



Outreach Forum

Meeting Notes

Monday 26 March 2012

1:30 – 4pm

46 Clianthus Street, O'Connor

Attendance

- Adelaide Jones – Youth Coalition
- Emma Robertson – Youth Coalition
- Peter Schwarz – YouthCare Canberra
- Kate Cvetanovski – Northside Community Service
- Fiona Macgregor – YWCA of Canberra
- Katrina Spyrides – Conflict Resolution service
- Will Mollison – Families ACT
- Beatrice Kenney – Youth Connection
- Katie Crawford – Woden Community Services
- Sue Mickleburgh – OCYFS
- Alison Lawrence – OCYFS
- Suella Jarvis – Parentline
- Sonya Roelofse – Belconnen Community Services
- Minh Ha – Belconnen Community Services
- Larissa Dann – Parentline
- Shannon Wood – Communities@Work Network Coordination
- Bek James – Communities@Work Youth Engagement
- Marsha Files – Gugan Gulwan
- Toni La Brooy – Catholic Care
- Amy Kennedy – Catholic Care
- Laura Dawel – The Junction
- Shyanne Watson – Anglicare YEP and Youth Connections
- Renea Moriarty – First Point
- Sue Sheridan – First Point
- Anthony Rochester – Connections ACT
- Karla Wighton – Gugan Gulwan

Welcome and introductions

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

1. Background to the forum

The idea of a forum to discuss the provision of outreach services to young people has arisen as a result of changes to the Children, Youth and Family Support Program in the ACT. In addition, the ACT Youth Housing and Homelessness Service system has recently undergone a re-tendering process. This has created the need for services to work together in forming strategies that address the needs of young people in the new service system. The aim of the Forum is to:

- Provide an opportunity to map the models, location and function of outreach services to young people, identify any gaps and any duplication of outreach provision in the ACT;
- Identify how and where young people will best be able to access outreach services;
- Develop strategies that ensure the sector works collaboratively in the interests of young people, and;
- Identify any ongoing sector development or support needs.

2. Brainstorm - Why outreach?

- It's meeting young people where they are (respecting their natural environment)
- Sometimes you have to be invasive to get outcomes – help them articulate the issues
- It's coordinated street intelligence
- It's an engagement tool
- Jargon – linking with people wherever they are
- To provide advocacy
- Relaxed atmosphere
- Exposure to our service and making them accessible
- It's non-threatening
- Gets staff out of the office – and out of their comfort zone – challenges perceptions
- It's efficient - accessing and fostering natural supports
- To address the fear factor
- To de-centralise service

3. Brainstorm – What is the need?

- Transport
- Advocacy – support in accessing services
- Relaxed atmosphere to engage with young people
- Assertive outreach (street)
- Appropriate resources and definitions (jargon)
- Ability to expand our capabilities
- Home visits? Needs to be assessed in terms of emotional and physical risks for young people and workers

4. Outreach Services Matrix

Service Name	Service model (what do you do?)	Target group/capacity (who are you working with?)	Location (where do you work?)	Hours of service	No. of staff	Referral Pathway
OCYFS Youth Support and Transition Team	Through-care support for young people leaving care, referral & brokerage.	15-25 who are in or have left long term care. No limit on capacity.	ACT wide	Mon to Fri 9-5, flexible.	3 (4 fully staffed)	Protocols between YSTT and Care & Protection Services. Services can refer young people over 18, or self-referrals.
Anglicare Litmus	Case management, support groups, social and recreational activities, community education and development	Young carers 11-18 caring for a family member affected by mental illness and their families. Capacity up to 20 for case management and 2 support groups.	ACT wide	Mon to Fri 9-5	2	Directly, or through Parentline

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Anglicare CYCLOPS	Case management, support groups, social and recreational activities, community education and development	Young carers 10-18 caring for a family member with a disability, chronic illness, mental illness and/or alcohol and drug issues, and their families. Capacity up to 20 for case management and 2 support groups.	ACT wide	Mon to Fri 9-5	2	Directly, or through Parentline.
OASIS Youth Residential Service	Outreach case management	16-25 homeless or at risk of homelessness.	ACT wide and cross-border	Mon to Fri 9-5	2	First Point
Red Cross	Hot meals, individual support, referral, advocacy, other programs	Young people homeless or at risk of homelessness	Areas of greatest need for programs, but meals are in Civic	6 nights a week (no meal on Friday)	4 (and 35 volunteers)	Drop-in or warm referral
Ted Noffs	Outreach groups or one on one – short term intervention (approximately 6 sessions)	12-18 experiencing issues with substance use, capacity of 20	ACT wide	Mon to Fri 8:30-4:30	1	Direct or warm referral

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The Smith Family Learning for Life Program	Financial assistance, case management, programs, mentoring to support education	Disadvantaged children and young people. Capacity of 40 young people/year.	ACT wide		3	Direct
St. Vincent de Paul Young Parents Program	Support and accommodation to young families homeless or at risk of homelessness	18-25 (flexible), 4 properties and 20 outreach spots	ACT wide	Mon to Fri 8-5	2	First Point
Conflict Resolution Service Family Treehouse	Case management, outreach, conferencing, coaching, youth mediation scholarships	15-20 and their families at risk of homelessness. Timeframe up to 12 months.	Griffin Centre	Mon to Fri 9-5, on call phone service for clients weekdays 5pm-midnight, weekends 8am-midnight.	2, casual mediation panel	First Point
Catholic Care Reconnect	Outreach support and engage with family/school	12-18 homeless or at risk of homelessness	ACT wide	Mon to Fri 9-5 (flexible)	2	Any service or school, self-referral

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Catholic Care Youth Housing Support Service	Tenure neutral case management, outreach, supportive tenancies	15-25 homeless or at risk of homelessness, capacity 150/year. Mediation a focus	ACT wide	Mon to Fri 9-5 (flexible)	2 and trainee part time	Anybody homeless through First Point or ACT Housing. If tenancy at risk a service can refer but will have to notify FP
First Point	Central Intake Service for homelessness, needs assessment, referral or informal counselling when no vacancy, some brokerage	Anybody, no limit to capacity	Central Access Point, Belconnen	9am-7pm Monday-Friday, 10am-1pm Saturday.	6 Support Workers increasing links to indigenous community, Manager, Casuals, Executive Officer and administration support	Free Call 1800 1 76468, face to face, warm referral
Belconnen Community Service Youth Engagement	Youth caravan (mobile youth centre) plus community facilities	12-25	Belconnen, programs at community space (formerly youth centre)	Evenings and days depending on need, weekends	2	Warm referrals, externally
YWCA of Canberra (partnership with Comms@Work)	Youth engagement, outreach in schools, supported drop-in, literacy	Lanyon community	Lanyon Youth Centre, Calwell, Caroline Chisholm and Lanyon High School	School hours, afternoons	26/27 hours per wk	Warm referrals, walk-up

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Youth and Family Connect	Support, information and referral (telephone) 3 separate phone lines: Parentline, Youth Support Line, Youth and Family Connect (for services)	Services and any client looking for support (young person/family/child)	Telephone based – Weston community hub	Mon to Fri 9-5 and between 5-9pm	8 or 9 part time (5 FTE)	Youth and Family Connect 6287 3822, Emails, fax, Supportlink, online in future
Woden Community Service	Network coordination, youth engagement and outreach, programs in youth centre	12-25 vulnerable youth and at risk of disengagement	Woden (Youth Centre) and Weston area	Monday-Wed 9-5:30, Thurs 9-6:30, Friday 9-7pm, bands twice a month Fri and Sat	2 youth engagement	Youth and Family Connect or any other services, or self referral
Northside Community Service (partnership with Anglicare)	Youth Engagement	12-25 in Inner North/Gungahlin, hard to reach	Ainslie Ave/Northbourne Flats, follow needs in the community	Thurs, Fri until 9pm, some Sat	2	Invite service to engage in outreach, drop-in, or services invite NCS to their location rather than referring

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Anglicare Youth Education Program	Year 10 and Year 12 equivalent, Certificate II Business, IT and Work Preparation	Young people 15-19 disengaged from education for a period of time. Capacity of 15 at any time	Club 1225 building Civic.	Office Mon to Fri 9-5, school Mon to Wed 9-5, Thurs 9-1.	1 Youth Educator and 0.2 case manager	Anyone can refer in any way, waiting list
Anglicare Youth Connections	5 Hubs, outreach, case management and group work, strengthening service delivery (resources, training)	12-17 at risk of disengaging from education, up to 350/year	Belconnen, Woden, Civic, Tuggeranong, Gungahlin	Mon to Fri 7am-7pm (flexible for school)	Each hub has 1 worker and 0.1 manager, Central hub has 4	Centrelink, YEP, or through a hub
Anglicare The Junction Youth Health Service	GP's, nurses, antenatal clinic, paediatric clinic, smoking cessation clinic, counselling	12-25 and their dependents, with a focus on at risk and homeless young people	Club 1225 Civic, ACT wide and cross-border	Mon to Fri 10-12 and 1-5, outreach hours Mon to Fri 9-5, flexible.	10, plus inreach clinic staff	Self-referral
Youth Connection (OCYFS)	Case management, outreach, program	12-17 disconnected or in danger of disconnecting from education for up to 6 months, families	ACT wide	Mon to Fri 9-5, flexible (for transport etc)	4 (6 fully staffed)	Care and Protection, Community Youth Justice, Education, Mental Health, warm referral, self-referral
Youth Connection (OCYFS)	Case management, outreach, program	12-17 disconnected or in danger of disconnecting from education for up to 6 months. families	ACT wide	Mon to Fri 9-5, flexible (for transport etc)	4 (6 fully staffed)	Care and Protection, Community Youth Justice, Education, Mental Health, warm referral, self-referral

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Youth Care Canberra	Outreach	13-25 usually in crisis, no timeframe, capacity is flexible	ACT wide and cross-border	24/7 negotiable	1	Referrals from other young people, informal
Turnaround Program	Case coordination, including with family	12-18 with complex needs not sustained by existing services	ACT wide	Mon to Fri 9-5	4	Referral Assessment Panel (consent of young person required)
Communities@Work	Network coordination Tuggeranong Region	Stakeholder interaction, Youth and Family Connect	Tuggeranong	Mon to Fri 9-5	1	Youth and Family Connect, other services, other network coordinators
Tuggeranong Youth Engagement Comms@Work and YWCA of Canberra	Youth engagement at schools, outreach	12-25	Alternating Tuggeranong and Lanyon	Lunch in schools and 3-6 afternoons, occasional weekends	1	Support from other services required, can refer to an activity, externally
Gugan Gulwan Youth Aboriginal Corporation	Case management, programs, outreach	Aboriginal and Torres Strait Islander children, young people and families	ACT wide and cross-border	Mon to Fri 9-5	13	Directly
Multicultural Youth Services	Case management, drop-in, outreach, support sector	12-25 migrant and refugee background and their families	ACT-wide	Drop-in Wed, Thurs 3-6, Fri 3-8, office open 10:30-6 Mon-Thurs, Fri 2-8.	4, 1 part time	Walk-in, self referral, warm referral, Parentline

4. Where to from here?

- Meet again when all services are more established
- Combine the meeting with case management providers to map the intersections between these services
- Many program models are relying on bringing other services along with them, need to identify which services and any gaps
- Continue to provide information and support to the two intake and referral services, in order to assist them to understand models of support and facilitate effective referrals
- Recruitment of workers is an issue for some agencies
- Identify workforce development needs for outreach staff
- An ongoing outreach network or forum would be helpful

5. Other services we would like to be involved

- MensLink
- Domestic Violence Crisis Service
- Directions
- Barnardos Youth Identified Accommodation and Support Program