been carried out with

practitioners and managers. The aim in this first round was to get a general idea of participants' familiarity with components of the Practice Framework. This involved:

- Initial feedback on the structure, content and applicability of the Framework in their work;
- Exploration of existing practices which take into consideration practice Framework triggers;
- Opportunities for developing and adapting new mechanisms to further incorporate the Framework in their activities;
- Designing work plans with a specific focus on the pilot process; and,
- Starting to select potential clients who may be involved in the pilot and included in research activities at a later stage of the project.

The project has now entered its second phase. Next steps include:

- Continuation of the training program - apart from the Building Collaborative Capacity follow up sessions, two more themes will be addressed: 1) *Using Child Centred & Family Focused Principles within Teams* and, 2) *Active Engagement*. The training programme will be finalised in early August.
- Conducting the second round of action research sessions – this set of activities will be focused more on specific topics chosen by each site as part of their involvement in the pilot.

Virtual Bus Tour for Care and Protection Services

The co-chair of the Practice Leaders Group, Families ACT and Care and Protection Services met recently to discuss strategies for improving joined-up working between Care and Protection Services and the community sector.

As a result the Community Services Directorate invited a number of organisations to attend a Town Hall meeting on 4 July to talk about their services with Care and Protection workers. The session will resemble 'speed dating' with a number of tables set up and each table being home to a community agency. Groups of 8 or 10 Care and Protection workers will rotate between tables at 15 to 20 minute intervals over an hour and a half.

Organisations will have the opportunity to briefly outline the role of their service, target group etc, and give out information. Care and Protection staff will share de-identified case examples to discuss how agencies can be involved.

There has been a very positive response from the sector with 17 organisations planning to attend. They are: Anglicare ACT, Barnardos, Belconnen Community Service, Canberra PCYC, CatholicCare, Communities@Work, Companion House, Families ACT, Gugan Gulwan Youth Aboriginal Corporation, Multicultural Youth Services, Northside Community Service, Relationships Australia, Uniting Care Kippax, Woden Community Service, Youth and Family Connect, the Youth Coalition, and the YWCA of Canberra.

For more information contact Will Mollison at familiesact@frsa.org.au.

Multicultural Youth Affairs Network

The funding for a *Culturally and Linguistically Diverse Youth Engagement Service* in the CYFSP includes a sector development component to build the capacity of CYFSP services to work effectively with young people from a multicultural background.

As the primary recipient of the funding for this youth engagement service, Multicultural Youth Services (MYS) has sub-contracted the Youth Coalition to provide the Multicultural Youth Affairs Network (MYAN). The MYAN initially began in 2008 as a partnership between the Youth Coalition and MYS, and seeks to improve supports for multicultural young people, strengthen multicultural youth services in the ACT, strengthen connections between 'mainstream' and multicultural youth services, and raise the profile of multicultural youth issues in the ACT.

The funding received through the CYFSP supports the employment of a MYAN Coordinator one day per week, to progress a specific focus on sector development including promoting best practice and cultural sensitivity in services to multicultural young people.

Earlier this month a MYAN newsletter was distributed to stakeholders to provide more information about the MYAN and its activities. This can be accessed at www.youthcoalition.net/sector/myan.html. A forum is also planned for Wednesday 29 August 2012, from 9.30 – 11.30am at the Youth Coalition. More information will be provided as it becomes available.

During July, the MYAN will be disseminating a short survey to CYFSP stakeholders seeking more information on sector development needs of workers and services in relation to supporting multicultural young people; with a view to developing a strategic plan for project activities.

For more information about the MYAN or to be added directly to the MYAN mailing list, contact Ashlin Flanagan on (02) 6247 3540 or ashlin@youthcoalition.net.

Wrap-Up of the CYFSP Induction Bus Tour Project

During May 2012, the Youth Coalition coordinated five bus tours of CYFSP services. This joint Youth Coalition – Families ACT initiative targeted workers from programs and services funded by the CYFSP.

The aim of the CYFSP Induction Bus Tour Project was 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.

The Youth Coalition is currently in the process of undertaking evaluation activities of this Project by surveying the services that hosted the bus tour. Workers who participated on bus tours were also invited to provide initial feedback at the end of each tour. Once all this information has been collected, a report will be developed to provide an overview of the findings.

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

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 includes the interim CAF document being used by CYFSP services to assist in making referrals.

For more information, visit www.youthcoalition.net.

5. Discussion Topic: 2012 – 2013 ACT Budget

See also *Letter to Cabinet regarding CYFSP Funding in Section 4: Peak Activities*.

The Youth Coalition and Families ACT were disappointed that no additional funding was allocated to the CYFSP in the 2012 – 2013 ACT Budget. In our joint open letter to the ACT Cabinet, we advocated for additional funding of \$1,288,213 to be directed towards frontline and face-to-face service delivery for the CYFSP.

The Youth Coalition and Families ACT support the intent of the new Service Delivery Framework to:

- *Decrease the complexity of the service system by streamlining the number of intake, referral and information pathways and stand-alone service providers;*
- *Improve the capacity of funded service providers to work in partnership with primary service providers, particularly education and health and specialist/targeted services; and,*
- *Improve the promotion of services and communication across the community and between service providers.¹*

However, the significant addition of the *Information, Engagement and Coordination Service*, and regional *Network Coordination* roles in the new Framework came with no increase in amount of funding allocated to support vulnerable children, young people, and their families in the ACT. As a result, the development of streamlined intake and referral, and network coordination has come at the expense of frontline service supports, leaving a shortfall in capacity of the CYFSP.

The release of the 2012 – 2013 ACT Budget saw a significant investment in crisis and statutory services, particularly towards Care and Protection Services and youth justice initiatives. While funding for these tertiary-end services is important, and the nature of the work complex and difficult; the Youth Coalition and Families ACT note that until funding is prioritised to secondary-level intervention services such as those funded by the CYFSP; tertiary and statutory services will continue to see increased pressure.

The Youth Coalition and Families ACT have been receiving reports from a number of sources that there has been a notable increase in enquiries and referrals to other services since the start of 2012. Many of those services have identified that they have not been able to meet the need, or were not the appropriate service response.

¹ ACT Government, *Service Delivery Framework: 2011-2014*, Department of Disability, Housing and Community Services, January 2011

One education-support focused service reported receiving referrals for more than twice their annual allocation of places in January/February alone.

While the new Framework shifts the focus to providing more 'outreach' style support to vulnerable young people, it has become clear that we need to ensure the right balance of 'outreach' and 'anchored', service provision. We believe that ACT Government must review the decision to reduce or close youth drop-in services.

Further to this, the funding allocated to the youth engagement component of the CYFSP does not adequately support the development and implementation of effective models of 'outreach' style intervention. Additionally, most case management services are reporting that their case management services are already at capacity.

Given that the CYFSP is establishing new services and approaches to working with vulnerable children, young people, and their families, it is essential that these services are adequately resourced to be able to develop and deliver outcomes for the people with whom they are working.

We are concerned that because of the level of funding to these services, in particular youth engagement, that staffing levels may not support addressing these issues.

The peaks are committed to continuing to advocate for increased funding to be allocated to frontline and face-to-face service delivery in the CYFSP; to seek to amend this critical shortfall in services.

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 or familiesact@frsa.org.au.

6. Staff Contacts

Staff at Families ACT

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

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

Staff at the Youth Coalition of the ACT

Please note that Emma Robertson and Katrina Campion are currently on leave until 16 July 2012. Erin Barry is taking on higher duties in Emma's absence.

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

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

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

Ms Erin Barry, Policy and
Development Officer (CYFSP and
Organisational Development)
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
Availability: Tues, Wed &
alternative Thurs & Fri

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

Ms Lucy Holgate-Mannall, Sector
Development Officer
lucy@youthcoalition.net
Availability: Monday afternoon,
Wed - Thurs

Ms Emma Byrne, Sector
Development Officer (CYFSP Bus
Tours and Champions ACT)
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 transition process for new youth housing and homelessness support services in the ACT is continuing, and preferred providers are outlined below. 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 provides tenancy support such as skill development programs as well as support for them to access other services and housing options.
Family Tree House	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 provides conflict resolution during, and following the initial crisis situation including family conferencing, mediation and safety planning. CRS has recently also engaged four young people to undertake the Youth Mediation Training Scholarship.
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 provides 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. Oasis and Canberra Youth Residential Service will remain open until all clusters are ready to open.
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 low to moderate needs. The FLS provides up to 30

		properties of 1 and 3 bedrooms, and is 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 engages 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.
Young Parents 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 third communiqué was sent out in June 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

Regarding Service Funding Agreements:

Ms Sarah Watson, Assistant
Manager, Social Housing and
Homelessness Services
(02) 6205 7974
sarah.watson@act.gov.au

Ms Alice Tibbitts, Senior
Manager, Social Housing and
Homelessness Services
(02) 6207 5668
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 7 August 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 housing and 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 discuss relevant implementation issues, 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:

- 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.