

Redfern-Waterloo Human Service Plan**YOUTH CLUSTER****CONSOLIDATED WORKSHOP OUTCOMES****BACKGROUND:**

During April and May 2005 a series of workshops were held to discuss the development of the Redfern-Waterloo Human Services Plan. The workshops were made up of cluster groups corresponding with the four priority areas for 2005 -06 namely:

- Young People;
- Families and Children;
- Aboriginal Issues; and
- Health.

The Youth Cluster Workshops were held between 10am and 3pm on 14 April, 26 April, 5 May and 11 May 2005. On average about 14 individuals attended each workshop representing government and non-government service providers in the area, or as members of the Redfern-Waterloo Human Services Advisory Group.

On 5 May, members of the cluster also hosted a consultation with local young people to discuss their views of youth services in the area. Nine females and one male attended aged between 13 and 22 years, plus one adult local resident attended (see separate write-up of these consultations).

The cluster workshops were focused on developing strategies to improve outcomes for local young people. Included as an Attachment is a set of parameters that cluster participants were asked to use in developing their strategies.

What follows are the consolidated results of the four Youth Cluster Workshops discussions. They have been prepared by the workshop facilitator- Edwina Deakin of EJD Consulting and Associates- based on a record of discussions.

Whilst there was clear agreement by workshop participants that the issues listed were priorities for improving outcomes for young people in the area, it was also noted that material was the product of a workshop process. All the material, including the strategies and actions listed, should be viewed as work-in-progress and for discussion purposes only at this stage.

Prior to any of the following strategies and actions being finalised, further information will need to be sought from relevant providers (including government agencies) to:

- **confirm the scale of unmet need;**
- **to review the adequacy and capacity of current or planned services and models to meet the identified needs;**
- **scope good practice models or options for addressing the needs given the local environment; plus**
- **develop implementation plans, including costings, timeframes and responsible agency or agencies.**

VISION FOR YOUNG PEOPLE:

That young people in Redfern and Waterloo will:

- have access to opportunities and be able to participate;
- be supported and be moving towards independence; and
- feel connected and be recognised as unique and positive members of the community.

KEY OUTCOMES FOR YOUNG PEOPLE:

In order to strengthen the wellbeing of young people in the Redfern-Waterloo area, and *establish* a more integrated human service system, three outcomes have been identified:

1) Opportunities

To provide young people with access to appropriate recreation, skills training and self- development, education and employment opportunities.

2) Supported and Self-Reliant:

To link young people to appropriate services and support them to move towards independence.

3) Connected and recognised as unique and positive:

To enhance young people's 'connectedness' to the community, and their recognition as unique and positive contributors to the local area.

STRATEGIES AND ACTIONS

1) OPPORTUNITIES

To provide young people with access to appropriate recreation, skills development, education and employment opportunities

1.1 Consolidate and coordinate after-hours activities for young people (and children)

*Options/
Possible
Actions:*

- Establish coordinated activities for young people on Friday nights, Saturdays and Sundays.
- Provide more age specific and/or segregated activities that cater for various age ranges.
Programming should be particularly mindful of:
 - a) Appropriate supervision and duty of care issues, particularly in terms of young children;
 - b) The need to ensure older children (9-12) and over 14 year olds remain engaged in programs;
 - c) Catering for young people who are carers for younger siblings and provide them with their "own" recreational space
 - d) Managing current tensions between different age groups;
 - e) Catering for girls and young women as well as boys and young men.
- Offer (preferably in one location) a range of indoor and outdoor activities suitable to different seasons and weather conditions.
- Following consolidation, initiate a community information program to inform the local community of the new arrangements in order to increase the number and mix of participants.

1.2 Increase programs and initiatives to assist young people transition from secondary education into adult life, including further training or work

*Options/
Possible
Actions:*

(Note: A number of the following actions are likely to form part of the Redfern-Waterloo Authority's employment and enterprise plan.

- Increase availability of education and training courses available in local secondary schools.
The move to establish the Construction Skills centre at APCS is an example of this
- Increase part-time school-based apprenticeships and traineeships, linked to local employment

- Increase availability practical life-skills courses taught through schools and local services
This might include learning to drive programs, basic financial management, nutrition, and coverage of other life situations through PE/H/PPD such as pregnancies, leaving home, etc
 - Increase partnerships between local schools, job networks and local employers
 - Expand strategies to engage young people disconnected from mainstream education and training.
This should include reviewing current access to alternative school models such as Links to Learning, Waratah and Partnership Outreach Education Models (POEM).
The focus should include an investigation of reengaging a number of specific groups including:
 - 1) Older young people (eg. 18-22);
 - 2) Young mothers who have low literacy and numeracy skills.
 (Also see School Attendance and Suspension strategies in Family Cluster)
- ➔ *Also see strategies in Family Cluster related to:*
- *Increasing school attendance patterns;*
 - *Improving educational opportunities for students prone to suspensions; and*
 - *Increasing family support for education and increased opportunities for parents to become more involved in school activities.*

Comments: It is important that these programs do not just focus on senior years (yrs 11 and 12) alone. They need to commence in earlier years to ensure early school leavers also have pathways to further education, training and work.

1.3 Increase the availability of employment opportunities for local youth

- Options/
Possible
Actions:*
- This issue is being looked at by the Redfern-Waterloo Authority

1.4 Establish a coordinated approach to linking young people to local adults who can assist them

- Options/
Possible
Actions:*
- Investigate the establishment of a coordinated volunteering and mentoring program that can be utilised by local services to support local services and individuals, including young people
The program might:
 - actively recruit volunteers from the local area, and identify their specific skills, experience or interests;
 - provide them with basic training;
 - oversee police/ child protection checks;

- identify one-off or ongoing volunteer needs of local providers;
- link/ refer appropriate volunteers with relevant agencies

2) **SUPPORT SERVICES**

To link young people to appropriate services and support them to move towards independence

2.1 **Establish support pathways for vulnerable young people by providing a continuum of care from crisis intervention to ongoing support**

*Options/
Possible
Actions:*

- Review current crisis services and procedures (including the role of the Street team) and establish clear protocols for client referrals and ongoing case management

2.2 **Establish common intake and assessment processes for young people***

*Options/
Possible
Actions:*

- Establish common basic intake forms to minimise the need for clients to repeatedly provide basic information to providers.
- Establish common assessment processes to ensure referrals are appropriate and streamlined.
The above two actions will need to include a common client consent process to enable:
 - a) Basic information to be exchanged with another provider; and
 - b) Where appropriate, approval for service options to be discussed between providers.
 It will also need to include common language and definitions of terminology (eg dual diagnosis) and agreements on what and how to assess 'risks'.
- Establish common training on the above (see training discussed below)

2.3 **Establish common referral and feedback protocols for assisting young people utilising a number of services***

*Options/
Possible
Actions:*

- Establish common referral criteria and protocols to increase young people's access to specialist services.
(For example AOD, Mental Health, sexual assault services etc)
- Establish common communication and feedback protocols to assist providers to support clients using more than one service.
These protocols would need to clarify service expectations and what, under normal circumstances, providers can and cannot expect to be informed about (even with client consent)

* A similar strategy and set of actions is also being pursued through the Families and Children's Cluster. Much of the work would be common to both clusters.

- Establish common service training on all of the above, as well as on service roles and responsibilities, including expectations of the child protection system and health bodies regarding information sharing.
Training would include so called 'Sticky Beak Tours' of other providers. Service training also needs to address trust and respect issues between providers to overcome current suspicions and "ownership issues" over specific clients

Comments: The development and finalisation of both 2.2 and 2.3 will also require funding agencies to agree on streamlining the data collection and reporting requirements required of agencies in the area.

2.4 Increase the availability of after-hours 'safe spaces' for young people escaping violent or unsafe homes

*Options/
Possible
Actions:*

- Investigate the establishment of supervised after-hours 'safe spaces' for young people in area.
The cluster noted that this was part of the original plan for the Street Team but did not proceed.
The preferred model would be more than a "hang-out" place, and provide a structured opportunity to support the young person including links to health etc.
It was also noted that a number of young people in area had been previously barred from out-of-area SAAP services; a number also found these services not culturally appropriate.
- ➔ *Also see strategies under Family Violence discusses in the Family and other Clusters*

Comments: It is not proposed that the 'spaces' become part of the broader SAAP system and open to all young people across Sydney. Rather it would cater primarily to local young people and operate within specific guidelines appropriate to the area. (eg. It may not routinely exclude intoxicated clients etc)

There was also concern that some local young people may be remaining in custody (beyond their offending period) as they had no alternative safe place to return to.

It was estimated that at any one time APCS would have 6 students who were choosing to live away from the family home due to safety issues. Many times these alternative homes were also unsuitable and school performance and attendance suffered significantly.

2.5 Streamline and coordinate health service provision to local young people

*Options/
Possible
Actions:*

- Coordinate and/or co-locate local youth health services in the area
- Introduce new out-servicing and outreach models at other service provider centres to better access clients with specific needs
- Build the capacity of local service to better address the health needs of young people, including through prevention and early intervention by:
 - Establishing protocols and referral mechanisms with local hospitals (including social workers) about services and resources available to support young patients on discharge, as well as on how to better engage and work with marginalised young people.
 - Facilitate training and/or develop resources for local GPs and allied health professionals about how to engage and work with young patients and help link them to local youth support and health services.
 - Investigate health-related workforce development and learning options, including worker exchanges and external supervisions.
 - Facilitate training and/or develop resources for local youth services staff regarding key health issues affecting young people, including prevention and early intervention.
This should include assisting local services, including health focused services, to engage appropriately with Aboriginal young people.
This should also include 'sticky-beak' tours of key local providers to smooth referral processes
 - Facilitate training and/or develop resources for local school staff regarding key health issues affecting young people, including prevention and early intervention
- ➔ *Also see 2.2 and 2.3 regarding common referrals and assessments to ensure young people with health needs are being referred to health professionals as early as possible.*

Comments: Need to links with outcomes of Health Cluster.
Need to clarify proposed role of Lawson Health Centre regarding youth health

2.6 Improve local knowledge of available services

*Options/
Possible
Actions:*

- Establish a common communication method to regularly inform local residents of local services, activities and events.

This could include quarterly newsletters

➔ *Also see strategies in Family and other Cluster related to improved community information*

Comments:

Information about local services needs to be prominent in the community.

Consolidating or refining the roles of agencies currently funded to provide information to the community needs to be addressed in this context.

Note: The issue of grief and loss counselling for young people is addressed in the Family Cluster (see 3.1 relating to access to professional counsellors).

3) RECOGNITION

To enhance young people's 'connectedness' to the community and their recognition as unique and positive contributors to the local area

3.1 Increase opportunities for young people to develop communication and leadership skills and self-esteem

*Options/
Possible
Actions:*

- Reactivate and strengthen local mentoring programs for young people
- Increase and coordinate linkages with existing programs that build young people's confidence and skills in a recreational context
Examples identified included:
 - Tribal Warriors Association
 - Learn to Drive
 - Lights-camera-Action
 - Midnight Basketball
 - Yarbin
 - Nutrition programs (kids with adults)

Comments: Opportunities to build 'leadership' and 'self-esteem' need to be carefully marketed to local young people and linked to other recreational activities. Eg courses billed as 'leadership courses' will not be popular

3.2 Strength young people's voice in decision making that affects their lives

*Options/
Possible
Actions:*

- Provide joint training and resources for young people to participate in committees and decision making processes
- Investigate how or if the planned COS Youth Council could become a common vehicle for providing local youth input by other spheres of government.
This might include a modification of the body's terms of reference as well as the agencies invited to participate or observe the Youth Council.
The relationship between this body and the reconvened Youth Interagency also needs to be reviewed.
- Coordinate and jointly promote the nomination of local candidates onto local, regional, state and commonwealth youth advisory and decision making bodies.

3.3 Increase opportunities for, and promotion of, local activities that might also involve local young people

*Options/
Possible
Actions:*

- Streamline process and reduce barriers to organising local events and group activities, including council permission, registration fees and insurance.
- Coordinate the planning and marketing of local events and programs, including options for:
 - jointly hosted events;
 - pooled funding;
 - attracting corporate sponsorship; and
 - advertising.
- Increase the number of community activities and events where local adults, families and young people can jointly participate and enjoy
Ideas discussed included the Youth Week Awards, and the reestablishment of previous South Sydney Council festivals
- Establish improved communication strategies with the media, that enables more accurate and positive coverage of the Redfern- Waterloo area, including positive coverage of local youth culture and achievements
It was noted that the Government's *Better Futures* initiatives is to include a positive images program about young people- there may be an opportunity to use Redfern as a focus point,

Comments:

The APCS is about to establish a regular newsletter that could be supported by local young kids speaking to the media

Options discussed included:

- Establishing or using a Website to update current good news stories or events for area
- Putting out the quarterly newsletter direct to media
- Utilising a network of high-profile ex-Redfern and Waterloo residents as ambassadors for area
- Using other websites such as Midnight Basketball

3.4 Promote better sharing of public space, that includes a recognition of the rights and responsibilities of young people

*Options/
Possible
Actions:*

- Develop local solutions to managing young people's activities in public places, including ways to better target police's use of 'move along' powers in non- threatening or non-violent circumstances
- Investigate improved landscaping and town planning options to improve shared use of public space, particular in the Waterloo estate and near the roundabout

IMPLEMENTATION

To oversee the development and implementation of many of the joint strategies outlined above, and to strengthen the goodwill and collaborative spirit evident in the youth cluster workshops, it is recommended that a Redfern- Waterloo Youth Services Taskforce (YST) be formed.

The YST would be made up of government and non-government youth service providers, and possibly a number of youth representatives.

In order to be sustainable, and to ensure it remained action (not process) orientated, the YST will need to:

- Have an effective secretariat and chair;
- Be directly linked to other bodies being established to improve services and infrastructure in the Redfern-Waterloo area.
- Have clear terms of reference, including for example:
 - 1) Provide coordinated local advice and feedback on youth issues to key agencies such as Redfern-Waterloo Authority, City of Sydney and state government human service agencies;
 - 2) Act as a key reference point for all new youth initiatives or consultations in the area. (Ways to better engage with large NGOs and charities in the area should be linked into this term of reference);
 - 3) Oversee the development of local youth service MOUs, protocols and common assessment processes;
 - 4) Identify and implement opportunities for increased collaboration and resource sharing between youth and other service providers;
 - 5) Coordinate youth services and activities programming in area, including attracting corporate sponsorship.

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YOUTH Cluster 2- Outcomes.doc

3-Aug-05 21-Jul-05 24-May-05

ATTACHMENT**CONTEXT FOR THE HUMAN SERVICES PLAN**

What follows is a list of NSW Government's key expectations for the Redfern-Waterloo Human Services Plan.

That the Redfern- Waterloo Human Services Plan:

- 1) Build on the research and findings contained in the Morgan Disney Report entitled *Making Connections: Better Services, Stronger Community* (November 2004). (See recommendations at end of paper).
- 2) Should aim at integrating the way human services are provided in the area.
- 3) Respect the uniqueness of Redfern and Waterloo, including its diverse demographic, social, cultural and economic profiles.
- 4) Be linked into the broader service system that operates across the inner city and south east Sydney. It should also complement other activities of the Redfern-Waterloo Authority, including its proposed Infrastructure Plan for the area.
- 5) Focus on delivering measurable outcomes to clients and the community. In the first instance this focus requires less attention on specific services and administrative issues, and more attention on meeting individual and community needs.
- 6) Identify solutions covering all facets of the human service system, and not just direct service delivery. This includes integrating issues such as information and referrals, case management, planning and networking, funding processes, plus compliance issues such as data collection, reporting and evaluations.
- 7) Deliver sustainable change over time. In the first instance however the Plan should focus on specific strategies and initiatives to be implemented over a one to three year period.
- 8) Where ever possible solutions should be simple and easy to implement rather than complex and expensive.
- 9) Be delivered within existing resources and funding.
- 10) Result in a reduction of service sites.

11) In its initial phase, the Plan should focus on four priority areas namely:

- i) Aboriginal issues;
- ii) Health;
- iii) Youth;
- iv) Families and Children
(including domestic violence and sexual assault).

In 2005 the Plan will be expanded to address other key areas including older residents, people with disabilities, people of cultural and linguistically diverse backgrounds, housing support and homelessness.

It was noted that strategies for each priority area will be progressed through April and May using four corresponding cluster workshops. Information and strategies arising from each cluster will be shared between the groups and care will be taken to ensure the Plan is developed as a cohesive and interrelated document.

The development of the Plan will also be informed by feedback from the Redfern-Waterloo Human Services Advisory Committee made up of government and non-government members, together with community representatives. A number of other high level government bodies will also review and vet the plan before it is finalised.

At this stage it hoped the Action Plan for the Redfern- Waterloo Integrated Human Service Plan will be submitted for Government approval by August 2005.

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