



*Living Skills and Youth Supported Accommodation
Assistance Scheme Consultation Project Paper*

July 2009

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The Youth Coalition of the ACT acknowledges the Ngunnawal people as the traditional owners and continuing custodians of the lands of the ACT and we pay our respects to the Elders, families and ancestors.

We acknowledge that the effect of forced removal of Indigenous children from their families as well as past racist policies and actions continues today.

We acknowledge that the Indigenous people hold distinctive rights as the original people of modern day Australia including the right to a distinct status and culture, self-determination and land. The Youth Coalition of the ACT celebrates Indigenous cultures and the invaluable contribution they make to our community.

Young Living Skills and Youth Supported Accommodation Assistance Scheme Consultation Project Paper

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July 2009

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1. Introduction

Section 1 of this paper provides contextual information about the Youth Coalition of the ACT (Youth Coalition) and outlines the process by which this paper was developed. Included is a summary of the methodology of the *Living Skills and Youth Supported Accommodation Assistance Scheme* (YSAAP) consultation, and details pertaining to the structure of this paper.

1.1 Youth Coalition of the ACT

The Youth Coalition of the ACT is the peak youth affairs body in the ACT. Comprised of 75 members, programs, and individuals, the Youth Coalition is responsible for representing and promoting the interests and wellbeing of young people aged between 12 and 25 years and those who work with them.

The Youth Coalition is represented on many ACT Government advisory structures and provides advice to the ACT Government on youth issues as well as providing information to youth services about policy and program matters.

A key role of the Youth Coalition is the development and analysis of ACT social policy and program decisions for young people and youth services. The Youth Coalition facilitates the development of strong linkages and promotes collaboration between the community, government and private sectors to achieve better outcomes for young people in the ACT.

1.2 About this Paper

In May 2008 the ACT Department of Disability, Housing and Community Services funded the *Living Skills and Youth Supported Accommodation Assistance Program* (YSAAP) *Consultation Project* (the *Project*) to:

- Investigate existing living skills training delivered to young people transitioning into independent living through YSAAP services;
- Identify the needs of young people transitioning into independent living; and,
- Provide recommendations on effective delivery of living skills in the future.

The Youth Coalition welcomes the opportunity to contribute to the discussion on effective delivery of living skills to young people experiencing homelessness. We would like to congratulate the ACT Government on its commitment to progressing social inclusion in the context of young people.

1.2.1 Development and Structure of the Paper

This paper is based on the following:

- Literature review on living skills for young people transitioning into independent living;
- Identification of current delivery of living skills training in YSAAP services;
- Consultation collecting data identifying the needs of young people transitioning into independent living, regarding living skills;
- Focus groups, interviews and surveys with YSAAP services and young people; and

- Current and topical research on youth affairs.

This submission has been divided into 7 sections, which include the following:

1. Introduction (this section);
2. Summary of recommendations;
3. Consultation;
4. Informal Living Skills Training;
5. Findings;
6. Summary of Findings;
7. Conclusion;
8. References; and,
9. Appendices.

This paper represents an opportunity for the Youth Coalition and stakeholders to identify, and advise the ACT Government of emerging issues and areas in need of additional resources and collaboratively develop social policy in the ACT.

1.2.2 Changing Context

This research was undertaken with YSAAP services prior to the following:

- The Federal Government's White Paper on Homelessness, *The Road Home: A National Approach to Reducing Homelessness*;
- 2009/10 Federal Government Stimulus Packages;
- 2009/10 ACT Budget initiatives;
- Changes to National Affordable Housing Agreement; and,
- Current review of National Homelessness Legislation.

However, the needs and strategies identified in this Paper remain relevant.

1.2.3 Methodology of the Project

To examine and assess the provision of living skills training to young people transitioning into independent living, data was collected from both service providers and young people that are, or have been, clients of these services. The scope of the *Project* was contained in two ways:

1. Service providers were limited to YSAAP services in the ACT and surrounding area, unified by:
 - Funding;
 - Service guarantee;
 - Supported Accommodation Assistance Program legislation;
 - YSAAP Protocol with the Office for Children Youth and Family Services (OCYFS); and
 - YSAAP Pathways Group meetings.

2. In order to participate, young people needed to be in the process of transitioning into independence or had been through this process and accessed a YSAAP service.

Both groups were engaged in a survey and semi-structured interview / focus group. The survey was used to gather quantitative data but also provided a platform for discussion and questions from both the interviewer and interviewee. The semi-structured interview/focus groups consisted of open-ended questions.

To gather the data from YSAAP services, the investigator attended team meetings to administer both the survey and semi-structured interview / focus group. The survey was given to each of the team members that attended the consultations in order to ascertain the diverse range of skills provided by individual workers and to gather a larger data set pertaining to the perceived needs of their clients.

The young people were given a survey and semi-structured interview. Both of these aspects were used as talking points, allowing the young people to bring up different issues. The young people were provided with and signed consent forms containing an overview of the project and explanation that all information provided would be treated confidentially. Participants were reimbursed twenty dollars in acknowledgment of their participation.

For the purposes of the *Project*, 'living skills' were divided into 13 subcategories or skill sets. These subcategories or types of living skills were derived from existing literature and training kits on the topic of living skills. The categories included:

- Cooking;
- Cleaning;
- Budgeting and money matters;
- Health (including AOD and mental health);
- Sexual health;
- Personal hygiene;
- Social development (friends, family and relationships);
- Personal development (i.e. counselling);
- Education and employment;
- Tenancy and accommodation (obtaining and maintaining accommodation);
- Accessing and using government and on-government services;
- Parenting skills and support; and,
- Other.

Many, if not all, of these living skills, have mutually dependent elements, thus are interdependent and far from clearly separate in practice.

The questionnaires differed for YSAAP services and young people. However, all young people and YSAAP services that participated filled in the same component of the survey assessing the living skill needs of young people. This was done so as to examine how these different groups perceptions compare. Both workers and young people were asked to classify the living skills needs of young people from one (not needed) to five (vital).

All of the participants were talked through the survey. The primary investigator read through the survey and provided definitions and clarified the meaning of each of the terms and categories used in the survey. This process was done to minimise any differing interpretations and to clarify any questions participants may have. Furthermore, going through the survey with the participants provided 'talking points,' starting discussions and examples being provided relating to the questions.

To view the survey and semi-structured interview for both YSAAP services and young people refer to Appendix A.

2. Summary of Recommendations – Living Skills Training

With regard to the identified needs of young people transitioning into independent living, the Youth Coalition makes the following recommendations on the effective delivery of Living Skills Training:

Recommendation 1

That Living Skills Training is underpinned by best practice principles and includes:

- Consideration and application of strategies that recognise and account for the different living conditions and personal histories of individual young people;
- Consideration of varied learning styles including hands on and one-on-one training;
- Consideration of varied learning settings, including centre based and outreach opportunities for learning;
- Recognition of the context of what is realistic and what is available to young people; and,
- Recognition of the vulnerability faced by individual young people in admitting they need assistance in capacity building.

Recommendation 2

That Living Skills Training is developed in the context of:

- Addressing the structural, external, environmental and tangible demands that may impact on the provision of the Training;
- Addressing the structural, external, environmental and tangible demands that may impact on individual young people participating in Training;
- The unique hierarchy of the tangible and intangible needs of young people experiencing homelessness; and,
- The interdependency between the need for structural supports such as housing and income, and the role of living skills in attaining those structural supports.

Recommendation 3

That a set of standardised language and definitions are developed to describe Living Skills and Living Skills Training, which recognises context, and focuses on the conscious provision of Living Skills Training as opposed to regular service provision.

Recommendation 5

That professional and workforce development recognises the role of youth support workers in providing Living Skills Training and includes:

- The level of intensity of support provision required;
- The skills required to integrate living skills into the fabric of their interactions with young people;
- The particular context of the conditions of the lives of young people experiencing homelessness; and,
- The value and importance of rapport building in the context of young people accessing services and training.

Recommendation 7

Living Skills Training accountability systems are developed and implemented which:

- Provide tools and templates; and,
- Facilitate identifying and recording the training progress and achievements for both young people and workers

Recommendation 8

That Living Skills Training is developed to be flexible and reflect the specific needs of the participating individual young people. Training should include specific strategies to engage target groups of young people experiencing homelessness, for example, young parents, young women and specific age groups.

Recommendation 9

That Living Skills Training is offered to young people experiencing homelessness in a comprehensive, systemic way, which aims to promote connectivity through family, group houses or other social settings and is differentiated from regular service provision by explicitly aiming to develop the capacity of young people to live independently.

Recommendation 10

That services working with young people experiencing homelessness are provided with the requisite skills, funding and staff to develop, implement and facilitate hands on delivery and support in Living Skills Training and assessment.

Recommendation 12

That Living Skills training is embedded in a support structure that allows individual; young people to ask for help and delivered:

- In conjunction with the broader provision of support assisting the transition into independent living;
- In a sensitive and appropriate manner;
- Continually and flexibly;
- By prioritising, with consideration to urgency, the impact the skill will have on the young persons capacity to live independently; and
- Recognising, acknowledged, encouraged and celebrated any participation by individual young people in any living skills training participated in.

3. Consultation

This section of the paper provides information about the consultation component of the *Project* that is imperative in contextualising and assessing the findings.

3.1 Youth Supported Accommodation Assistance Program (YSAAP)

The scope of the *Project* limited consultation to YSAAP providers in the Australian Capital Territory (ACT). In order to contextualise the *Project* and assess the findings, it is important to have an understanding of YSAAP providers.

The Supported Accommodation Assistance Program (SAAP) is a support program jointly funded by Commonwealth and State / Territory governments. SAAP provides operational funds to non-government organisations to people who are experiencing homelessness or at risk of homelessness and is legislated under the *Supported Accommodation Assistance Act 1994 (Cth)* (SAAP Act). YSAAP services are also funded under this legislation to provide accommodation and support services to young people 12-25 years of age who are experiencing homelessness or at risk of becoming homeless. All service agreements made under this legislation must have provisions that are directed towards assisting service providers, over time, to fulfill the following responsibilities:

- (a) to help people who are homeless to resolve crisis, and to achieve greater independence, through the following:
 - (i) case management;
 - (ii) assessment and referral;
 - (iii) if appropriate—early intervention and re-establishment of family links;
- (b) to further the integration into the community of people who are homeless by increasing access to the following:
 - (i) employment;
 - (ii) education and training;
 - (iii) health services (including mental health services);
 - (iv) disability and rehabilitation services;
 - (v) children's support services;
 - (vi) income support;
 - (vii) other appropriate opportunities and resources;
- (c) to help people who are homeless to obtain long-term, secure and affordable housing and accommodation by providing access to a range of options suitable to their needs; and
- (d) to complement other services available to people who are homeless.ⁱ

3.1.1 YSAAP Services Consulted

Seventeen YSAAP services throughout the ACT and Queanbeyan region were consulted for the *Project*. The services are listed below, divided according to the terminology used by these services.

Refuge / Crisis Accommodation

Accommodation that is provided for no more than 3 months, generally in a crisis situation, where no other appropriate accommodation options exist. Refuges are properties that have

individual rooms and house a number of young people, with communal living areas. Youth workers provide 'supervision' and support.

Table 1 Refuge / Crisis Accommodation Services.

Service	Summary of Service Provision
Canberra Youth Refuge	Provides crisis / short – term accommodation for up to 3 months to young men and women 16 – 19 years of age. 6 Beds are available, plus 1 emergency bed. Young men and women 20 – 21 years of age can access the emergency bed (up to 72 hours stay)
Narrabundah Youth Refuge (formerly Belleden)	Provides crisis / short – term accommodation for up to 3 months to young men and women 15 – 18 years of age. 6 Beds available.
Oasis Canberra Youth Residential Service – Crisis (formerly LASA Youth Centre)	Provides crisis / short – term accommodation for up to 3 months to young men and women 15 – 21 years of age. 6 Beds available.
Queanbeyan Youth Refuge	Provides crisis / short – term accommodation for up to 3 months to young men and women 15 – 18 years of age. 7 Beds available.

Medium Term Accommodation

Accommodation that is available for approximately three to 12 months. The accommodation may be in a communal style boarding house or in an individual property, such as a flat.

Table 2 Medium Term Accommodation Services.

Service	Summary of Service Provision
Exiting Quamby (Barnardos and Lowana)	Provides medium term accommodation to young men and women exiting youth detention, 16 – 21 years of age. 4 SAAP flats available.
Karinya House for Mothers and Babies	Provides medium / long term supported accommodation for women who are pregnant or newly parenting. 3 medium term (supported), 4 long term

	(transitional) properties available.
Lowana Youth Services	Provides short / medium term supported accommodation for up to 3 months to young women 15 - 20 years of age. 7 beds available.
Oasis Canberra Youth Residential Service – Transitional (formerly George Lloyd House)	Provides medium / long term accommodation for up to 12 months (18 months in flats) for young men 16 - 20 years of age. 8 beds available.
Tumladden	Provides medium term supported accommodation for up to 12 months for young men and women 16 – 18 years of age. 8 beds available.

Transitional / Supported Accommodation

Accommodation that is available to assist young people to transition into independent living. The amount of time allocated varies between services. The style of accommodation also varies, from communal boarding style properties, to bedsits, flats and caravans.

Table 3 Transitional / Supported Accommodation Services.

Service	Summary of Service Provision
Anglicare Housing Program - STREETS	Provides transitional accommodation for up to 12 months for young people 12 – 25 years of age with a focus on young people aged 16 – 21 years. 11 beds available.
Barnardos Transition Program	Provides medium / long term accommodation and support for young men and women 15 - 21 years of age, moving towards independent living. 10 medium term SAAP flats, 10 long term community housing flats, 3 caravans and 1 community boarding placement.
Lowana Boarding House	Provides communal style accommodation for up to 6 young men and women 16 - 21 years of age, coming from another SAAP service. 6 beds available.
Lowana Stairwell – H Block	Provides long – term transitional supported accommodation with outreach support for young men and women 16 - 21 years of age, who have

	been housed in a SAAP service for at least 6 weeks. 5 bedsits available.
Young Parents Place	Transitional housing for up to 12 months for single fathers, single mothers or couples aged 16 – 25 with full time custody of at least 1 child. Accommodation available for up to 3 families.

Outreach

No accommodation is provided in Outreach. Outreach services assist young people experiencing homelessness or at risk of homelessness by providing various supports, including material and practical support. Other supports available include transport, brokerage, case management, information, advocacy, referral, counselling and various development programs.

Table 4 Outreach Services.

Service	Summary of Service Provision
Couch Surfing (Barnardos)	Provides assistance to young men and women 15 - 19 years of age, who are attending school and are homeless or at risk of homelessness. No beds.
Homelinx (Centacare)	Provides outreach to assist with transition into independent housing and maintaining tenancy. No beds.
LIFT Project (Galilee)	Provides programs and outreach for young females and males 14 to 21 years of age, experiencing homelessness or who are at risk of homelessness. No beds.

For a detailed overview of each service, refer to the YSAAP Map in Appendix B.

3.1.2 Young People Consulted

Sixteen young people participated in the consultation, all of whom were homeless or had experienced homelessness and accessed at least one YSAAP service. Eight females and eight males participated. The average age of the participants was 18.9 years, and the ages ranged from 16 to 22 years of age.

3.2 Definitions

It is important to frame the *Project* by outlining definitions of both ‘living skills’ and ‘young people experiencing homelessness’. What may seem like a theoretical concern actually reflects and, at the same time, impacts on the practice of working in this field, for workers and clients. Moreover, the diversity of practices and conditions within these concepts are interdependent, as the wider the range of living conditions that are considered homeless, the wider the range of living skills needs there are that these young people have.

The two terms ‘youth homelessness’ and ‘living skills’ are used frequently by services but rarely are they talking about the same thing. Different services work with young people who are not only at different stages of homelessness, but who are living in different conditions and come from different personal histories. Similarly, what different services and even individual workers mean by ‘living skills’ includes such a wide variety of practices that it almost renders the concept meaningless. Whilst this ambiguity reflects the need for a wide range of skills and means of teaching these skills it is important to clarify these concepts in order to assess the provision of living skills training to homeless young people.

3.2.1 Young people experiencing homelessness

Young People

As the scope of the *Project* was been limited to YSAAP services in the ACT, for the purposes of the *Project*, young people include any individual aged between 12 and 25 years of age. This age range covers an array of developmental stages including young adolescent (12 – 15), adolescent (16 – 18) and young adult (18 – 25). At each of these transitions a young person’s legal rights change. The legal changes are an institutionalised aspect of the cultural expectations of change that are experienced within the category of “youth” – transitioning from a provisional responsibility into an expectation of accountability and independence in-line with mainstream ideals and norms.

Homelessness

Definitions of homelessness go some way to encompass the wide range of conditions that young people live in. However, it is important to review the range of conditions that this can be included as different services deal with different client groups and, thus, focus on different aspects of living skills. These different sub-groups or types of homeless youth live in different conditions, have different histories and have different living skills. More to the point, these different groups or types of homeless youth have different needs.

Understandings of homelessness can vary from the simple colloquial and literal understandings to detailed definitions that are enshrined in legislation and policy. Different groups of professionals are concerned with different categories or conceptualisations of homelessness. In light of the diverse conceptualisations of homelessness it is instructive to consider homelessness as a continuum or spectrum of circumstances.ⁱⁱ As a consequence it is widely held that people experiencing homelessness are not a homogenous group, rather come from a multitude of backgrounds.

The SAAP definition of homelessness provides a good example that highlights the diverse range of people and conditions of living that are included under the banner of 'youth homelessness'. Whilst there are other definitions of homelessness such as the commonly referred 'cultural definition,' the SAAP definition is the most pertinent to this research as the YSAAP services that participated in this consultation are bound by this definition within their service delivery. The definition of homeless prescribed under SAAP legislation is:

SAAP legislation prescribes that a person is considered homeless if they do not have access to safe, secure and adequate housing. A person is considered not to have access to safe, secure and adequate housing if the only housing to which they have access:

- damages, or is likely to damage, the person's health; or
- threatens the person's safety; or
- marginalises them through failing to provide access to:
 - adequate personal amenities; or
 - the economic and social supports that a home normally affords; or
- places them in circumstances which threaten or adversely affect the adequacy, safety, security and affordability of that housing; or
- has no security of tenure – that is, they have no legal right to continued occupation of their home.ⁱⁱⁱ

A person is also considered homeless if he or she is living in accommodation provided by a SAAP agency or some other form of emergency accommodation.^{iv}

This definition is a legislative formulation that is designed to define legitimate service delivery under the SAAP Act. Service provider's definitions such as the SAAP definition are often broad, including those vulnerable or at risk of homelessness, so as to assist a wide range of people and include early intervention and prevention practices. Moreover, these definitions often recognise the difficulties faced by people transitioning out of homelessness in maintaining tenancy, thereby facilitating ongoing support.

Young People Experiencing Homelessness

The conditions of homelessness for young people in Canberra can vary a great deal. Moreover, the array of conditions one person can traverse over time, during their 'career' of homelessness, changes tremendously. Many homeless young people have navigated through all of these options whilst others have experienced one. Some people have a brief experience of one of the incarnations of homelessness, others move in and out of homelessness, and others are homeless from very early on in their childhood. While the order of these options changes, many people get caught in a seeming cycle, oscillating between accommodation options.

The 'cycle of homelessness,' 'chronically homeless,' 'cultural of homelessness,' or 'career of homelessness' are terms that all speak of the spiral of homelessness where an already blurry line between cause and effect becomes even more unclear. A lack of living skills can be seen as both a cause and effect of youth homelessness.

3.2.2 Living Skills

The breadth of the conceptualisations of 'living skills' includes such a wide range of practices that vary from merely providing a cookbook or cleaning products to intensive one-on-one training or support. The diverse range of conceptions of 'living skills' exist in part due to the range of people included under the banner of 'homeless youth,' as outlined below. However, whilst it is important to include a wide range of practices that are relevant to a diverse spectrum of young people experiencing homelessness, the lack of conceptual clarity can have a negative impact in practice.

Recommendation 1

That Living Skills Training is underpinned by best practice principles and includes:

- Consideration and application of strategies that recognise and account for the different living conditions and personal histories of individual young people;
- Consideration of varied learning styles including hands on and one-on-one training;
- Consideration of varied learning settings, including centre based and outreach opportunities for learning;
- Recognition of the context of what is realistic and what is available to young people; and,
- Recognition of the vulnerability faced by individual young people in admitting they need assistance in capacity building.

There is some confusion about the distinction, or if there is a distinction at all, between what constitutes the 'transition into independent living' (TIL) and 'independent living skills.' The slip between these categories is in part due to the interdependence between the two. Indeed, any strict delineation between the two is purely heuristic as in practice they are by no means mutually exclusive. It is more useful to think of these two categories or areas of concern and practice as overlapping but not synonymous fields. It is instructive to outline the difference between these two aspects of practice central to working with young people experiencing homelessness and draw out what 'living skills' refers to.

Transition to Independent Living (TIL)

There are numerous components to what can be termed the 'transition into independent living.' In effect, the transition into independence encompasses the provision of a broad range of supports that are required for a young person to move into secure, safe and stable accommodation and independence.

The components of the 'transition to independence' have been concisely summarised by Reid (2007). Reid indicates that there are seven key areas that determine how successful a young person is likely to be in their transition into independent living:

- Relationships;
- Education (to which one could add employment);
- Housing;
- Life skills;
- Identity;
- Youth engagement; and,

- Emotional healing.^v

These ‘seven pillars’ are dependent on a foundation of “strong financial support that enables the necessary social supports to be predictable and sustainable.”^{vi} These pillars are considered interdependent, none standing alone as more significant or to be prioritised as the key area of concern.

As seen in Reid’s account outlined above, ‘living skills’ – referred to as life skills – falls under the broader topic and scope of ‘transitioning into independent living.’ In other words, living skills are considered a subcategory or component of the transition into independent living.

Living skills training is subsumed by the broader category of transitioning into independence due to the conditions of homelessness. For young people experiencing homelessness there are structural, external, environmental and tangible demands that need to be addressed in order for these living skills to be relevant and perhaps even able to be learnt. These foundational needs provide the basis upon which living skills can be developed. However, these structural supports, such as an income or housing, can only be sustainable if the young person has the skills they need to live independently. Thus, the confusion between the ‘transition to independent living’ and ‘living skills training’ by workers and in the literature occurs, in part, due to the interdependence of the two.

Recommendation 2

That Living Skills Training is developed in the context of:

- Addressing the structural, external, environmental and tangible demands that may impact on the provision of the Training,
- Addressing the structural, external, environmental and tangible demands that may impact on individual young people participating in Training;
- The unique hierarchy of the tangible and intangible needs of young people experiencing homelessness;
- The interdependency between the need for structural supports such as housing and income, and the role of living skills in attaining those structural supports.

Living Skills Training

Independent living skills are personal skills considered necessary for an individual to function on a day-to-day basis. The key word is ‘skills’ – inculcated resources. Living skills training encompass a range off models, methods and toolkits that aim to encourage self-sufficiency through assorted experimental and didactic programming delivered at various times throughout a young person’s transition into independence.^{vii} These skills are a range of attributes that help a young person to maintain aspects of independent living. These living skills are often the taken-for-granted skills of those that have acquired them over a prolonged period of stable and reliable learning that begins from a very young age and continues into adulthood.

For the purposes of this analysis living skills training refers to any range of training, informal or formal, that aims to provide the young person with skills that assist them into a safe, secure and stable transition into independent living.

Existing living skills training toolkits and models outline a huge array of skills sets that can be included under the notion of living skills training. Below is a list of areas that have been included in different models and conceptualisations of living skills:

- Cooking;
- Cleaning;
- Budgeting and money matters;
- Health (including 'alcohol and other drug' (AOD) and mental health);
- Sexual health;
- Personal hygiene;
- Social development (friends, family and relationships);
- Personal development (counselling, participation in therapeutic programs etc.);
- Education and employment;
- Tenancy and accommodation (obtaining and maintaining accommodation);
- Accessing and using government and non-government services; and,
- Parenting Skills and support.

The above skill sets are sometimes referred to by different names and rarely are all of these included in any one model of living skills training. Nonetheless, this list provides an overview of the wide range of areas that can be included in living skills training and was used in the survey and questionnaire for the *Project*.

The Difference Between TIL and Living Skills Training

It can be seen that there is an enormous crossover between living skills training and the transition into independent living. Informal living skills training is often embedded within the broader practices of youth workers' provision of support, highlighting the blurry distinction between the two. Nonetheless, in short, the difference between the two is that 'living skills training' explicitly addresses the learning of skills required to obtain and maintain independent living, and the 'transition into independent living' is the broader provision of the conditions and needs required for independent living. The underlying difference between these two practices, in theory, is the focus of living skills training on inculcating, teaching skills – a focus on capacity building and not just the provision of services.

Recommendation 3

That a set of standardised language and definitions are developed to describe Living Skills and Living Skills Training, which recognises context, and focuses on the conscious provision of Living Skills Training as opposed to regular service provision.

4. Informal Living Skills Training

When introducing the idea of informal living skills provision we can see more clearly the overlapping between 'living skills training' and the broader idea of the transition into independent living. Informal living skills training could also be referred to as opportunistic, contextual or fieldwork oriented living skills provision. This training and education is distinct from the more formal, didactic programs that resemble class-based teaching. The formal approach is considered the most common method of providing these skills that take the form of skill-building classes or training.^{viii} Young people are usually grouped together to progress through a course that takes several weeks. What differentiates these two methods of training is the context, setting and delivery.

4.1.1 Context of Informal Skills Training

The context of informal living skills provision is framed by the issue(s) being addressed. For example, taking a person to ACT Housing and assisting them to fill in the forms and supporting them through the process helps teach numerous skills about acquiring accommodation and broader skills regarding dealing with services and organisations. Similarly, cooking may be done at someone's accommodation using their kitchen and going to the local shops in their area.

4.1.2 Delivery of Informal Living Skills Training

The delivery of informal living skills can be either opportunistic or planned. Opportunistic learning/teaching happens when events occur that may not be planned, such as conflict resolution, dealing with crisis, addressing emerging health concerns or just taking an opportunity to discuss personal issues. The planned sessions can fit into a more structured and codified living skills model. These could include arranging occasions to go shopping and cooking a meal in the context that the young person lives.

4.1.3 The Value of Informal Living Skills Training

The incidental but significant upshot of the informal method of living skills training is the long term rapport and relationship that is developed between the young person and their youth worker. This relationship is in itself an important goal that crosses over into several of the 'seven pillars' of independent living, such as identity and emotional healing.

It is important to acknowledge the informal living skills training that youth workers deliver as this highlights the difficulties faced by young people experiencing homelessness that result in it often being difficult to engage them in formal education models. Moreover, it is a testament to the skills of youth workers who can integrate living skills into the fabric of their interaction with young people and in the particular contexts of the conditions of the lives of homeless youth.

Recommendation 5

That professional and workforce development recognises the role of youth support workers in providing Living Skills Training and includes:

- The level of intensity of support provision required;
- The skills required to integrate living skills into the fabric of their interactions with young people;
- The particular context of the conditions of the lives of young people experiencing homelessness; and,
- The value and importance of rapport building in the context of young people accessing services and training.

4.1.4 The Downfalls of Informal Living Skills Training

It is vital to note that informal training provision, in particular the opportunistic variety, can fall short of being systematic and reliable in the diverse range of skills that young people need. This model is often, unknowingly or unconsciously adopted by agencies or individuals, who do not have a systematic and codified approach to living skills, leaving living skills training up to the discretion of the workers. While this has its advantages, such as catering to the diverse needs and contexts of the individual client, it fails to provide accountability and any mechanism to ensure consistency or the reliable assessment of skills training.

4.1.5 The Difference Between Informal Living Skills Training and Broader Provision of Support

The informal approach to living skills provision is not the same as the unwitting or accidental teaching of living skills. There needs to be the intention and the conscious goal of living skills training. Whilst there will always be the incidental modelling that occurs, it is the purposeful aim of providing living skills in this context that is referred to by the notion of informal living skills training. This systematic and explicit endeavour to address the skills of the young person also facilitates recording the training and identifying, for both the worker and the young person, the progress and achievements that may otherwise go unnoticed.

The blurry line between informal living skills training and broader provision of support contributes to the confusion between 'living skills training' and the 'transition into independence.' Whilst some workers consciously weave living skills training into the broader provision of support other workers mistake providing support for living skills training. This belief that the provision of support equates with living skills training by an assumed incidental modelling can lead to no systematic and explicit endeavour to build the capacity of young people to become more independent.

Recommendation 7

Living Skills Training accountability systems are developed and implemented which:

- Provide tools and templates; and,
- Facilitate identifying and recording the training progress and achievements for both young people and workers.

5. Findings

Two sets of data were collected for this consultation, from YSAAP services and young people. The two groups provided a range of different perspectives needed to investigate the living skills training that is or has been provided and what the needs are of young people. The findings of this consultation are divided into two sections: the findings from the consultation with YSAAP services; and, the findings from consulting with the young people. Following this is an analysis of the data, examining how these two sets of data are related and what this tells us.

As with any consultation there was no unanimous consensus on any given issues. Both the qualitative and quantitative findings presented a vast range of perspectives and views. The breadth of definitions and understandings of 'living skills' and 'young people experiencing homelessness,' as outlined above, exacerbated the diversity of the data collected. More to the point, one of the key findings emerged from this variation in data collected, highlighted the need for there to be a more concise and targeted focus on providing living skills training that caters to the range of skills and circumstances of young people experiencing homelessness.

For the sake of brevity and in the interest of focusing on significant findings, not all aspects of living skills will be explicitly outlined in the text. The raw data from the surveys is provided for readers to examine all of the quantitative findings. However, only significant findings are addressed in more detail.

For reasons of confidentiality no names of young people, services or workers are used.

5.1 Service Types and Client Profiles

The services consulted can initially be divided into crisis, short-term, medium-term, long-term, transitional and outreach. Some services cross over these categories, for example, crisis/short term, medium to long-term. These restrictions impact on the amount of time each service works with clients and also impacts on the needs of the young person, and the living skills that they may need to focus on. Whilst there is not normative progression or trajectory of homelessness in practice, these different services work with young people at different stages of homelessness.

Akin to the diverse range of people and circumstances that are included in the definitions of homelessness,^{ix} these services cover a wide variety of client groups. These differing client groups are delimited by numerous factors that impact on the different services that are provided. For more information on these factors, refer to section 3.1.1 of this paper.

5.1.1 Eligibility to Access YSAAP Services

Age

Services work with different age categories within the broader spectrum of 'young people'. The following is a list of age categories that different YSAAP services work with:

- 12 – 25;
- 15 – 21;
- 15 – 19;
- 14 – 21;
- 15 – 20;
- 15 – 18;
- 16 – 20; and,
- 16 – 25.

As can be seen, these age ranges vary and with this variation comes differing living skills and training needs.

Other Factors

Other factors that determine the eligibility of clients are:

- Sex;
- Whether they are pregnant or have children;
- Whether they are referred from a SAAP service; and,
- Whether they are attending school.

These are set against other factors that more tacitly affect the client group, such as whether clients can access the service whilst under the influence of alcohol or other drugs and whether clients with mental health or comorbidity issues can access the service.

Recommendation 8

That Living Skills Training is developed to be flexible and reflect the specific needs of the participating individual young people. Training should include specific strategies to engage target groups of young people experiencing homelessness, for example, young parents, young women and specific age groups.

Reputation

The 'word-of-mouth' reputation of a service or service type affects who accesses these services. This is most profoundly noticed in regards to young people who will live on the streets (primary homelessness) or entertain other options such as couch surfing instead of using a refuge, based on its 'word of mouth' reputation. This is due to these young people being very independent and unwilling to live with other strangers and under the rules of the refuge as they are accustomed to managing and running their own lives even under conditions that to outsiders seem less ideal than staying in a refuge.

Recommendation 4

That professional and workforce development recognises the role of youth support workers in providing Living Skills Training and includes:

- The level of intensity of support provision required;
- The skills required to integrate living skills into the fabric of their interactions with young people;
- The particular context of the conditions of the lives of young people experiencing homelessness; and,
- The value and importance of rapport building in the context of young people accessing services and training.

5.1.2 Impact on Client Profiles

All of these factors contribute to the different profiles of clients that access different services. The responses to the interviews and surveys highlighted how the structure of these organisations impacts on the provision of living skills training. For example, services that are residential accommodation such as refuges see their clients on a daily basis and have a better idea of the standard of their personal hygiene, cleaning and cooking skills. Moreover, they are in a situation where they can engage these young people on these issues. However, young people in independent living settings do not have access to their youth workers as frequently. Furthermore, the urgency of maintaining income and tenancy come to the foreground and are prioritised by these youth workers, who often have the capacity to take clients to appointments and do outreach.

5.2 Findings from YSAAP Services

The living skills needs of young people according to the perceptions of YSAAP youth workers were attributed with a value from one to five, corresponding with 'not needed' through to 'vital' respectively (see Appendix A). The average response of the participants have been listed from highest to lowest, signifying the most needed to least needed living skills, in Table 5.

Table 5 YSAAP Perceptions of Living Skills Needs.^x

Living Skill	Average Response (1 – 5)
Budgeting and Money Matters	4.5
Tenancy and Accommodation	4.39
Social Development	3.89
Health	3.83
Personal Development	3.78
Parenting Skills	3.78
Sexual Health	3.67
Education and Employment	3.56
Cleaning	3.5
Personal Hygiene	3.5
Cooking	3.4
Accessing and Using Services	3.3

Budgeting and Money Matters and Tenancy and Accommodation are clearly the most needed areas of living skills training for young people according to this data. Furthermore, it is evident that all of these areas are seen as 'needed' (score of 3 or above) for young people to live independently.

The average responses of all the workers, listed above, obfuscate the different responses relative to service types. Dividing the data into datasets that are somewhat unified by the type of service they provide highlights the different client groups and their corresponding perceived needs. To demonstrate this, two relatively unified datasets were created; communal residential accommodation (such as refuges) and medium to long term supported accommodation and outreach (supported independent living).^{xi} These can be viewed at Table 6 and 7.

Table 6 Perceived Living Skills Needs by Medium to Long Term Supported Accommodation and Outreach Services.^{xii}

Living Skill	Average Response (1 - 5)
Parenting Skills	4.3
Tenancy and Accommodation	4.1
Budgeting and Money Matters	4
Sexual Health	3.9
Personal Development	3.9
Social Development	3.6
Health	3.5
Education and Employment	3.3
Personal Hygiene	3.2
Cleaning	3.1
Accessing and Using Services	3.1
Cooking	2.8

Table 7 Perceived Living Skills Needs by Communal Residential Support Services.^{xiii}

Living Skill	Average Response (1 - 5)
Budgeting and Money Matters	4.63
Tenancy and Accommodation	4.38
Health	4.13
Cooking	4
Cleaning	3.88
Accessing and Using Services	3.88
Social Development	3.75
Sexual Health	3.63
Personal Hygiene	3.63
Education and Employment	3.5
Personal Development	3.25
Parenting Skills	2.75

These different datasets represent different stages of homelessness and different forms of accommodation, and support. The above tables rank the living skills areas from highest to lowest. The division of the datasets into service types provides a more instructive view of the differing needs of client groups. Moreover, we see a greater distribution in range of responses with some areas of living skills below a score of 3 ('needed').

When viewed in light of the overall averages it becomes clear that budgeting and money matters and tenancy and accommodation stand out as most needed areas of living skills that young people need according to YSAAP workers, no matter what their service type and client group. It is thereby evident that money matters and tenancy are considered of primary significance. Despite these two standout living skills areas, the different service types/client groups are attributed as needing divergent living skills training. The most significant findings sets are addressed below according to the relevant skills sets.

5.2.1 Parenting Skills

Parenting skills features as the most significant living skill according to medium/transition workers and is the least significant for residential accommodation. Relating to the priority placed on parenting skills for medium/transitional workers is the perceived need for sexual health. The discussion around this issue highlighted the workers opinion that contraception, prevention of pregnancy, and sex education were areas of concern. However, sexual health did not stand out as significant to the residential workers. This data highlights the prevalence and impact on homeless young people having children when they are transitioning into independent living.

Despite the significance of parenting skills identified by medium/transition services neither of the above datasets (medium/transitional and residential) included the data collected from services whose primary clients are young people who are homeless or at risk of homelessness and either pregnant or with children. Below is the data from the YSAAP services whose primary clients are pregnant or with children.

Recommendation 8

That Living Skills Training is developed to be flexible and reflect the specific needs of the participating individual young people. Training should include specific strategies to engage target groups of young people experiencing homelessness, for example, young parents, young women and specific age groups.

Table 8 Perceived Living Skills Needs by Services whose Primary Clients are Parents.^{xiv}

Living Skill	Average Response (1 - 5)
Tenancy and Accommodation	5
Budgeting and Money Matters	4.6
Health	4.6
Social Development	4.6
Personal Development	4.4
Parenting Skills	4.4
Cleaning	4.2
Education and Employment	4.2
Cooking	3.8
Accessing and Using Services	3.8
Sexual Health	3.4
Personal Hygiene	3.2

Again we see that budgeting and money matters and tenancy and accommodation stand out as the paramount need for young people. However, one of the interesting findings from this dataset is the high scores attributed to all of the living skills areas. Moreover, parenting skills scored lower than or the same as tenancy, budgeting, health, social development, and personal development. The discussion around these issues highlighted the significant interdependence of these living skills and issues. It was noted that the parenting ability of people is influenced by other life circumstances, most notably their housing, financial situation, mental health, and wellbeing. Moreover, it was suggested that young people have quite good parenting skills, varying as much as any other part of the community, but need the conditions and support to be able to enact and develop these skills as any other parent would.

The parenting services noted that their clients are also held to a different standard due to the needs of the children. Whilst the young person was their client, their children were also the concern of the services. This results in these services requiring their clients to maintain levels of cleanliness, hygiene and cooking that were satisfactory for the children as well as the young people.

5.2.2 Domestic Skills

Residential workers represented health, cooking and cleaning as key areas of living skills training that young people need. These skill sets came under the gaze of the residential workers whose daily work with their clients made these skills more apparent and visible. However, it was also refuge workers who highlighted that many young people had the skills

to cook and clean but lacked the motivation or impetus to do these chores. This became most evident when young people transitioned out of the residential support into transitional housing. It was suggested that the isolation and trials of living alone contributed to conditions that made it difficult for young people to put into practice the skills that they had. Again, the interdependence of all of the skill sets and conditions of homelessness were seen to impact on the living skills generally, which was supported by the consultations with young people.

Cooking and cleaning, did not appear to be particularly significant to medium/transitional workers (see Table 6). When these skill sets were discussed it became apparent that when compared to other 'more urgent' issues, cooking and cleaning were relatively unimportant according to the perceptions of transitional workers.

The hierarchy of living skills needs is highly contextual as workers attended to the most urgent needs of their clients dependent on the conditions of their lives. For example, domestic skills become more of a priority when other needs that directly impact on immediate ability to live independently are not present. This explains why residential services may prioritise domestic skills and transitional workers may be drawn to other concerns.

5.2.3 Existing Living Skills Training

Despite the different client groups across YSAAP services the vast majority of the workers from each of the services claimed to provide training in nearly all of the living skills areas (refer to

Table 9) It became apparent when filling in 'How are these delivered?' that what constituted 'living skills training' was very broad. All of the respondents primarily provided living skills training in an 'informal and opportunistic' manner (refer to Table 11). However, this often included merely having conversations addressing the respective living skills area. Moreover, the provision of living skills training seemed to be actually referring to the provision of support more broadly. Whilst this can be considered living skills training as the young people may be learning by observing their worker, living skills training is differentiated from support more broadly by explicitly aiming to develop the capacity of the young person.

Recommendation 9

That Living Skills Training is offered to young people experiencing homelessness in a comprehensive, systemic way, which aims to promote connectivity through family, group houses or other social settings and is differentiated from regular service provision by explicitly aiming to develop the capacity of young people to live independently.

Table 9 Living Skills Training Provided by YSAAP Services.^{xv}

Living Skill	Yes	No
Cooking	22	3
Cleaning	23	3
Budgeting and Money Matters	25	1
Health	21	4
Sexual Health	20	5
Personal Hygiene	23	2
Social Development	22	3
Personal Development	22	3
Education and Employment	22	3
Tenancy and Accommodation	25	0
Accessing and Using Services	24	1
Parenting Skills	16	9

Table 11 The Ways in which Living Skills Training is Delivered.

HOW ARE THESE DELIVERED	YES	NO
Planned one-on-one sessions	20	5
Group sessions	16	9
Self-administered	15	10
Informal/opportunistic	25	0
External/outsourced	21	4

According to the surveys YSAAP services claimed to provide an enormous amount of living skills training, however the discussions and semi-structured interview indicated that this was not actually the case. A few services had living skills built into their case management plans/model or formal living skills assessment plans but few implemented these. Instead, most services acknowledged that they were not providing the living skills training that they thought necessary for their clients. However, this must be set against the constraints and demands of their jobs where they are prioritising support in the areas that are needed to help their clients “keep their heads above water.”

Recommendation 10

That services working with young people experiencing homelessness are provided with the requisite skills, funding and staff to develop, implement and facilitate hands on delivery and support in Living Skills Training and assessment.

Despite the claims to provide living skills training in all skill sets outlined in the questionnaire the discussions highlighted that in practice different service types focused on providing support and living skills training only in specific areas. These areas of training and support were not only determined by the perceived needs of the clients but were limited and constrained by the length of time that clients stay in each service, and the time, resource and staff limitations of each service.

Corresponding with the perceived needs, crisis and short-term accommodation services seemed to focus on domestic skills. These services did have expectations around their clients getting on waiting lists for housing or access to other medium- to long-term services but were limited in their delivery of hands-on support and training in these areas. These services identified the circumstances of crisis and the psychological condition of their clients as being a factor that limited how much they would expect of these young people.

Crisis and short-term services were more restricted in the provision of living skills training than medium-term services. Thus, medium to long-term communal residential support services prioritised domestic living skills but were also more attentive to supporting education, training and employment, and accessing accommodation options as exit points. This also required attention to maintaining income.

Whilst all of the services identified tenancy and money matters as areas of need, the medium/transition and outreach type services generally focussed on these areas. This was most frequently done in an outreach capacity and they assisted the young person through the process. Dealing with Centrelink and ACT Housing formed two of the best forms of informal living skills training as the workers provided tangible support whilst facilitating a learning process of dealing with such organisations. Not all services or workers had the capacity to take their clients to Centrelink, ACT Housing or to other such locations to assist them in a hands-on fashion. However, for those that could engage in such practices this formed an excellent example of assisting young people to transition into independence through appropriate support – in other words, facilitating and modelling interdependence through practice.

Recommendation 1

That Living Skills Training is underpinned by best practice principles and includes:

- Consideration and application of strategies that recognise and account for the different living conditions and personal histories of individual young people;
- Consideration of varied learning styles including hands on and one-on-one training;
- Consideration of varied learning settings, including centre based and outreach opportunities for learning;
- Recognition of the context of what is realistic and what is available to young people; and,
- Recognition of the vulnerability faced by individual young people in admitting they need assistance in capacity building.

The conditions of youth homelessness seem to demand that services are predominantly busy dealing with urgent and pressing issues that jeopardise the client's transition into or maintaining independence and wellbeing. Thus the immanent demands leads to a 'damage control' role for many workers and services that find it harder to address other areas or skill sets that the young people need to learn. However, despite the urgency of the conditions of homelessness and the limited hours that workers have available to work with their clients, not many services actually provide living skills training in the areas that even they identified as necessary.

5.2.4 Constraints on the Provision of Living Skills Training

When asked what factors constrain services from providing living skills training the initial responses were linked to lack of resources. This referred to worker-to-client ratios, caseloads, number of hours, and limited finances that impact on everything including restricting the amount workers can use their cars.

There were conflicting opinions as to whether the young people were hesitant to participate in living skills training. However, the ensuing discussions made it clear that young people were believed to not want to take part in formal, class based training. Conversely, numerous workers talked about the delight with which their clients took part in addressing and learning skills in the context of their lives and that were done within the confidentiality and trust of a small group or one-on-one with their worker.

Although not formalised in the survey or semi-structured interview, a recurring topic was the hesitation that workers have towards living skills training. The assumption that their clients would not participate in living skills training was considered a barrier to implementing explicit living skills training. It is hard to separate this from the workload of YSAAP workers which restricts not only the time they have available to work with each client but consequent demands of the workers to prioritise the needs of their clients to the focus on what seems urgent.

Recommendation 1

That Living Skills Training is underpinned by best practice principles and includes:

- Consideration and application of strategies that recognise and account for the different living conditions and personal histories of individual young people;
- Consideration of varied learning styles including hands on and one-on-one training;
- Consideration of varied learning settings, including centre based and outreach opportunities for learning;
- Recognition of the context of what is realistic and what is available to young people; and,
- Recognition of the vulnerability faced by individual young people in admitting they need assistance in capacity building.

5.3 Findings from Young People

The young people were asked at what age they became independent. This did not necessarily correspond with when they considered themselves to have become homeless as some thought of themselves as predominantly self-sufficient prior to leaving the family home or were homeless with their family. The average age of independence was 15 years of age, and the responses ranged from 12 to 18 years of age.

5.3.1 History of Engaging with Services

Each of the young people involved in the consultation had accessed at least one YSAAP service. However, we wanted to track the range of services that these young people had used prior to asking them about the living skills training they had engaged in. Table 11 indicates the number of participants who had accessed different service types.

Table 13 Number of Young People who have Accessed Different Service Types.^{xvi}

Service type	Yes	No
Foster care	4	12
Youth refuges	14	2
Supported accommodation	11	5
Outreach	8	8
Youth centres	13	3
Juvenile detention	5	11

5.3.2 Evaluating Young People's Living Skills

The young people were asked to evaluate both their own living skill needs and those of homeless young people transitioning into independent living generally. They evaluated their own living skill needs by outlining which skill sets they had previously received training in. After this, whether they had previously engaged in training or not, they identified which skill sets they still needed help with and could do with more training in.

Table 14 Living Skill Sets that Participants have Previously Received Training in.

Current Living Skill Sets	Yes	No
Cooking	8	8
Cleaning	4	12
Budgeting and Money Matters	5	11
Health	5	11
Sexual Health	2	14
Personal Hygiene	2	14
Social Development	4	12
Personal Development	6	10
Education and Employment	7	9
Tenancy and Accommodation	5	11
Accessing and Using Services	4	12
Parenting Skills	1	15

In line with the findings from the YSAAP participants, the majority of living skills training had been provided in an informal and opportunistic manner. This approach was the most popular and considered more effective. However, the young people noted that nearly all of the living skills training they have received had not been delivered in a systematic way. Rather, the training had been haphazard and far from comprehensive. As is demonstrated in the table below, the young people acknowledged a need for more training that would assist them to live independently.

Recommendation 9

That Living Skills Training is offered to young people experiencing homelessness in a comprehensive, systemic way, which aims to promote connectivity through family, group houses or other social settings and is differentiated from regular service provision by explicitly aiming to develop the capacity of young people to live independently.

Table 15 Living Skill Sets Identified by Participants as Areas They Still Require Training in.

Living Skills: further training required	Yes	No
Cooking	4	12
Cleaning	1	15
Budgeting and Money Matters	11	5
Health	7	9
Sexual Health	2	14
Personal Hygiene	2	14
Social Development	6	10
Personal Development	7	9
Education and Employment	13	3
Tenancy and Accommodation	8	8
Parenting Skills	12	4
Accessing and Using Services	6	10

5.3.3 Domestic Skills

Cleaning featured as the skill set that most young people felt they needed no assistance with. This supported suggestions that it was not a lack of skills in cleaning that caused young people to have untidy and unkempt accommodation. Moreover, there was much talk about young people lacking motivation and discipline or having different standards and expectations from workers.

Similarly, the young people felt that their poor diet and the lack of cooking had little to do with a lack of cooking skills and more to do with interrelated issues of managing finances (or lacking money generally), poor cooking facilities, not shopping for food regularly, and a lack of motivation.

“You know how to cook, right. But don’t have the budgeting skills to get the money to buy the food. So you don’t end up cooking.”

5.3.4 Education, Training and Employment

Education, training and employment were the skill sets that most young people wanted more help to develop. For the young people this referred to finding ways to start and maintain training, education and employment. Many of the respondents noted that it was difficult to know where to start and had been out of the education system for some time and needed support in learning how to adjust to the new environment and culture of work, training or study.

Despite the common interest in obtaining the skill to obtain and maintain education, training and employment, nearly all of the young mentioned that maintaining any of these options was dependent on many other lifestyle factors. Education, training and even employment were often considered unsustainable within the conditions of their lives. Waking up on time, having clean and appropriate clothes, transportation, the daily demands of having to look after themselves, and the instability that underpins many of their lives, all contributed to making education, training and employment seemingly unrealistic but nonetheless something they hoped to address. It is this hope and longing to participate in education, training and employment that is captured in this set of data where young people reflect on their own needs

5.3.5 Accessing and Using Government and Non-Government Services

Acquiring and learning skills that help young people access and use government and non-government services was widely seen as an important skill set that needed to be developed. Dealing with ACT Housing and Centrelink were considered significant impediments to independent living for homeless young people. Confusion and frustration underscored the trepidation that many young people had when it came to dealing with these two services that are often pivotal to independent living. The insecurity and confusion that the young people had was exacerbated by a sense that these services were not there to help the young people but made things difficult.

“People don’t understand all the business talk, even adults let alone kids. They’re really confusing and you just want to give it up.”

Developing the skills to access and work with these services ideally requires the worker supporting them through the process and assisting them as confidence and interpersonal skills are important as well as dealing with the paperwork. However, many of the young people were left on their own to decipher to overwhelming paperwork and administrative hurdles required of them by these services let alone being accompanied through the process of addressing these issues.

5.3.6 Budgeting and Money Matters

“I can live on nothing, just not very well.”

Young people identified budgeting and money matters as a training need. However, the figures on the above table misrepresent the significance attributed to managing money mentioned by the participants as many of those that believed they did not need more assistance/training in this skill set went on to say that it was irrelevant due to their low income. Whilst this may suggest that they misunderstood the question it nonetheless, ironically, highlights the significance of dealing with ‘money matters’ generally.

“After my bills, rent and shit like that I have 50 cents. You can’t budget with 50 cents.”

Recommendation 1

That Living Skills Training is underpinned by best practice principles and includes:

- Consideration and application of strategies that recognise and account for the different living conditions and personal histories of individual young people;
- Consideration of varied learning styles including hands on and one-on-one training;
- Consideration of varied learning settings, including centre based and outreach opportunities for learning;
- Recognition of the context of what is realistic and what is available to young people; and,
- Recognition of the vulnerability faced by individual young people in admitting they need assistance in capacity building.

5.4 The Needs of Their Peers

The young people that participated in this consultation were asked to identify the living skill needs of young people who have or are experiencing homelessness. This required the participants to think of their friends and peers and evaluate their needs, which may be different from their perception of their own needs.

Table 16 Participants Perceptions for Young People Living Skills training Needs.^{xvii}

Living skill needs of young people	Average response
Budgeting and Money Matters	3.94
Personal Development	3.90
Tenancy and Accommodation	3.88
Cleaning	3.75
Parenting Skills	3.75
Education and Employment	3.69
Cooking	3.62
Social Development	3.56
Personal Hygiene	3.5
Accessing and Using Services	3.36
Health	3.19
Sexual Health	3.19

As a general note, all of the skill sets were at least considered 'needed' (score of 3 or more) by young people. The participants consistently noted that all of the skills are necessary but they prioritised them according to the urgency and impact the skill had on living independently.

Recommendation 12

That Living Skills training is embedded in a support structure that allows individual; young people to ask for help and delivered:

- In conjunction with the broader provision of support assisting the transition into independent living;
- In a sensitive and appropriate manner;
- Continually and flexibly;
- By prioritising, with consideration to urgency, the impact the skill will have on the young persons capacity to live independently; and
- Recognising, acknowledged, encouraged and celebrated any participation by individual young people in any living skills training participated in.

5.4.1 Budgeting and Money Matters

Budgeting and money matters and tenancy and accommodation were identified as the two most prominent living skills needs for young people, just as it was for YSAAP services. It was repeatedly noted that without these two skill sets it is impossible to live independently.

5.4.2 Cleaning and Cooking

Whilst cleaning was not identified as a need for themselves, other young people were not considered to have adequate cleaning and cooking skills. However, this may be due to an attribution error as the participants attributed their own untidiness and inadequate diet to other contributing factors but did not extend this to their peers. Moreover, the tangible indicators of poor cooking and cleaning skills are more striking than the intangible factors that make it difficult for someone to put into practice the skills that they have. Nonetheless, the data indicates that the standard of living for young people transitioning into independence is poor, whether attributed to lack of skills or other factors. This needs to be noted and supports need to be put in place, which allow young people to improve the condition of their accommodation.

5.4.3 Parenting Skills

The participants considered the parenting skills of other young people to be in need of improvement. It is interesting to note two factors that impact on the perspective that other young people provide on their peers parenting ability.

Firstly, these young people observe and interact with their peers in a different way to services. It is highly likely that workers see a more constructed presentation of their client's lives. Whilst this is also true for peers as the presentation of self just changes according to the audience and context. Nonetheless, it is likely that the young people procure a different perspective.

Secondly, the insights of the parenting services indicate that the difficulty in evaluating the parenting skills of young people is obscured by the interrelated trials they face under the conditions of homelessness. It is therefore possible that the young people who participated in this consultation may not be judging the parenting skills of their peers but evaluating their living conditions more broadly. Nonetheless, all of the data collected indicates that young people with children who are transitioning into independent living need support to acquire the living skills and living conditions that allow them to support their children. Again we see the interlinked nature of the provision of support and living skills and the need to foster interdependence.

5.4.4 Education, Training and Employment

In line with the young people's assessment of their own needs in regard to education, training and employment, it was suggested that young people needed to learn how to start and sustain these aspects of independent living. However, it was considered difficult for young people to participate in education, training and employment whilst affected by homelessness. Moreover, many of the young people highlighted how the impact of homelessness can continue into what may seem like stable accommodation as the lifestyle and wellbeing of young people can be significantly affected by homelessness and the circumstances that lead to homelessness.

5.5 Engaging with Young People

An important aspect of living skills training is finding ways to engage young people in the training. When asked about how to involve young people in living skills training the resounding response related to 'saving face,' shame and embarrassment surrounding living skills. The broad skill sets that comprise the 'living skills' encompass a range of areas which many young people are embarrassed to admit they need help with.

"This stuff is really private – admitting you can't do simple stuff that everyone can. You don't want everyone to know."

This hesitation to admit they need help is exacerbated the perceived need homeless youth have with presenting themselves as in control of their lives. A consequent of this is that young people preferred a personal, informal approach to living skills training which was delivered either one-on-one or in small groups. This allowed the young people to admit they need help and show themselves as vulnerable.

The perceived need to 'save face' expressed by young people extended to sometimes pretending they did not need help and that they were not engaging in living skills training. One young woman spoke of how she would secretly listen and try and remember what was being taught in a living skill training session but give the impression of not needing it.

"The information is needed even if you appear to not be listening."

"At first glance I appear to be able to look after myself. I might say "I'm fine" but inside I am freaking out. You just don't want people to see your weakness – you think people will pounce on your weakness."

This, again, highlights that homeless young people have a strong sense of needing to at least appear independent and in control of their lives.

Some young people expressed that their façade of coping or being ‘hard core’ often prevented workers from providing them with the support and living skills training that they needed. This even extended to include such extreme issues as not providing support with a pregnancy and other seemingly mundane but pivotal areas such as not assisting with ACT Housing applications and not addressing budgeting.

“I would prefer to not have to ask. It is embarrassing but you really need the support.”

“They need to continually give options to do training.”

Recommendation 1

That Living Skills Training is underpinned by best practice principles and includes:

- Consideration and application of strategies that recognise and account for the different living conditions and personal histories of individual young people;
- Consideration of varied learning styles including hands on and one-on-one training;
- Consideration of varied learning settings, including centre based and outreach opportunities for learning;
- Recognition of the context of what is realistic and what is available to young people; and,
- Recognition of the vulnerability faced by individual young people in admitting they need assistance in capacity building.

6. Summary of Findings

Comparing and contrasting the findings from YSAAP and the young people presents interesting similarities and differences. When the findings are set alongside each other we can see how some of the insights from the young people support, explain or refute findings from YSAAP, and vice versa. The data brings to light specific areas that need to be addressed such as skill sets that need to be provided and the means by which these can be addressed. However, some of the key findings from the consultation are more generalised insights into the lives of homeless young people and living skills.

6.1 Hierarchy of Needs

For ease of comparison, below is the hierarchy of living skills needs of homeless young people according to the average response of YSAAP participants and the young people that participated in the consultation. The skills sets are listed in descending order, from the highest to lowest average scores.

Table 17 Hierarchy of Living Skills Needs as Seen by Young People and YSAAP Service Providers.

Hierarchy of living skills needs as seen by young people	Hierarchy of living skills needs as seen by YSAAP service providers
Budgeting and Money Matters	Budgeting and Money Matters
Personal Development	Tenancy and Accommodation
Tenancy and Accommodation	Social Development
Cleaning	Health
Parenting Skills	Personal Development
Education and Employment	Parenting Skills
Cooking	Sexual Health
Social Development	Education and Employment
Personal Hygiene	Cleaning
Accessing and Using Services	Personal Hygiene
Health	Cooking
Sexual Health	Accessing and Using Services

It is initially important to note that for both the young people and YSAAP services all of the living skills were, on average, considered needed. This is supported by both groups identifying how interdependent each of the skill sets are; and that the division between them

is far from clear. Living skills training is considered an important aspect of transitioning into independence.

6.1.1 Budgeting and Money Matters, and Tenancy and Accommodation

It is apparent from all of the data collected that budgeting and money matters and tenancy and accommodation are the two skills sets that young people need most. However, only 5 out of the 16 young people (31%) that participated identified having had training in these areas (see Table 6). 11 of the 16 (68%) of the young people identified that they need further training in the area of budgeting and money matters (see

Table 15) These two areas, therefore, stand out as skill sets that clearly need to be delivered.

Both YSAAP and young people noted that the form of budgeting that is required for young people experiencing homelessness needs to be realistic and relevant to the conditions of their lives. This may include finding ways to access free food, assistance with past debts, and realising that some young people will, for example, prioritise alcohol and other drugs before bills or food. The existing gift economy that is used by many homeless young people as a means to make ends meet needs to be acknowledged and the pitfalls associated with this needs to be explicitly articulated.

6.1.2 The Profound Independence of Young People Experiencing Independence

“Just staying alive is a pretty good skill.”

It became apparent throughout the consultation that young people who have experienced homelessness often develop a strong sense of independence and resilient living skills. However, the brand of independence and the skills they acquire are not in line with mainstream ideals. More to the point, their defiant independence and living skills have not only been shaped by the conditions of homelessness but also contribute to reproducing these conditions.

“You get caught in this subculture of ‘deal or steal’ – where there seems to be like only a few options to survive. You are connected to other people by struggle and it creates this sub-culture. So you have to isolate yourself to get out of the culture.”

The skills and attributes many young people experiencing homelessness have developed are focused on short-term gain. Maximising personal gain at the expense of their friends and sometimes the services that are there to support them is a survival strategy that is underpinned by a strong sense of “looking out for yourself, because no-one else is going to.” This independence is central to perpetuating the social and material conditions of homelessness.

“You develop your own survival strategies. Like having a boyfriend that looks after you. I mean it is all fine until they leave. And they treat you like shit but you become dependent.”

A discussion of living skills for young people transitioning into independence needs to be set against the proposition that a conceptual and practical focus on interdependence needs to be considered.^{xviii} Independence and self-reliance in adolescence along with both educational and occupational achievement are associated with strong relationships with parents that are underscored by both emotional connection and “support for autonomy”^{xix}.

Recommendation 3

That a set of standardised language and definitions are developed to describe Living Skills and Living Skills Training, which recognises context, and focuses on the conscious provision of Living Skills Training as opposed to regular service provision.

The focus on clients becoming self-sufficient by some services, and misunderstood as providing living skills training, ironically prevents many young people from sustainable independent living. The common approach of some services was to not support their clients too much in order to encourage independence and discourage dependence. However, this contributed to a futile environment where the young person had no support or skills to ask for assistance or support that they needed. More often than not this would exacerbate the sense of isolation and counterproductive independence characteristic of many homeless young people.

“You have to have a strong sense of self-preservation. You learnt to look out for yourself but you need to let your defences down. You can’t do it by yourself.”

The delivery of living skills training needs to be imbedded within a support structure that allows for the young people to ask for help. Here we see again the necessary interaction between the broader supports that comprise the transition into independent living and living skills training.

6.1.3 Social and Personal Development

Social development is the third highest need identified by YSAAP. Whilst this skill set does not appear to be significant according to the quantitative data from the young people the qualitative findings suggests otherwise. Many of the young people talked about the difficulties they faced in dealing with neighbours, other young people and family when in independent living. The potential pitfalls of befriending a neighbour and the fear of other people that live in the same housing complex had significant ramifications such as preventing young people from leaving their house, fear of being broken into, robbed and assaulted.

Many homeless young people use the strategy of couch surfing as it can benefit both the host and the guest. Couch surfing^{xx} provides potential financial incentives, the security provided by their peers and the much needed company and support for all concerned but is dependent on social skills and negotiating relationships. All too often this couch surfing ends with a damaged friendship, debts and eviction. Yet couch surfing could be both a site to

learn and enact social skills with the support of a worker. Furthermore, support and training regarding social skills could impact on the sustainability of couch surfing as an accommodation option.

Couch surfing is a more sustainable option when there is a formal board being charged as this minimises any sense of being 'ripped off' by either the guest or the host. Similarly, if the guest is seen to contribute to the house by cleaning or cooking this makes the couch surfing and the friendship it is dependent on more sustainable. Moreover, young people who have hosted other couch surfers like to know that their guest's stay is limited, that they are taking steps to find other accommodation. These strategies and the social skills that it takes to put these in place are important for young people who are trying to live independently but are not explicitly or systematically provided.

The skill set of personal development is strongly linked to social development. Young people considered personal development as the second most important skill set for homeless young people. More specifically, both YSAAP and young people noted that dealing with isolation and alienation was one of the most significant issues that faced homeless youth. This concern is the nexus of social and personal development, where the two become obviously linked. Accompanying the issues of alienation and isolation was boredom. These related issues loom large as contributing factors that undermine attempts to live independently.

"There is not enough to keep people occupied, to fill up your time"

Although the issues of social development and specific issues of alienation, isolation and boredom are known as significant factors that impact on living independently, these skill sets are rarely explicitly addressed, let alone addressed systematically in a formal or codified way. The knowledge, skills and supports for these skill sets exist in the youth sector and YSAAP, where there is a potential to develop skills training within the ACT. Whilst many youth workers are well aware of the demands of homelessness and the skills these young people need to develop, these skills are not taught. Some of the 'pitfalls' and trials of transitioning out of homelessness need to be codified and addressed more explicitly and systematically, for example, dealing with issues around couch surfing, dealing with isolation and alienation.

6.1.4 Living Conditions of Young People Experiencing Homelessness, Transitioning into Independence

The living conditions of young people transitioning into independent living are a prominent factor that contributes to the viability of attempts to live independently. The accommodation that young people find themselves in can present challenges to any individual. Perhaps the most overwhelming and striking challenge is the fear and anxiety associated with living in some public housing complexes.

"[We] are put in the wrong environments to expect to look after ourselves. These places are hardcore for anyone let alone some kid who is homeless."

The significance of the fear and anxiety related to the accommodation that they lived in whilst transitioning into independence cannot be understated. One young woman mentioned

that she was too scared to take her rubbish to the bin, check her mail and would not use the clothesline to hang her clothes out to dry. Such stories are common and impact on the sustainability of independent living both directly and indirectly by contributing to poor mental health and wellbeing of young people living in these conditions.

Many young people commented on how the standard of their housing affected their ability to put the living skills they had into practice. Inadequate cooking facilities and lack of storage stood out as two issues that contributed to young people not cooking and having accommodation that was untidy. However, it was the generalised poor morale that was linked to the environment that they lived in that insidiously affected the motivation and wellbeing of the young people.

It is hard to change the quality of the housing and the neighbours, however it is possible to prepare young people for the conditions by providing them with social skills and strategies to deal with their surroundings. It is important to acknowledge the conditions that homeless young people face in order to provide them with appropriate living skills training and support.

The specific living conditions of homeless young people transitioning into independent living needs to be taken into account when addressing what appropriate living skills may look like. Contextual or 'in situ' living skills training can address these issues. For example, doing cooking in a young person's accommodation, or using public transport to get to the local shops.

Furthermore, living skills training needs to be done in conjunction with the broader provision of support assisting the transition into independent living. Without a degree of stability and security it is hard for young people to engage and put into practice their living skills.

6.1.5 Hierarchy of Needs Specific to the Lives of Young People Experiencing Homelessness

The hierarchy of needs for homeless young people includes both tangible and intangible resources/needs. For example, the tangible and quantifiable resources such as income and housing (which are mutually interdependent) are not necessarily synonymous with the equally valued intangible resource of safety and security. Moreover, whilst a seemingly objective stance may consider housing and income paramount, homeless youth prioritise sociality (being with other people), often at the risk of losing their accommodation. This hierarchy of needs prioritises practices that help the young people cope from moment to moment by means that they have learnt throughout their lives.

It needs to be acknowledged that young people experiencing homelessness are often primarily focused on creating relationships and a sense of control over their lives. Ironically, the means by which they try to achieve these goals can undermine the stability of the living conditions. Therefore, these intangible needs have to be acknowledged by addressing social and personal development, and creating other opportunities to feel empowered. This should include highlighting the risks of some behaviours/practices and provide alternative means of creating social relationships and achieving a sense of empowerment.

Recommendation 2

That Living Skills Training is developed in the context of:

- Addressing the structural, external, environmental and tangible demands that may impact on the provision of the Training,
- Addressing the structural, external, environmental and tangible demands that may impact on individual young people participating in Training;
- The unique hierarchy of the tangible and intangible needs of young people experiencing homelessness;
- The interdependency between the need for structural supports such as housing and income, and the role of living skills in attaining those structural supports.

6.1.6 Provision of Support Through Attempts to Live Independently

“It took me three goes at living independently to finally figure out how to budget. Now I am good at it. But not everyone gets to screw up like I did and then give it another go. It is like you learn one thing at a time. I was pretty young and didn’t know shit.”

In the normative transition to independence and autonomy many people continue to return to the family home to live.^{xxi} Both material assistance and guidance are often provided into early adulthood for the majority of young people.^{xxii} All of this ongoing support is in stark contrast to young people whose lives are characterised by lack of ongoing family support.

Lacking the ‘safety net’ of family, homeless young people are not afforded the same luxury of trial and error that other young people have. Yet learning living skills is a long process that takes time to develop. It is therefore important to support young people who are homeless through their attempts to live independently and accept the difficulties they face in learning these skills. For example, this can include assisting young people to address debts from past attempts to live independently, which can be used as a means to address budgeting and money matters more broadly.

Recommendation 12

That Living Skills training is embedded in a support structure that allows individual; young people to ask for help and delivered:

- In conjunction with the broader provision of support assisting the transition into independent living;
- In a sensitive and appropriate manner;
- Continually and flexibly;
- By prioritising, with consideration to urgency, the impact the skill will have on the young person’s capacity to live independently; and
- Recognising, acknowledged, encouraged and celebrated any participation by individual young people in any living skills training participated in.

6.1.7 Whether Young People Want Training and How They Want to Receive it

It became clear from the consultation with young people that they felt that both individually and collectively there was a need for living skills training. Similarly the YSAAP workers all felt that their clients needed more training in order for them to sustain independent living. However, the majority of workers felt that young people did not want to engage in the training. This misunderstanding stems from the 'saving face' and sense of embarrassment and shame that many of these young people feel around asking for and receiving help on a broad level. This insecurity around asking for help was exacerbated when it revolved around living skills as many felt as though they should already know how to do these seemingly basic aspects of everyday life.

A number of the participants suggested that services continue to explicitly offer living skills training on a personal and informal level. Moreover, it was suggested that the workers insist on doing some training with their clients to save the young person from having to confess to not knowing something. This was not a mandatory participation in formal living skills training. The example provided was: arranging to turn up on payday and discuss budgeting for that fortnight; then plan some meals and go shopping; returning to their accommodation and assisting the young person to cook a meal. This example resembled what a couple of workers outlined as their method of providing living skills training.

Counter to the prevailing assumption that young people did not want to take part in living skills training one youth worker in particular stressed how both he and his clients got great satisfaction from doing living skills training. It was suggested that there was a strong sense of accomplishing something after providing living skills training as they produced something tangible – such as cleaning the flat, cooking a meal or attending to a looming debt – and intangible, providing a sense of self-worth, achievement, and empowering.

Recommendation 12

That Living Skills training is embedded in a support structure that allows individual; young people to ask for help and delivered:

- In conjunction with the broader provision of support assisting the transition into independent living;
- In a sensitive and appropriate manner;
- Continually and flexibly;
- By prioritising, with consideration to urgency, the impact the skill will have on the young persons capacity to live independently; and
- Recognising, acknowledged, encouraged and celebrated any participation by individual young people in any living skills training participated in.

7. Conclusion

"It is not fair to expect these kids to look after themselves. But, you know, it is not their fault but they kind of have to become more independent than other kids. It is not fair but that is way it goes."

"I am really proud of what I turned myself into."

The two quotes above are from an 18 year old young woman whose life has been profoundly shaped by having to look after herself from a very early age. The first quote encapsulates the difficult conundrum that underscores the issue of living skills training for young people who have experienced homelessness. The unfortunate truth is that these young people are forced into an abrupt independence, having to take on some skills that other people their age do not need for numerous years. Expecting this seems unfair but somewhat necessary. However, there is a middle ground between the two extreme poles of dependence and independence: creating a network of support that both facilitates emerging autonomy and can provide support when it is needed. This interdependence ironically allows young people to learn to be more independent whilst at the same time not require of them to be totally self-sufficient.

The second quote above highlights two significant issues. Firstly, the quote speaks of the strength, resilience and independence that many young people have that is to be celebrated and acknowledged. Secondly, however, it reminds us of this young woman's isolation and the need to do everything herself. Never staying in the same place long enough to be formally taught any skills, her life underscored by insecurity and instability, she set about learning living skills by herself through a long process of trial and error. It is important to see the strength and resilience of these young people that has been born in or made apparent by the backdrop of the adverse conditions of their lives. Yet we also need to work towards creating the support and conditions that do not require these young people to demonstrate this strength and independence.

"I have the skills to live rough but not in the outside world. I live in a different world."

Living skills training has been an almost self-evident necessity for services that work with young people experiencing homelessness. Despite independent living skills training being nominally embedded within services that work with young people experiencing homelessness, there is a distinct lack of clarity about what this concept includes. Moreover, almost any kind of practice with young people is considered living skills training, which has almost rendered the notion ineffectual in practice. This ambiguity detracts from the importance of living skills training to assist homeless young people. As the omnipresence of the idea of living skills would suggest, and supported by the findings of the *Living Skills and Youth Supported Accommodation Assistance Program (YSAAP) Consultation Project* (the

Project), the foundational idea of living skills remains an important aspect of helping young people experiencing homelessness learn to transition out of homelessness.

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9. Appendix A

9.1 Survey for Young People



Young People, Living Skills and Youth Services

Introduction

Who am I?

- Consultant with the Youth Coalition Previously a consultant on AOD and youth homelessness
- PhD at ANU on the culture of youth homelessness.
- Youth worker for numerous years

What is the Youth Coalition?

The Youth Coalition is the peak youth affairs body in the Australian Capital Territory and responsible for representing the interests of people aged between 12 and 25 years of age, and those who work with them.

What is this project about?

The aim of the 'living skills and YSAAP consultation' is to investigate the living skills training delivered to young people (transitioning into independent living) through Youth SAAP services and provide advice and recommendations on effective delivery of living skill in the future.

- Focus groups with YSAAP and young people to establish the needs of homeless young people
- Identify the challenges, constraints and opportunities in the provision of living skills training

Confidentiality

Not going to use the names or identifying feature/characteristics of any workers or particular services – no names on surveys.

Your history with homelessness services

Which of the following services have you been involved with? (Please tick the relevant box)

SERVICE TYPE	Yes	No
Foster care		
Youth refuges		
Supported accommodation		
Outreach		
Youth centres		
Juvenile detention (Quamby)		

Other (please specify):

How old were you when you first became homeless?

What are living skills?

Learnt skills that are used to maintain and sustain an adequate standard of living. These include daily skills such as cooking, shopping, cleaning, and budgeting. It also includes personal development, goal setting and managing relationships.

(Refer participants to handout)

Your Living Skills

Which of the following living skills do feel like you need help with?

And, have you received any training or support form a service to acquire these skills?

LIVING SKILL AND SUPPORT	Have had training	Need help	Don't need help
Cooking			
Cleaning			
Budgeting and money matters			
Health (including AOD and mental health)			
Sexual Health			
Personal Hygiene			
Social development (friends, family, and relationships)			
Personal development (counselling etc.)			
Education and employment			
Tenancy and accommodation (getting and maintaining accommodation)			
Accessing and using government and non-government organisations			
Parenting skills and support			

Needs of Young People

Young people's needs vary from person to person. Nonetheless, what are the typical living skills young people need as they moving into independent living?

(Please circle the relevant number: 1 = not needed, 3 = needed, 5 = vital)

LIVING SKILL AND SUPPORT	Not	Needed			Vital
	1	2	3	4	5
Cooking	1	2	3	4	5
Cleaning	1	2	3	4	5
Budgeting and money matters	1	2	3	4	5
Health (including drug and alcohol and mental health)	1	2	3	4	5
Sexual Health	1	2	3	4	5
Personal Hygiene	1	2	3	4	5
Social development (friends, family, and relationships)	1	2	3	4	5
Personal development (counselling etc.)	1	2	3	4	5
Education and employment	1	2	3	4	5
Tenancy and accommodation (obtaining and maintaining accommodation)	1	2	3	4	5
Accessing and using government and non-government organisations	1	2	3	4	5
Parenting skills and support	1	2	3	4	5

Other (please specify):

Are there other skills that are needed by homeless youth that are not included here?

Ways of learning skills?

What are the best ways to teach living skills? How would you like to learn these skills?

	YES	NO
Planned One-on-one sessions		
Group sessions (skill building classes)		
Self-administered (e.g. young people provided with a manual)		
Informal and opportunistic		
Provided by an external source (outsourcing living skills training)		

Do you feel like you and your peers are prepared for independent living?

Do you want, or wish you had, more training providing you with skills to help you live independently?

9.2 Consultation with YSAAP Services

9.2.1 YSAAP Survey



Living Skills and Youth SAAP Services

Age:

Sex:

Existing Living Skills Training

1. What aspects of living skills does your service provide? (Please tick relevant box)

LIVING SKILL AND SUPPORT	Yes	No
Cooking		
Cleaning		
Budgeting and money matters		
Health (including AOD and mental health)		
Sexual Health		
Personal Hygiene		
Social development (friends, family, and relationships)		
Personal development (counselling etc.)		
Education and employment		
Tenancy and accommodation (obtaining and maintaining accommodation)		
Accessing and using government and non-government organisations		
Parenting skills and support		

Other (please specify):

2. How are these delivered? (Please tick relevant box)

	YES	NO
Planned One-on-one sessions		
Group sessions (skill building classes)		
Self-administered (e.g. young people provided with a manual)		
Informal and opportunistic		
Provided by an external (outsourcing living skills training)		

Other (please specify):

Needs of your clients

1. Young people's needs vary from person to person. Nonetheless, what are the typical needs of your client group regarding living skills?

(Please circle the relevant number: 1 = not needed, 3 = needed, 5 = vital)

LIVING SKILL AND SUPPORT	Not Needed		Needed		Vital
	1	2	3	4	5
Cooking	1	2	3	4	5
Cleaning	1	2	3	4	5
Budgeting and money matters	1	2	3	4	5
Health (including AOD and mental health)	1	2	3	4	5
Sexual Health	1	2	3	4	5
Personal Hygiene	1	2	3	4	5
Social development (friends, family, and relationships)	1	2	3	4	5

Personal development (counselling etc.)	1	2	3	4	5
Education and employment	1	2	3	4	5
Tenancy and accommodation (obtaining and maintaining accommodation)	1	2	3	4	5
Accessing and using government and non- government organisations	1	2	3	4	5
Parenting skills and support	1	2	3	4	5

Other (please specify):

9.2.2 YSAAP Focus Group



Living Skills and Youth SAAP Services

Focus Group

Introduction

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- Focus groups with YSAAP and young people to establish the needs of homeless young people
- Identify the challenges, constraints and opportunities in the provision of living skills training

Confidentiality

Not going to use the names or identifying feature/characteristics of any workers or particular services – no names on surveys.

- Is it ok if I record the focus group?

About your service

The scope of each service impacts on their ability to provide living skills training. For example, crisis services are faced with different issues than medium term services. Therefore, we need to know more about the particulars of your service.

What is the average length of stay/involvement with your program/service?

What do you hope your clients have achieved by the time they leave your service?

What is prioritised?

Income (e.g. Centrelink, part-time work)	
On ACT Housing List	
Linked into ongoing support network	
Living skills	
Getting accommodation	

Other (please specify):

How are the young people engaged in this process - How are they involved?

When, at what stage of their involvement with the program?

Do you have a documented or formal case management model?

Yes / No

Does case management involve setting goals (short-, medium-, and long-term goals)?

Yes / No

Does this goal setting include living skills?

Yes / No

Do you offer ongoing support with clients exiting your service or provide the option of outreach support with another service?

Existing Living Skills Training

(Refer participants to survey: Section 1: Existing Living Skills Training)

Living skills programs can encompass a diverse range of areas. Not all services are able to provide training in all of these areas due to the constraints/parameters of their service.

1. What aspects of living skills does your service provide? (Please tick relevant box)

LIVING SKILL AND SUPPORT	Yes
Cooking	
Cleaning	
Budgeting and money matters	
Health (including AOD and mental health)	
Sexual Health	
Personal Hygiene	
Social development (friends, family, and relationships)	
Personal development (counselling etc.)	
Education and employment	
Tenancy and accommodation (obtaining and maintaining accommodation)	
Accessing and using government and non-government organisations	
Parenting skills and support	

Other (please specify):

2. How are these delivered? (Please tick relevant box)

	YES	NO
Planned One-on-one sessions		
Group sessions (skill building classes)		
Self-administered (e.g. young people provided with a manual)		
Informal and opportunistic		
Provided by an external (outsourcing living skills training)		

Other (please specify):

Is there a codified, systematic or documented living skills model?

(This may include a checklist or guidelines used to provide living skills)

Yes / No

Do you feel like your clients are receiving the skills training they need to sustain independent living? Yes/No

Needs of your clients

(Refer participants to survey: Section 2: Needs of your clients)

Different client groups require different living skills training based on age, life histories and existing skills (prior learning). Moreover, client groups have differing demands based on their living conditions. For example, it may not be appropriate to provide cooking lessons to a young person who is living on the street (experiencing primary homelessness / rooflessness). Instead, they may need basic health needs addressed, skills and support around accessing services that provide accommodation, and skills and support that help them to obtain and maintain an income (Centrelink etc.).

1. Young peoples needs vary from person to person. Nonetheless, what are the typical needs of your client group regarding living skills?

(Please circle the relevant number: 1 = not needed, 5 = vital)

LIVING SKILL AND SUPPORT	Not Needed		Needed		Vital
Cooking	1	2	3	4	5
Cleaning	1	2	3	4	5
Budgeting and money matters	1	2	3	4	5
Health (including AOD and mental health)	1	2	3	4	5
Sexual Health	1	2	3	4	5
Personal Hygiene	1	2	3	4	5
Social development (friends, family, and relationships)	1	2	3	4	5
Personal development (counselling etc.)	1	2	3	4	5
Education and employment	1	2	3	4	5
Tenancy and accommodation (obtaining and maintaining accommodation)	1	2	3	4	5
Accessing and using government and non-government organisations	1	2	3	4	5
Parenting skills and support	1	2	3	4	5

Other (please specify):

Constraints, Challenges and Opportunities

Numerous factors impact on the ability of services to provide living skills training, presenting constraints and challenges which can also be opportunities when the service has access to the necessary resources.

What are the constraints and challenges that impact on your provision of living skills training? (Please tick relevant box)

Expertise and skills (lack the training)	
Facilities	
Money	
Time and staff hours	
Client group (resistant to participation, lacking interest)	

Other (please specify):

Conversation about formal and informal (modelling etc.)

Are there any questions or anything else you want me to know or talk about?

SAAP Service Guarantee? ACT Homelessness Charter?

Thank you for your participation.



Mapping Youth Supported Accommodation Assistance Programs in the ACT

Version 2
May 2008

The Youth Coalition of the ACT acknowledges the Ngunnawal people as the traditional owners and continuing custodians of the lands of the ACT and we pay our respects to the Elders, families and ancestors.

We acknowledge that the effect of forced removal of Indigenous children from their families as well as past racist policies and actions continues today.

We acknowledge that the Indigenous people hold distinctive rights as the original people of modern day Australia including the right to a distinct status and culture, self-determination and land.

The Youth Coalition of the ACT celebrates Indigenous cultures and its invaluable contribution to our community.

Mapping Youth Supported Accommodation Assistance Programs in the ACT
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May 2008

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1. Introduction

This document provides an overview of Youth Supported Accommodation Assistance Program (YSAAP) provision in the ACT. It is divided into three sections:

- *YSAAP Agencies Overview:* this section provides a snapshot of the 17 YSAAP services in the ACT and Queanbeyan, each services' bed capacity, the type and length of service they provide, and their target group.
- *YSAAP Agencies Service Profiles:* this section provides details of each of the 17 services including contact details, access criteria, referral process, and program activities.
- *Snapshot of Agencies Youth Supported Accommodation Assistance Program Work With:* this section provides a snapshot of the agencies Youth Supported Accommodation Assistance Programs in the ACT and Queanbeyan work with, including agency name, phone contact details, target group and description.

This information was collected as part of the Youth Coalition of the ACT's Youth Sector Scoping Project. See also *The Big Red Book: the first handbook and directory for people who work with young people in the ACT* for a map of the broader ACT youth sector available for download from www.youthcoalition.net.

This YSAAP mapping exercise will inform work being undertaken through the Youth Pathways Group that aims to create a service system for young people experiencing homelessness where:

- There is better capacity for both crisis and medium term responses.
- There are less points of contact for young people negotiating the system.
- The service system links into and engages constructively with other youth services and service sectors/systems.
- The service system strengthens the voice of the sector in advocating for young people.

In order to provide a more coordinated response to young people the Youth Pathways Group identified the following issues that need to be addressed:

- Utilising outreach services more effectively
- Consistency in responses to young people
- Common understandings/philosophy about working with young people
- Common referral system and consistent assessment tools

- Consistent duty of care responses including risk assessment
- Commitment to the Youth Pathways Project process
- Taking into account the voices of young people and adopting a common framework of ethics

2. Overview: Youth Supported Accommodation Assistance Program Agencies

The table below provides an overview of the 17 YSAAP services in the ACT and Queanbeyan including each service's bed capacity, the type and length of service they provide, and their target group.

Service	Capacity	Type	Target Group
Anglicare Housing Program (STREETS)	11 beds	Transitional for up to 12 months	Young men and women 12 – 25 years of age with a focus on young people aged 16 – 21 years.
Barnardos Transition Program	20 beds	Medium term / transitional	Young men and women 15 – 21 years of age.
Canberra Youth Refuge	6 + 1 emergency	Crisis /short term for up to 3 months	Young men and women 16 – 19 years of age. Young men and women 20 – 21 years of age for the emergency bed (72 hrs).
Couch Surfing (Barnardos)	No accommodation , brokerage available.	Females and males, 15 – 19 years	Provides brokerage assistance to young people who are at school and are homeless or at risk of homelessness.
Exiting Quamby (Barnardos and Lowana)	4 flats	Medium term	Young men and women exiting youth detention 16 – 21 years of age.
Homelinx (Centacare)	No accommodation Capacity to work with 40 people	Outreach support	Young men and women 15 – 25 years
Karinya House	7 beds	Medium term	Pregnant women or new mothers of any age.
Lift Project (Galilee)	No accommodation	Provides programs and outreach for young people experiencing homelessness or at risk of	Females and males from 14 to 21 years

		homelessness.	
Lowana Boarding House	6 beds	Medium to long term	Young men and women 16 – 21 years of age.
Lowana Stairwell – H Block	5 bedsits	Long term	Young men and women 16 – 21 years of age.
Lowana Youth Services	7 beds	Short / medium term for up to 3 months	Young women 15 – 20 years of age.
Narrabundah Youth Refuge (formerly Belleden)	6 beds	Crisis / short-term for up to 3 months	Young men and women 15 – 18 years of age.
Oasis Canberra Youth Residential Service – Crisis (formerly LASA Youth Centre)	6 beds	Crisis for up to 3 months	Young men and women 15 – 21 years of age.
Oasis Canberra Youth Residential Service – Transitional (formerly George Lloyd House)	8 beds	Medium to long term for up to 12 months (18 months in flats)	Young men 16 – 20 years of age. Young women 16 – 20 years of age can access flats.
Queanbeyan Youth Refuge	7 beds	Crisis/Short-term for up to 3 months	Young men and women 16 – 18 years of age.
Tumladden	8 beds	Medium term for up to 12 months	Young men and women 16 – 18 years of age.
Young Parent's Place (St Vincent De Paul Family Service)	Accommodation for up to 3 families	Transitional for up to 12 months	Single fathers, mothers, or couples with full time custody of at least 1 child.

3. Youth SAAP Agencies Program Profiles

The 17 Youth SAAP services profiles in the ACT and Queanbeyan are listed in this section alphabetically.

Each service has information listed for: contact details, location, parent organisation, access criteria, how to access, eligibility, type of accommodation, number of beds, current waiting list, required documentation, referral, rent, specific programs, work with families, alcohol and other drug use, income, disability access, dual diagnosis access, and available program activities.

Anglicare Housing Program (STREETS)

Transition accommodation for up to 12 months.

Address:	106 Alinga Street, Canberra City
Phone:	Intake and Assessment: 1800 228 150 or (02) 6220 8200
Email:	streets@anglicarecq.org.au or housing@anglicarecq.org.au
Website:	www.anglicarecq.org.au
Mail:	GPO Box 628, Canberra City, ACT 2601
Business Office Hours:	Monday – Saturday, 10am – 6pm
Parent Organisation:	Anglicare Canberra and Goulburn

How to access: By phone on 24 hour Intake and Assessment line 7 days a week.

Eligibility: Young people 12 – 25 years of age with a focus on young people aged 16 – 21 years.

Type of Accommodation: Transition Accommodation for up to 12 months.

Number of Beds: 11

Current Waiting List: No

Required Documentation: Proof of income

Referral: Referrals accepted through the Intake and Assessment line. Young people can self refer.

Rent: 25% of income.

Specific Programs: Various groups have been run.

Work with Families: Can work with families on relationships and conflict resolution at the request of the young person.

Can young people under the influence of alcohol or other drugs access the service? Yes

Must the young person have an income to access Yes

the service?

Is disability access available? Yes

Can children of young people access the service? No

Can young people experiencing dual diagnosis access the service? Yes

Program	Provided	Other Details
Information Provision	Yes	
Advocacy	Yes	
Emergency Relief	Yes	Limited capacity
Case Management	Yes	Prioritised depending on capacity
Groups	Yes	Not a major focus however groups have been run on budgeting, cooking and living skills
Health Promotion	No	
Living Skills	Yes	
Sector Development	Yes	Outreach Services Network
Social and Recreational Activities	No	
Day Programs	No	
Transport	Yes	For specific client work
Computer Access	No	
Internet Access	No	
Email/Internet Support	No	
Resource Development	No	
Outreach Support	Yes	
Brokerage	Yes	Limited capacity however interest free loans are available.

Drop In	No	
Mentoring	No	
Peer Education	No	
Counselling	No	
Referrals	Yes	
Other Programs	Yes	Can access other Anglicare programs

Barnardos Transition Program

Medium to long term accommodation and support for young people moving towards independent living.

Address:	2 Atherton St, Downer, ACT
Phone:	(02) 6241 5466
Email:	amiles@barnardos.org.au
Website:	www.barnardos.org.au
Mail:	PO Box 384, Dickson ACT 2602
Business Office Hours:	Monday - Friday, 9am - 5pm
Parent Organisation:	Barnardos Australia

How to access: By phone, email or drop in. It is preferred that young people call first.

Eligibility: Young men and women 15 - 21 years of age.

Type of Accommodation: Medium to long term accommodation and support for young people moving towards independent living.

Number of beds: 10 medium term SAAP flats, 10 long term community housing flats, 3 caravans and 1 community boarding placement.

Current waiting list: Yes, it is recommended to call for details.

Required Documentation: Proof of income

Referral: No referral is necessary.

Rent: 25% of income.

Specific Programs: Various groups have been run and activities are organised on a needs basis.

Work with Families: Families can become involved at the young person's request.

Can young people under the influence of alcohol or other drugs access the service? Yes. It is preferable that the young person is not intoxicated while accessing programs, however it is not a barrier to accessing the service.

Must the young person have an income to access the service? Yes

Is disability access available? Yes, however disability access to flats is not available.

Can children of young people access the service? Yes

Can young people experiencing dual diagnosis access the service? Yes

Program	Provided	Other Details
Information Provision	Yes	
Advocacy	Yes	
Emergency Relief	Yes	
Case Management	Yes	
Groups	Yes	Groups are run with young people in accommodation.
Health Promotion	Yes	
Living Skills	Yes	
Sector Development	Yes	
Social and Recreational Activities	Yes	Activities can be run on an as need basis.
Day Programs	No	
Transport	Yes	Transport can be arranged for young people.
Computer Access	Yes	Can be accessed at the Office
Internet Access	Yes	Can be accessed at the Office
Email/Internet Support	No	
Resource Development	No	
Outreach Support	Yes	Available for young people who have moved on from the program and young people on the waiting list.
Brokerage	Yes	

Mentoring	Yes	Through contact with workers.
Peer Education	No	
Counselling	Yes	One counsellor is available.
Referrals	Yes	
Other Programs	Yes	Can access other Barnardos programs.

Canberra Youth Refuge

Crisis / short term for up to 3 months

Address:	82 Bonython Street, Downer ACT
Phone:	(02) 6247 0330
Email:	cyrefuge@webone.com.au
Mail:	82 Bonython St, Downer ACT 2602
Business Office Hours:	Staffed 24 hours, 7 days a week.

How to access:	By phone, 24 hours, 7 days a week.
Eligibility:	Young men and women 16 - 19 years of age. Young men and women 20 – 21 years of age can access the emergency bed (up to 72 hours stay).
Type of Accommodation:	Crisis / short term for up to 3 months.
Number of Beds:	6 beds + 1 emergency
Current waiting list:	No
Required Documentation:	None
Referral:	A phone referral is required. Young people can self refer.
Rent:	30% of income
Specific Programs:	Various groups and activities have been run.
Work with Families:	Families can become involved in at the young person's request.
Can young people under the influence of alcohol or other drugs access the service?	No. They can access if they are current consumers of alcohol or other drugs, but not whilst under the influence.
Must the young person have an income to access the service?	No
Is disability access available?	Yes

Can children of young people access the service? No

Can young people experiencing dual diagnosis access the service? Yes

Program area	Provided	Other details
Information Provision	Yes	
Advocacy	Yes	
Emergency Relief	Yes	
Case Management	Yes	
Groups	Yes	
Health Promotion	Yes	
Living Skills	Yes	
Sector Development	No	
Social and Recreational Activities	Yes	Basketball and pool tables available.
Day Programs	No	Residents are required to leave the service in the day for school, work etc.
Transport	No	
Computer Access	Yes	
Internet Access	Yes	
Email/Internet Support	No	
Resource Development	Yes	
Outreach Support	Yes	Outreach is available and a there is a specific outreach worker.
Brokerage	Yes	
Drop In	No	
Mentoring	Yes	Informally
Peer Education	Yes	Informally

Counselling	No	Provides referrals
Referrals	Yes	
Other Programs	Yes	Medium term accommodation available as part of the service.

Couch Surfing (Barnardos)

Provides assistance to young people who are attending school and are homeless or at risk of homelessness.

Address:	2 Atherton St, Downer, ACT
Phone:	(02) 6241 5466
Email:	mmarriott@barnardos.org.au
Website:	www.barnardos.org.au
Mail:	PO Box 384, Dickson ACT 2602
Business Office Hours:	Monday - Friday, 9am - 5pm
Parent Organisation:	Barnardos Australia
How to access:	By phone, email and drop in, 9am - 5pm, Monday - Friday. No referral necessary.
Eligibility:	Young men and women 15 - 19 years of age, must attend school.
Type of Accommodation:	Nil
Number of beds:	Not applicable
Current waiting list:	Yes, it is recommended to call for details.
Required Documentation:	Proof of school attendance.
Referral:	No referral is necessary.
Rent:	Not applicable
Specific Programs:	Provides information, advocacy, emergency relief, brokerage, case management, transport and referrals. Material and practical support is provided to young people who are staying with friends and/or relatives whilst continuing to attend school.
Work with Families:	Does not work specifically with families.
Can young people under the influence of alcohol or other drugs access the service?	Yes.
Must the young person have an income to access the service?	Yes

Is disability access available?	Yes
Can children of young people access the service?	Yes
Can young people experiencing dual diagnosis access the service?	Yes

Program	Provided	Other Details
Information Provision	Yes	
Advocacy	Yes	
Emergency Relief	Yes	
Case Management	Yes	
Groups	No	
Health Promotion	No	
Living Skills	No	
Sector Development	No	
Social and Recreational Activities	No	
Day Programs	No	
Transport	Yes	Transport can be arranged for young people.
Computer Access	No	
Internet Access	No	
Email/Internet Support	No	
Resource Development	No	
Outreach Support	Yes	
Brokerage	Yes	
Mentoring	Yes	Through contact with workers.
Peer Education	No	

Counselling	No	
Referrals	Yes	
Other Programs	Yes	Can access other Barnardos programs.

Exiting Quamby (Barnardos and Lowana)

Medium term accommodation to young people exiting youth detention.

Address:	2 Atherton St, Downer, ACT
Phone:	(02) 6241 5466 or (02) 6231 3297
Email:	mmarriott@barnardos.org.au or lowanaoutreach@inet.net.au
Website:	www.barnardos.org.au
Mail:	Barnardos: PO Box 384, Dickson, ACT 2602 Lowana: PO Box 441, Erindale, ACT 2903
Business Office Hours:	Monday – Friday, 9am – 5pm.
Parent Organisation:	Barnardos Australia and Lowana Youth Services

How to access:	By phone or email.
Eligibility:	Young men and women 16 – 21 years of age.
Type of Accommodation:	Medium term accommodation to young people exiting youth detention.
Number of Beds:	4 SAAP flats
Current Waiting List:	No
Referral:	A referral from Community Youth Justice, Office of Children, Youth and Family Support is required.
Rent:	25% of income
Work with Families:	Can liaise with families
Can young people under the influence of alcohol or other drugs access the service?	Yes. It is preferable that the young person is not intoxicated while accessing programs, however it is not a barrier to accessing the service.
Must the young person have an income to access the service?	Yes
Is disability access available?	Yes, however disability access to flats is not available.
Can children of young people access the service?	Yes
Can young people	Yes

experiencing dual diagnosis access the service?

Program area	Provided	Other details
Information Provision	Yes	
Advocacy	Yes	
Emergency Relief	Yes	
Case Management	Yes	
Groups	No	
Health Promotion	Yes	
Living Skills	Yes	
Sector Development	Yes	
Social and Recreational Activities	Yes	
Day Programs	No	
Transport	Yes	
Computer Access	Yes	Can be accessed at the Office
Internet Access	Yes	Can be accessed at the Office
Email/Internet Support	No	
Resource Development	No	
Outreach Support	Yes	
Brokerage	Yes	
Drop In	No	
Mentoring	Yes	Through contact with workers
Peer Education	No	
Counselling	Yes	One counsellor available for clients
Referrals	Yes	
Other Programs	No	

Homelinx (Centacare)

Outreach to assist with transition into independent housing and maintaining tenancy.

Phone	(02) 6163 7600
Mailing Address	PO Box 3167, Manuka ACT 2603
Email	homelinx@centacare-canberra.org
Website	www.centacare-canberra.org
Location	127 Phillip Ave, Watson
Parent Organisation	Centacare

How to access:	By phone, 9am - 5pm, Monday - Friday. Eligibility:
Type of Accommodation:	Nil
Number of Beds:	Nil
Current Waiting List:	
Required documentation:	
Referral:	A phone referral is necessary. Young people can self refer.
Rent:	Not applicable
Specific Programs:	Provides information, advocacy, case management, transport, brokerage, counselling and referrals.
Work with Families:	Does not work specifically with families.
Can young people under the influence of alcohol or other drugs access the service?	Decided on a case by case basis.
Must the young person have an income to access the service?	No
Is disability access available?	Yes.
Can children of young people access the service?	Yes
Can young people experiencing dual	Yes

diagnosis access the service?

Program area	Provided	Other details
Information Provision	Yes	
Advocacy	Yes	
Emergency Relief	No	
Case Management	Yes	
Groups	No	
Health Promotion	Yes	
Living Skills	Yes	
Sector Development	No	
Social and Recreational Activities	No	
Day Programs	No	
Transport	Yes	
Computer Access	No	
Internet Access	No	
Email/Internet Support	No	
Resource Development	No	
Outreach Support	Yes	
Brokerage	Yes	
Drop In	No	
Mentoring	Yes	Through contact with workers
Peer Education	No	
Counselling	Yes	
Referrals	Yes	
Other Programs	No	

Karinya House for Mothers & Babies

Accommodation and support for women who are pregnant or newly parenting.

Address:	Confidential
Phone:	(02) 6259 8998
Email:	info@karinyahouse.asn.au
Website:	www.karinyahouse.asn.au
Mail:	Box 6 Evatt Newsagency, Evatt ACT 2617
Business Office Hours:	Monday – Friday, 9am – 5pm.
How to access:	By phone; 24 hours, 7 days a week.
Eligibility:	Women of any age who are pregnant or newly parenting with babies up to 3 months old.
Type of Accommodation:	Medium / long term supported accommodation for women who are pregnant or newly parenting.
Number of Beds:	3 medium term (supported), 4 long term (transitional).
Current waiting list:	Yes, it is recommended to call for details.
Required Documentation:	A maternity card or letter from GP confirming pregnancy may be required.
Referral:	A phone referral is required, however the young person must be involved in referral process. Young people can self refer.
Rent:	Varies depending on type of income – 25% if receiving Youth Allowance.
Specific Programs:	Ante and post natal support. Various groups have been run.
Work with Families:	Works with the families of outreach clients.
Can young people under the influence of alcohol or other drugs access the service?	No
Must the young person have an income to access the service?	No
Is disability access available?	Yes, but limited.
Can children of young people access the service?	Yes, babies up to three months old accompanying their mother in residence.
Can young people experiencing dual diagnosis access the service?	Yes

Program area	Provided	Other details
Information Provision	Yes	
Advocacy	Yes	
Emergency Relief	Yes	
Case Management	Yes	There may be a waiting list of 1 to 3 weeks depending on capacity.
Groups	Yes	Various groups have been run.
Health Promotion	Yes	
Living Skills	Yes	
Sector Development	No	
Social and Recreational Activities	Yes	Craft groups.
Day Programs	No	
Transport	Yes	Transport can be arranged for residents when needing to attend important appointments.
Computer Access	Yes	
Internet Access	No	
Email/Internet Support	No	
Resource Development	No	
Outreach Support	Yes	Support to women in their place of living in Canberra and surrounding regions.
Brokerage	No	
Drop In	No	
Mentoring	No	
Peer Education	No	
Counselling	Yes	
Referrals	Yes	
Other Programs	No	

LIFT Project (Galilee)

Provides programs and outreach for young people experiencing homelessness or who are at risk of homelessness.

Phone:	LIFT Project: 6296 5509 Galilee Main Office: 6290 2191
Email:	liftproject@optusnet.com.au
Website:	www.galilee.org.au
Mail:	PO Box 205, Mawson ACT 2607
Business Office Hours:	9 – 5 Monday to Friday for main office
Parent Organisation:	Galilee Inc.

How to access:	By phone and email
Eligibility:	Females and males from 14 to 21 years
Type of Accommodation:	Living skills programs for young people.
Current waiting list:	
Required documentation:	No documentation required.
Referral:	Departmental referrals, partly referrals from other services. Young people can self refer.
Cost:	Free
Specific Programs:	Provides outreach, case management and life skills development.
Work with Families:	Liaison with families, and try to involve families in the programs.
Can young people under the influence of alcohol or other drugs access the service?	Assessed on a case by case basis.
Must the young person have an income to access the service?	No
Is disability access available?	Yes

Can children of young people access the service?

There is flexibility regarding children being able to access the service.

Can young people experiencing dual diagnosis access the service?

Yes

Program Area	Provided	Other Details
Information Provision	Yes	
Advocacy	Yes	
Emergency Relief	Yes	Although it is limited.
Case Management	Yes	
Accommodation	No	
Free Meals	Yes	A breakfast program is run at the LIFT Base for participants in the program.
Groups	Yes	
Health Promotion	Yes	There is a specific health project officer.
Life Skills	Yes	
Sector Development	Yes	
Social and Recreational Activities	Yes	Various social and recreational activities can be provided.
School Holiday	Yes	
Transport	No	
Computer Access	Yes	
Internet Access	Yes	
Email/Internet Support	Yes	
Resource Development	Yes	
Outreach Support	Yes	Outreach to the young people is provided.
Brokerage	Yes	Although it is limited.
Drop In	No	

Mentoring	Yes	
Peer Education	Yes	
Counselling	Yes	Young people can access counselling on a need basis.
Referrals	Yes	
Other Programs	Yes	Information about other programs run through Galilee can be accessed on their website.

Lowana Boarding House

Provides communal style accommodation for up to 6 young people

Address:	Confidential
Phone:	(02) 6231 3297 or 0415 044 783 (outreach)
Email:	lowana@inet.net.au
Mail:	PO Box 441, Erindale ACT 2903
Business Office Hours:	Monday – Friday, 9am – 5pm
Parent Organisation:	Lowana Youth Services Inc.

How to access:	By phone and email, 24 hours, 7 days a week.
Eligibility:	Young men and women 16 - 21 years of age coming from another SAAP service.
Type of Accommodation:	Communal style accommodation.
Number of Beds:	6 beds
Current waiting list:	No
Required Documentation:	Proof of income, letter of support from referring SAAP service.
Referral:	Young people must be accommodated in a SAAP service for 6 – 8 weeks before a referral can be made. A phone referral is required, followed by an in-person interview. Young people can self refer.
Rent:	25% of income
Work with Families:	Does not work specifically with families.
Can young people under the influence of alcohol or other drugs access the service?	Yes, however it is expected that the space will be alcohol and other drug free.
Must the young person have an income to access the service?	No

Is disability access available?	No
Can children of young people access the service?	No
Can young people experiencing dual diagnosis access the service?	Yes

Program area	Provided	Other details
Information Provision	Yes	
Advocacy	Yes	
Emergency Relief	Yes	
Case Management	Yes	
Groups	Yes	
Health Promotion	Yes	
Living Skills	Yes	
Sector Development	No	
Social and Recreational Activities	No	
Day Programs	No	
Transport	No	
Computer Access	Yes	
Internet Access	No	
Email/Internet Support	No	
Resource Development	No	
Outreach Support	Yes	
Brokerage	Yes	
Mentoring	Yes	
Peer Education	No	

Counselling	Yes
Referrals	Yes
Other Programs	No

Lowana Stairwell – H Block

Long term transitional supported accommodation with outreach support.

Address:	Kanangra Court, Reid
Phone:	(02) 6231 3297
Email:	lowana@iinet.net.au
Mail:	PO Box 441, Erindale ACT 2903
Business Office Hours:	24 hours, 7 days a week
Parent Organisation:	Lowana Youth Services Inc

How to access: By phone and email; 24 hours, 7 days a week.

Eligibility: Young men and women 16 - 21 years of age, who have been housed in a SAAP service for at least 6 weeks.

Type of Accommodation: Long term transitional supported accommodation with outreach support.

Number of Beds: 5 bedsits

Current waiting list: No

Required Documentation: Proof of income and letter of support from referring SAAP service.

Referral: A phone referral is required, followed by an in-person interview. Young people can self refer.

Rent: 25% of income

Work with Families: Does not work specifically with families.

Can young people under the influence of alcohol or other drugs access the service? Yes, however it is expected that the space will be alcohol and other drug free.

Must the young person have an income to access the service? Yes

Is disability access available? No

Can children of young people access the service? No

Can young people experiencing dual diagnosis access the service? Yes

Program area	Provided	Other details
Information Provision	Yes	
Advocacy	Yes	
Emergency Relief	Yes	
Case Management	Yes	
Groups	No	
Health Promotion	Yes	
Living Skills	Yes	
Sector Development	No	
Social and Recreational Activities	No	A common room is available.
Day Programs	No	
Transport	No	
Computer Access	No	
Internet Access	No	
Email/Internet Support	No	
Resource Development	No	
Outreach Support	Yes	Outreach is available and a there is a specific outreach worker.
Brokerage	No	
Mentoring	Yes	
Peer Education	No	Informal
Counselling	Yes	

Referrals	Yes
Other Programs	No

Lowana Youth Services

Short to medium term supported accommodation for up to 3 months.

Address:	Confidential
Phone:	(02) 6231 3297
Email:	lowana@iinet.net.au
Mail:	PO Box 441, Erindale ACT 2903
Business Office Hours:	Monday – Friday, 9am – 5pm

How to access:	By phone or email; 24 hours a day, 7 days a week.
Eligibility:	Young women 15 - 20 years of age.
Type of Accommodation:	Short to medium term supported accommodation for up to 3 months.
Number of Beds:	7 beds
Current waiting list:	No
Required Documentation:	None
Referral:	A phone referral is required. Young people can self refer.
Rent:	Up to 20% of income
Specific Programs:	Various groups have been run and activities are organised on Tuesday evenings.
Work with Families:	Does not work specifically with families.
Can young people under the influence of alcohol or other drugs access the service?	Yes, however it is expected that the space will be alcohol and other drug free.
Must the young person have an income to access the service?	No, however the service will support the young person to get an income.
Is disability access available?	Yes
Can children of young people access the service?	No
Can young people experiencing dual diagnosis access the	Yes

service?

Program area	Provided	Other details
Information Provision	Yes	
Advocacy	Yes	
Emergency Relief	Yes	
Case Management	Yes	
Groups	Yes	Groups have been run on healthy relationships.
Health Promotion	Yes	
Living Skills	Yes	
Sector Development	Yes	
Social and Recreational Activities	Yes	Run a social / recreational evening on Tuesdays.
Day Programs	No	Young person leaves during the day if they have an activity such as school or work.
Transport	Yes	Transport can be arranged dependant on capacity.
Computer Access	Yes	
Internet Access	Yes	
Email/Internet Support	Yes	
Resource Development	Yes	
Outreach Support	Yes	Outreach is available and a there is a specific outreach worker.
Brokerage	Yes	
Mentoring	No	
Peer Education	No	
Counselling	Yes	
Referrals	Yes	
Other Programs	Yes	Also runs boarding house on northside of Canberra

Narrabundah Youth Refuge (formerly Belleden)

Crisis to short-term supported accommodation for up to 3 months.

Address:	Confidential
Phone:	(02) 6260 8380 Intake and Assessment: 1800 228 150 or (02) 6220 8200
Email:	bec.adams@anglicarecg.org.au
Website:	www.anglicarecg.org.au
Mail:	GPO Box 628, Canberra City, ACT 2601
Business Office Hours:	After 4pm
Parent Organisation:	Anglicare Canberra and Goulburn

How to access: By phone on Intake and Assessment Line; 24 hours, 7 days a week.

Eligibility: Young men and women 15 – 18 years of age.

Type of Accommodation: Crisis to short-term supported accommodation for up to 3 months.

Number of Beds: 6 beds

Current Waiting List: No

Referral: A phone referral on the Intake and Assessment line is required, followed by an assessment. Young people can self refer.

Rent: 25% of income (negotiable).

Specific Programs: House groups and various activities have been run.

Work with Families: Can work with families on relationships and conflict resolution at the request of the young person.

Can young people under the influence of alcohol or other drugs access the service? Yes

Must the young person have an income to access the service? No

Is disability access available? Yes

Can children of young people access the service? No

Can young people experiencing dual diagnosis access the Yes

service?

Program area	Provided	Other details
Information Provision	Yes	
Advocacy	Yes	
Emergency Relief	Yes	Limited capacity
Case Management	Yes	
Groups	Yes	House groups are run.
Health Promotion	No	
Living Skills	Yes	
Sector Development	Yes	
Social and Recreational Activities	Yes	
Day Programs	No	Young people are required to leave the service during the day.
Transport	Yes	Transport provided for young people to and from school, work, etc. Crisis transport can be provided. All transport dependent on capacity to leave the refuge.
Computer Access	Yes	
Internet Access	Yes	
Email/Internet Support	Yes	
Resource Development	Yes	
Outreach Support	Yes	Outreach provided to Anglicare transition properties in Queanbeyan and Kambah and to young people who are living semi-independently.
Brokerage	No	
Drop In	No	
Mentoring	No	
Peer Education	No	

Counselling	No	
Referrals	Yes	
Other Programs	Yes	Can access other Anglicare programs

Oasis Canberra Youth Residential Service - Crisis (formerly LASA Youth Centre)

Crisis and short term supported accommodation for up to 3 months.

Address:	Confidential
Phone:	(02) 6288 6248
Email:	carolyn.bradley@ae.salvationarmy.org or allan.collins@ae.salvationarmy.org
Mail:	PO Box 63, Warramanga ACT 2611
Business Office Hours:	Monday – Friday, 9am – 5pm
Parent Organisation:	The Salvation Army

How to access:	By phone; 24 hours a day, 7 days a week.
Eligibility:	Young men and women 15 - 21 years of age.
Type of Accommodation:	Crisis and short term supported accommodation for up to 3 months.
Number of Beds:	6 beds
Current waiting list:	No
Required Documentation:	None
Referral:	A phone referral is required. Young people can self refer.
Rent:	\$6 per night if have an income.
Specific Programs:	Programs are not run for specific groups of young people.
Work with Families:	Families can become involved in programs at the young person's request.
Can young people under the influence of alcohol or other drugs access the service?	Yes
Must the young person have an income to access the service?	No
Is disability access available?	Limited

Can children of young people access the service? No

Can young people experiencing dual diagnosis access the service? Yes

Program area	Provided	Other details
Information Provision	Yes	
Advocacy	Yes	
Emergency Relief	Yes	Food and lodging.
Case Management	Yes	
Groups	No	
Health Promotion	Yes	
Living Skills	Yes	
Sector Development	Yes	
Social and Recreational Activities	Yes	Each Tuesday recreational activities are run, have included go karting and movies etc. A trip is organised every term.
Day Programs	No	Young people who engage in school, work, etc are required to leave during the day.
Transport	Yes	Can be arranged.
Computer Access	Yes	
Internet Access	Yes	
Email/Internet Support	No	
Resource Development	No	
Outreach Support	Yes	Outreach can be provided.
Brokerage	No	
Drop In	No	
Mentoring	Yes	Informally through workers
Peer Education	No	

Counselling	No	Provides referrals
Referrals	Yes	
Other Programs/Notes	Yes	Centrelink Community Unit visits weekly.

Oasis Canberra Youth Residential Service – Transitional (formerly George Lloyd House)

Address:	Confidential
Phone:	(02) 6288 4484
Email:	Joy.Whitcombe@aue.salvationarmy.org
Mail:	PO Box 63, Warramanga ACT 2611
Business Office Hours:	Monday - Sunday.
Parent Organisation:	The Salvation Army
How to access:	By phone; Monday to Sunday.
Eligibility:	Young men 16 - 20 years of age.
Type of Accommodation:	Medium to long term accommodation for up to 12 months (18 months in flats).
Number of Beds:	8 beds
Current waiting list:	No
Required Documentation:	Proof of Income
Referral:	A phone referral is required, followed by an interview. Young people can self refer.
Rent:	\$62 per week and \$5 per week bond that is refundable on departure. Flats \$115 per fortnight.
Specific Programs:	Programs are not run for specific groups of young people.
Work with Families:	Does not work specifically with families.
Can young people under the influence of alcohol or other drugs access the service?	Yes
Must the young person have an income to access the service?	Yes
Is disability access available?	No

Can children of young people access the service? No

Can young people experiencing dual diagnosis access the service? Yes

Program area	Provided	Other details
Information Provision	Yes	
Advocacy	Yes	
Emergency Relief	Yes	
Case Management	Yes	
Groups	No	
Health Promotion	Yes	
Living Skills	Yes	
Sector Development	Yes	
Social and Recreational Activities	Yes	Young people can organise social and recreational activities.
Day Programs	No	Young people are required to leave the service during the day.
Transport	Yes	Can be arranged with workers.
Computer Access	Yes	
Internet Access	Yes	
Email/Internet Support	No	
Resource Development	No	
Outreach Support	Yes	Outreach can be provided.
Brokerage	Yes	
Drop In	No	
Mentoring	No	Can be arranged.
Peer Education	No	

Counselling	No	Can be arranged and will provide referral support.
Referrals	Yes	
Other Programs/Notes	No	

Queanbeyan Youth Refuge

Crisis and short term supported accommodation for up to 3 months.

Address:	Confidential
Phone:	(02) 6232 9717
Email:	Intake and Assessment: 1800 228 150 or (02) 6220 8200 gbnrfuge@bigpond.net.au or bec.adams@anglicarecg.org.au
Mail:	PO Box 628, Canberra City 2601
Business Office Hours:	24 hours, 7 days a week
Parent Organisation:	Anglicare Canberra and Goulburn

How to access:	By phone on Intake and Assessment line; 24 hours, 7 days a week.
Eligibility:	Young men and women 15 – 18 years of age.
Type of Accommodation:	Crisis and short term supported accommodation for up to 3 months.
Number of beds:	7 beds
Current Waiting list:	No
Required Documentation:	None
Referral:	A phone referral is required through the Intake and Assessment Line, followed by an assessment. Young people can self refer.
Rent:	Up to 25% of income
Specific Programs:	All young people who are residents can become involved in programs.
Work with Families:	Can liaise with families.
Can young people under the influence of alcohol or other drugs access the service?	No
Must the young person have an income to access the service?	No
Is disability access	Yes

available?

Can children of young people access the service?

Visits can be arranged.

Can young people experiencing dual diagnosis access the service?

Yes

Program area

Provided Other details

Information Provision

Yes

Advocacy

Yes

Emergency Relief

Yes

Case Management

Yes

Groups

No

Health Promotion

No

Living Skills

Yes

Sector Development

No

Social and Recreational Activities

Yes

Various activities have been run including cultural and sport related outings, picnics and go karting.

Day Programs

No

Young people are required to leave the service during the day.

Transport

Yes

Transport can be arranged for clients via lifts from staffs or bus money.

Computer Access

No

Internet Access

No

Email/Internet Support

No

Resource Development

No

Outreach Support

Yes

Brokerage

No

Drop In

No

Mentoring	No	
Peer Education	Yes	Informally
Counselling	Yes	
Referrals	Yes	
Other Programs	No	

Tumladden

Medium term supported accommodation for up to 12 months.

Address:	Confidential
Phone:	(02) 6231 3475
Email:	tumladden@optusnet.com.au
Mail:	PO Box 1391 Tuggeranong ACT 2903
Business Office Hours:	Monday - Thursday

How to access:	By phone
Eligibility:	Young men and women 16 – 18 years of age.
Type of Accommodation:	Medium term supported accommodation for up to 12 months.
Number of beds:	8 beds
Waiting list:	No
Required Documentation:	None
Referral:	A phone referral is required, followed by an interview. Young people can self refer. Does not accept crisis referrals.
Rent:	25% of income
Specific Programs:	Various activities are organised.
Work with Families:	Can liaise with families.
Can young people under the influence of alcohol or other drugs access the service?	No
Must the young person have an income to access the service?	No, however the young person will be supported to get an income.
Is disability access available?	No

Can children of young people access the service? No

Can young people experiencing dual diagnosis access the service? On a case by case basis.

Program area	Provided	Other details
Information Provision	Yes	
Advocacy	Yes	
Emergency Relief	Yes	
Case Management	Yes	
Groups	No	
Health Promotion	No	
Living Skills	Yes	
Sector Development	No	
Social and Recreational Activities	Yes	Various activities can be provided for residents including dinner outings, go karting, pool and other activities.
Day Programs	No	Young people leave during the day if they have an activity such as school or work.
Transport	Yes	Transport can be arranged occasionally for residents.
Computer Access	Yes	
Internet Access	Yes	
Email/Internet Support	Yes	
Resource Development	No	
Outreach Support	Yes	Outreach is provided to residents in external flats and to former clients if required.
Brokerage	No	

Drop In	No	
Mentoring	Yes	
Peer Education	Yes	
Counselling	No	However, can provide referral.
Referrals	Yes	
Other Programs	No	

Young Parents Place

Transitional housing for up to 12 months for single fathers, single mothers or couples aged 16 – 25 with full time custody of at least 1 child.

Address:	Lions Youth Haven, Kambah Pool Rd
Phone:	(02) 6286 2173
Email:	families@stvincanb.com.au
Mail:	PO Box 642 Mawson ACT
Parent Organisation:	St Vincent De Paul Family Service
Business Office Hours:	Monday – Friday, 8am – 9.30pm

How to access:	By phone
Eligibility:	Single fathers, single mothers or couples aged 16 – 25 with full time custody of at least 1 child.
Type of Accommodation:	Transitional housing for up to 12 months.
Number of beds:	Accommodation for up to three families.
Waiting list:	No
Required Documentation:	Proof of Income.
Referral:	A phone referral is required. Young people can self refer.
Rent:	25% of income, 10% of Family Tax Benefit A.
Specific Programs:	Various activities are organised.
Work with Families:	Works directly with families.
Can young people under the influence of alcohol or other drugs access the service?	No
Must the young person have an income to access the service?	Yes
Is disability access	No

available?

Can children of young people access the service? No

Can young people experiencing dual diagnosis access the service?

Program area	Provided	Other details
Information Provision	Yes	
Advocacy	Yes	
Emergency Relief	Yes	
Case Management	Yes	
Groups	Yes	
Health Promotion	Yes	
Living Skills	Yes	
Sector Development	No	
Social and Recreational Activities	Yes	
Day Programs	Yes	
Transport	Yes	Transport can be arranged occasionally for residents.
Computer Access	No	
Internet Access	No	
Email/Internet Support	No	
Resource Development	No	
Outreach Support	Yes	
Brokerage	Yes	
Drop In	No	
Mentoring	Yes	Through case management

Peer Education	No	Informal
Counselling	Yes	
Referrals	Yes	
Other Programs	No	Can access other programs through the St Vincent De Paul Family Service.

4. Snapshot of Agencies Youth Supported Accommodation Assistance Program Work With

The table below provides a snapshot of the 41 agencies Youth Supported Accommodation Assistance Programs in the ACT and Queanbeyan work with, including agency name, phone contact details, target group and description.

Agency	Contact	Target Group	Description
Anglicare Housing Program (STOP)	Phone: 6230 1486 Intake and Assessment: 1800 228 150 or 6220 8200	Females and males of any age.	Provides outreach to assist people who are homeless or at risk of homelessness.
Ainslie Village (coordinated by Havelock Housing Association, see separate listing below)	23 Quick Street, Campbell ACT Phone: 6162 6800	Females and males over 18 years.	Low cost accommodation.
Caloola Skill Training and Job Placements	Offices Woden, Tuggeranong and Belconnen Phone: 6293 4899	Females and males of all ages	Job search training, job placement and intensive assistance with job applications and resume writing.
Campbell Page - JPET (Job Placement, Employment and Training)	Offices in Civic, Belconnen and Queanbeyan Phone: 6212 5222	Females and males, 15 - 21 years.	Assists young people who are homeless or at risk of homelessness with JPET and other issues.
Canberra Rape Crisis Centre	Phone: 6247 8017 (Office) or 6247 2525 (24 hour crisis support)	Women and children of all ages	24 hour crisis support, sexual assault counselling, advocacy, community education and support groups.
Directions ACT	1 Bradley St, Woden ACT	Females and males of all ages	Provides a range of non-residential services for people

	Phone: 6122 8000		experiencing difficulties with AOD issues.
Domestic Violence Crisis Service	Phone: 6228 1827 (Office) or 6280 0900 (24 hour crisis support)	Females and males, all ages	Crisis intervention, telephone support, information and referrals for people living with or affected by domestic violence. Can assist with access to safe accommodation.
Family and Adolescent Counselling Services (FACES) – Centacare	Cnr Hicks and Nuyts St, Redhill ACT Phone: 6162 6100	Females and males, 10 – 21 years and their families.	Provides individual and joint counselling sessions, as well as family therapy.
Galilee LIFT Project	Lions Youth Haven, Kambah ACT Phone: 6296 5509	Females and males, 15 – 21 years	Provides programs and outreach for young people experiencing homelessness or who are at risk of homelessness.
Havelock Housing Association	85 Northbourne Avenue, Turner ACT Phone: 6257 2277	Females and males all ages. Under 16 years must have parental permission.	Long term affordable accommodation for low income earners. Encourages tenant participation.
JPET (Job Placement, Employment and Training) - Centacare	127 Philip Ave, Watson ACT Phone: 6163 7600	Females and males, 15 - 21 years	Assists young people who are homeless or at risk of homelessness with JPET and other issues.
Junction Youth Health Service	Cnr Ballumbir & Petrie St, Civic ACT Phone: 6232 2423	Females and males, 12 - 25 years	Free health service. GP's, nurses and counsellors.

Marlow Cottage	Phone: 6241 5999	Young men and women 12 – 17 years of age.	Crisis accommodation for approximately two weeks for young people in care.
Mary's Place	Queanbeyan Phone: 6299 1619	Males over 18 years.	Shelter for men.
Menslink	2 Light St, Griffith ACT Phone: 6239 4699	Males, 12 - 25 years.	Provides mentoring and support to young men.
Multicultural Youth Service (MYS)	Level 2 Griffin Centre, Genge St, Civic Phone: 6247 1794	Migrant and refugee females and males, 12 – 25 years	Provide outreach, drop-in, assistance to obtain work, education or training and recreational activities.
Open Family	Phone: 6257 1130 (office); 0417 554 641 or 0417 382 441 (ACT Worker)	Females and males, 12 - 25 years.	Provides outreach to at-risk young people to reconnect them back into the community.
ReLINK - PCYC	Life Centre, Lhotsky St, Charnwood ACT Grattan Crt, Wanniasa Phone: 6101 6937	Females and males, 12 – 25 years	Outreach and centre based sports and recreational program for young people, providing support beyond program activities.
Reconnect - Centacare	127 Phillip Ave, Watson ACT Phone: 6163 7639 or 6163 7637	Females and males, 12 - 18 years and parents of young people.	Supports young people and their families through counselling, support, case management, brokerage and outreach.
Richmond Fellowship of the	Cnr Fairbairn & Pialligo Ave,	Females and males, 12 – 18	Provides a range of programs for young people in Richmond

ACT	Pialligo ACT Phone: 6248 6118	years	Fellowship's residential programs, as well as a Family Counselling and Support Service.
SCOPE - YWCA	Cnr of Officer and Rutherford, Ainslie ACT Phone: 6257 1640	Males and females, 12 - 25 years.	Outreach service that provides health promotion groups, case management and community based initiatives.
Ted Noffs Foundation ACT	350 Antill St, Watson ACT Phone: 6123 2400	Females and Males, 14 - 18 years.	Provides a range of residential and non-residential services for young people experiencing difficulties with AOD issues.
YARDS - CIT	Southside Campus of Canberra Institute of Technology, Ainsworth Street, Phillip Phone: 6205 4778	Females and males, 15 - 25 years	A transition program that provide opportunities to work towards education and employment goals through a 10-week program.
Youth Centres			
Communities @ Work Tuggeranong Youth Centre	Phone: 6239 2146	Females and males, 12 – 25 years	Safe and supervised and drug and alcohol free recreational spaces. Also provide information, referral, advocacy, drop-in, groups, Internet access, case management/case work.
Communities @ Work Weston Creek Youth Centre	Phone: 6288 4744		
Gugan Gulwan Aboriginal Youth Corporation	Phone: 6231 9555		
Gunghalin Youth Services	Phone: 6123 4411		

Queanbeyan Youth Services (Axis Youth Centre)	Phone: 6297 2921		
U-Turn Youth Services Belconnen	Phone: 6264 0260		
Woden Youth Centre	Phone: 6286 3037		
Youth in the City	Phone: 6232 2444		
YWCA – Mura Lanyon Youth Centre	Phone: 6294 4633		
Government Agencies			
Care and Protection, DHCS	Ph: 1300 566 729		
Centrelink Community Unit	Ph: 132 717		
Child and Adolescent Mental Health, Mental ACT	Ph: 6205 1971		
Community Youth Justice, DHCS	Ph: 132 281		
Department of Community Services (NSW)	Ph: (02) 9717 2222		
Housing ACT	Ph: 133 427		
Legal Aid (ACT)	Ph: 1300 654 314		
Turnaround, DHCS	Ph: 6205 5648		

11. Endnotes

- ⁱ [Supported Accommodation Assistance Act 1994 \(Cth\), s 7.](#)
- ⁱⁱ CORDRAY, D. S. & PION, G. M. (1997) What's Behind the Numbers? Definitional Issues in Counting the Homeless. *Understanding Homelessness: New Policy and Research Perspectives*.
HUTSON, S. & LIDDIARD, M. (1994) *Youth Homelessness: The Construction of a Social Issue*, London, Macmillan.
- ⁱⁱⁱ [Supported Accommodation Assistance Act 1994 \(Cth\), s 4\(1\)\(2\).](#)
- ^{iv} [Supported Accommodation Assistance Act 1994 \(Cth\), s 4\(3\).](#)
- ^v REID, C. (2007) The transition from state care to adulthood: International examples of best practice. *New Directions for Youth Development*, 113, 33-49.
- ^{vi} REID, C. (2007) The transition from state care to adulthood: International examples of best practice. *New Directions for Youth Development*, 113, 33-49.
- ^{vii} PROPP, J. ORTEGA, D. M. NEWHEART, F. (2003) *Independence or Interdependence: Rethinking the Transition From "Ward of the Court" to Adulthood*. The Journal of Contemporary Human Services, Alliance for Children and Families, 259.
- ^{viii} PROPP, J. ORTEGA, D. M. NEWHEART, F. (2003) *Independence or Interdependence: Rethinking the Transition From "Ward of the Court" to Adulthood*. The Journal of Contemporary Human Services, Alliance for Children and Families, 261.
- ^{ix} Refer to section 3.2.2 for definition of homeless.
- ^x Listed in descending order from highest to lowest average response.
- ^{xi} These datasets do not include all of the services that participated. Some of the services do not fit into the parameters of these service types and others did not provide data primarily dealing with one service type and corresponding client group.
- ^{xii} Listed in descending order from highest to lowest average response.
- ^{xiii} Listed in descending order from highest to lowest average response.
- ^{xiv} Listed in descending order from highest to lowest average response.
- ^{xv} As perceived by the services.
- ^{xvi} The participants were also asked to list any other services that they had used but none were mentioned or listed.
- ^{xvii} Listed in descending order from highest to lowest average response.
- ^{xviii} PROPP, J. ORTEGA, D. M. NEWHEART, F. (2003) *Independence or Interdependence: Rethinking the Transition From "Ward of the Court" to Adulthood*. The Journal of Contemporary Human Services, Alliance for Children and Families.
MENDES, P. & MOSLEHUDDIN, B. (2006) From dependence to interdependence: towards better outcomes for young people leaving state care. *Child Abuse Review*, 15, 110-126.

^{xix} BELL, N. J., FORTHUN, L. F. & SUN, S.-W. (2000) Attachment, Adolescent Competencies, and Substance Use: Developmental Considerations in the Study of Risk Behaviors. *Substance Use & Misuse*, 35, 1177-1206.

O'CONNOR, T. G., ALLEN, J. P., BELL, K. L. & HAUSER, S. T. (1996) Adolescent-Parent Relationships and Leaving Home in Young Adulthood. IN GRABER, J. A. & DUBAS, J. S. (Eds.) *Leaving Home: Understanding the Transition to Adulthood*. San Francisco, Jossey-Bass.

^{xx} Couch surfing is literally sleeping on somebody's couch, often in exchange for money.

^{xxi} WHITE, L. (1994) Coresidence and Leaving Home: Young Adults and Their Parents *Annual Review of Sociology*, 20, 81-102.

^{xxii} SCHOENI, R. F. & ROSS, K. E. (2005) Material Assistance from Families During the Transition to Adulthood. IN SETTERSTEN JR., R., FURSTENBERG JR., F. & RUMBAUT, R. (Eds.) *On the Frontier of Adulthood: Theory, Research, and Public Policy*. Chicago, University of Chicago Press.