

Youth Centres

Youth centres provide safe, flexible, friendly spaces where young people can access a range of programs and activities. There are nine multi functioning youth centres in the ACT and surrounding region. Youth centres are often the first point of contact for young people accessing the service system. They are generalist services that can act as a gateway to other services in this resource.

Youth centres are important anchors for the youth sector, with the capacity to be responsive to emerging issues. As a worker you should know where the youth centres are in your area and work towards building a relationship with them.

In this section you will find:

- Tips for creating a youth friendly space;
- Details of the nine youth centres; and
- Resources including more services, information and a date for your diary.

The following sections also contain other relevant resources: Aboriginal and Torres Strait Islander, Art and Recreation, Disability, Employment and Training, Gay, Lesbian, Bisexual, Transgender, Intersex, Queer and/or Questioning, Multicultural, Peak Body, Young Carers, Young Parents, Youth Development, Youth Support and Youth Support in Secondary Schools.

Ways of Working

Creating a Youth Friendly Space

Following are some ideas on creating youth-friendly spaces.

Environment:

- Try and make the space reflective of youth cultures.
- Get yourself some posters - blank walls are boring.
- Play some music.
- Make sure the space is friendly and welcoming - not confronting.
- Make sure it is a space that young people are able to suss out on their own terms.
- Have space for different activities for young people with different interests.
- Make sure that you have a diversity of materials around that reflect a diversity of cultures and interests.
- How are desks positioned? Is there a barrier between you and them? Who has the better chair? What does that say to them?
- You can ask young people their opinion about the space. They may come up with some easy ways to make it more comfortable.

- Who is your target group? Are you focused on a specific group of young people? If so, what are their issues (e.g. AOD, mental health, disability, drug and alcohol, legal)?
- You may create your space in a way that's different to other spaces. For example, if you're working with young people experiencing mental health issues, you may wish to make it look different to a clinical setting they may encounter.
- You may want the space to have things that young people might not have in their space at home like plants and books.
- Try and offer food and drinks.

Staff:

- You can reduce formality by your attire. Your clothing is your uniform. Different clothing sends different messages about who you are and what you represent. If you want to create a youth friendly space you want to dress in a way that is accessible to your target group. You don't have to change the way you look, but you might not need to wear a suit.
- If you have a receptionist remember they may be the first and most consistent point of contact for young people. It's important they relate well with young people and have some training in this area.
- Remember you are part of the space and represent the space – try not to be too formal.

Practice:

- Minimise administrative and formal processes. For example, signing in, if necessary, should be made simple.
- Consider issues of power relationships. As the service provider you have the power (by controlling the space and resources and being able to influence access to welfare and support). You need to make every effort to challenge that power differential.

Other issues to consider:

- There may be a range of issues that need to be considered, such as literacy. Consider how to communicate messages to them. Lots of text-heavy signs and posters may be confronting or irrelevant.
- How can you ensure privacy and confidentiality?
- Is your building easy to access? Do you have disability access?
- Can young people easily get to your building? Are there regular buses that go to your service?

Services

A note on access: Generally, youth centres are AOD free areas. This means that young people cannot bring any AOD substances on to the premises. Youth services are funded to work with young people, including young people at risk, between the ages of 12-25. Because of the diverse age group accessing youth centres, youth

centres prefer young people not to be intoxicated on the premises; however, if the young people need support, intoxicated or not, youth centres will try to help.

Communities @ Work Tuggeranong Youth Centre

Offers a drop-in centre for young people.

Phone	(02) 6293 2146
Mailing Address	PO Box 1066, Tuggeranong ACT 2901
Email	youthservices@commsatwork.org
Website	www.commsatwork.org/
Location	Cnr Pitman & Howell Sts, Tuggeranong
Parent Organisation	Communities @ Work

Who Can Access:

<i>Gender</i>	Females and males
<i>Age</i>	11 – 25
<i>Income required</i>	No
<i>Disability access</i>	Yes
<i>Children of clients</i>	Yes, with supervision from a parent

How to Access	By phone, email and drop in. No referral necessary.
Drop in hours	3pm – 8pm, Monday - Friday.
Programs	Provides information, advocacy, individual support, referrals and a school holiday program. Can also provide support to find crisis accommodation, emergency relief, bus tickets and free meals.

Groups have included graffiti prevention program. Outreach is provided to schools, shopping centres and skate parks. Computer and Internet is available. Activities include graffiti art, ten-pin bowling, skateboarding, screen-printing, pool competitions and BMX.

Other Families	Some programs may incur a minimal cost. Family and support people can access some programs.
-----------------------	---

Communities @ Work Weston Creek Youth Centre

Offers a drop-in centre for young people.

Phone	(02) 6293 2146
Mailing Address	PO Box 1066, Tuggeranong ACT 2901
Email	youthservices@commsatwork.org
Website	www.commsatwork.org/
Location	Parkinson St, Weston
Parent Organisation	Communities @ Work

Who Can Access:

<i>Gender</i>	Females and males
<i>Age</i>	11 – 25

<i>Income required</i>	No
<i>Disability access</i>	Yes
<i>Children of clients</i>	Yes, with supervision from a parent

How to Access By phone, email and drop in. No referral necessary.
Drop in hours 4pm – 7pm, Thursday - Friday.
Programs Provides information, advocacy, individual support, referrals and a school holiday program. Can also provide support to find crisis accommodation, emergency relief, bus tickets and free meals.

Groups have included mentoring program and gym and fitness program. Outreach is provided to schools, shopping centres and skate parks. Computer and Internet is available. Activities include graffiti art, BMX and Road Ready.
Other Families Some programs may incur a minimal cost. Family and support people can access some programs.

Gugan Gulwan Youth Aboriginal Corporation

Youth Centre for Aboriginal and Torres Strait Islander young people.

Phone	(02) 6231 9555
Mailing Address	PO Box 307, Erindale Centre ACT 2903
Email	kim@gugan-gulwan.com.au
Location	Grattan Cct, Wanniasa
Parent Organisation	Gugan Gulwan Youth Aboriginal Corporation

Who Can Access:

<i>Gender</i>	Females and males
<i>Age</i>	8 – 25
<i>Income required</i>	No
<i>Disability access</i>	Yes
<i>Children of clients</i>	Yes, with supervision from a parent

How to Access By phone, email and drop in. No referral necessary, for drop in. Referral required for programs and case management.

Drop in hours 9am – 5pm, Monday – Friday.
Programs Provides information, advocacy, individual support, referrals and a school holiday program.

Provides a range of programs to young people and their families in the ACT, including:

- Young Men's Mentor Group
- Young Women's Mentor Group
- Young Mum's Group
- Drug and Alcohol Program: Provides support, information, referral and case management, detoxification/rehabilitation support, dual diagnosis and Friday Nite Outreach.

- Alternate Education Program (including a Numeracy/Literacy class)
 - Family Support Service: provides support, advocacy, Care and Protection support, case management, information and referral.
- Other** The School Holiday Program may incur a minimal cost.

Gungahlin Youth Services

Drop-in centre for young people.

Phone	(02) 6123 4411
Mailing Address	PO Box 35, Gungahlin ACT 2912
Email	grcsyth@gungahlin.org
Website	www.gungahlin.org
Location	Earnest Cavanagh St, Gungahlin
Parent Organisation	Gungahlin Regional Community Service

Who Can Access:

<i>Gender</i>	Females and males
<i>Age</i>	11 – 25
<i>Income required</i>	No
<i>Disability access</i>	Yes
<i>Children of clients</i>	Yes, with supervision from a parent

How to Access

Drop in hours

By phone, email and drop in. No referral necessary. 3pm – 6pm – Tuesday and Wednesday, 2pm – 6pm, Thursday, 3pm – 9pm – Friday.

Programs

Provides information, advocacy, individual support, referrals and a school holiday program. Can also provide emergency relief, bus tickets and free meals.

Groups may include young women, young men, bullying, party safe, young carers and young parents. Youth work is done in Gold Creek and Amaroo schools. Computer and Internet is available. Activities include art & crafts, music, dance, pool competitions and youth expos that are run twice a year.

Other

Families

Some programs may incur a minimal cost. Families and support people can access some programs.

Queanbeyan Youth Services (Axis Youth Centre)

Drop-in centre for young people.

Phone	(02) 6297 2958
Mailing Address	PO Box 90, Queanbeyan NSW 2620
Email	ada.azzam@qcc.nsw.gov.au
Website	www.qcc.nsw.gov.au

Location	Queanbeyan Park Off Campbell St, Queanbeyan
Parent Organisation	Queanbeyan City Council

Who Can Access:

<i>Gender</i>	Females and males
<i>Age</i>	12 – 25
<i>Young people under the influence</i>	No
<i>Income required</i>	No
<i>Disability access</i>	Yes
<i>Children of clients</i>	Yes, with supervision from parents

How to Access By phone, email and drop in. No referral necessary.
Drop in hours 3pm – 6pm Monday – Wednesday, 3pm – 8pm Thursday – Friday, 1pm – 6pm Saturday.

Programs Provides information, advocacy, individual support, referrals and a school holiday program.

Programs and groups include Links to Learning (alternative education program), Youth Council, Internet Café, dedicated homework room. Activities include funk/hip hop dance, mosaics, sport, Axis cinema nights, make your own music/jam sessions, pool, table tennis and air hockey competitions, air brush tattooing, jewellery making, painting, X-Box, Nintendo and Playstation games.

Other Families Some programs may incur a minimal cost. Families and support people can access some programs.

U-Turn Youth Services Belconnen

Drop-in centre for young people.

Phone	(02) 6264 0260
Mailing Address	PO Box 679, Belconnen ACT 2616
Email	uturn@bcsact.com.au
Website	www.bcsact.com.au
Location	Cnr Chandler St & Swanson Crt, Belconnen
Parent Organisation	Belconnen Community Service Inc.

Who Can Access:

<i>Gender</i>	Females and males
<i>Age</i>	12 - 25
<i>Income required</i>	No
<i>Disability access</i>	Yes
<i>Children of clients</i>	Yes, with supervision from a parent

How to Access By phone, email and drop in. No referral necessary.
Drop in hours 2pm – 6pm, Monday – Thursday; 2pm – 7pm, Fridays. Hours are 12pm – 6pm, Monday – Friday during school holidays.

Programs Provides information, advocacy, individual support,

referrals and a school holiday program. Can also provide emergency relief, and free meals on Wednesday and Friday afternoons.

Groups and activities include a youth advisory group, Bit Bent (see the GLBTIQQ section), young women's and men's groups, young parents group and homework group, plus independent living skills and anger management workshops. Activities include ten-pin bowling, table tennis, Road Ready courses, indoor sports, self-defense, and band nights once a month. Computer and Internet is available. Youth workers provide outreach support to young people in all public high schools and colleges in the Belconnen region, as well as young people unable to access the youth centre.

Other Families

Some programs may incur a minimal cost. Family and support people can access some programs.

Woden Youth Centre

Drop-in centre for young people.

Phone	(02) 6282 3037
Mailing Address	PO Box 35, Woden ACT 2606
Email	wodenyouth@wcs.org.au
Website	www.wcs.org.au/programs/youth_services/
Location	Callam St, Woden
Parent Organisation	Woden Community Services Inc.

Who Can Access:

<i>Gender</i>	Females and males
<i>Age</i>	12 – 25
<i>Income required</i>	No
<i>Disability access</i>	Yes
<i>Children of clients</i>	Yes, with supervision from parents.

How to Access By phone, email and drop in. No referral necessary.
Drop in hours 2pm – 5.30pm Monday – Wednesday;
 12pm – 5.30 pm Thursday;
 12pm – 7pm (non band night) 3.30 pm – 10pm (band night) Fridays. Note: During school holidays drop in opens at 12pm.

Programs Provides information, advocacy, individual support, referrals and a school holiday program. Can also provide emergency relief, case management and free meals are provided on Friday nights.

Groups run include Bit Bent (See the GLBTIQQ Section), young carers groups and Building Strengths. Youth programs are delivered to Telopea, Melrose and Alfred Deakin High Schools, Woden

Other Families

School and Bimbirie Youth Detention Centre. Computer and Internet is available. Activities include band night every second Friday, media projects, sports days, play station, pool and basketball. Some programs may incur a minimal cost. Families and support people can access some programs.

Youth in the City

Drop-in centre for young people.

Phone	(02) 6232 2444
Mailing Address	PO Box 287, Civic Square ACT 2608
Email	youthinthecity@anglicarecg.org.au
Website	www.anglicarecg.org.au
Location	Cnr Ballumbir and Petrie St, CIVIC (next to the skate park)
Parent Organisation	Anglicare Canberra and Goulburn

Who Can Access:

<i>Gender</i>	Females and males
<i>Age</i>	12 – 25
<i>Income required</i>	No
<i>Disability access</i>	Yes
<i>Children of clients</i>	Yes, with supervision from a parent

**How to Access
Drop in hours**

By phone, email and drop in. No referral necessary. 2pm – 6pm Mondays; 1pm – 6pm Tuesdays; 2pm – 6.30pm Wednesdays; 2pm – 6pm Thursdays; and 1pm – 9pm Fridays.

Programs

Provides information, advocacy, individual support, referrals and a school holiday program. Can also provide emergency relief, bus tickets and free meals.

Various groups are available and may include leadership, resume writing, young parents, young women, young men and personal development. Youth work is done in high schools and colleges on the Northside. Computer and Internet is available. Activities include games, movies, cooking, pool tables, skate park and arts & crafts. There is also a sector wide Information Development worker.

Other Families

Some programs may incur a minimal cost. There is a YouthLinx worker that assists families and young people with the transition from schools.

YWCA – Mura Lanyon Youth and Community Centre

Drop-in centre for young people.

Phone	(02) 6294 4633
Mailing Address	PO Box 6083, Lanyon Mkt Place, Condor ACT 2906
Email	lyacc@ywca-canberra.org.au
Website	www.ywca-canberra.org.au
Location	Sidney Nolan Sts, Lanyon
Parent Organisation	YWCA of Canberra

Who Can Access:

<i>Gender</i>	Females and males
<i>Age</i>	11 – 25 years
<i>Income required</i>	No
<i>Disability access</i>	Yes
<i>Children of clients</i>	Yes, with supervision from a parent

How to Access By phone, email and drop in. No referral necessary.
Drop in hours 3pm – 6pm Monday – Thursday;
 3pm – 9pm Friday.

Programs Provides information, advocacy, individual support, referrals and a school holiday program. Can also provide emergency relief, bus tickets and free meals on Friday nights.

Various groups are available and may include young mum's group, bloom group for young women, cooking group, youth committee, young men and healthy art.

Activities include pool competitions, film festivals, go-karting, bowling, band night, coast trips, snow trips, holiday programs and camps that are run twice a year.

Pool tables, console (PS2, Xbox) games and kitchen facilities are available. There is a GLBTIQQ youth library with up to date information. Computer and Internet is available. Can provide outreach to primary schools, high schools and colleges on the south side.

Other Families Some programs may incur a minimal cost. There are 2 YouthLinx workers that assist families and young people with the transition from schools.

The following services also provide relevant programs:

- ACT Multicultural Youth Services (Multicultural)
- Bit Bent (Gay, Lesbian, Bisexual, Transgender, Intersex, Queer and/or Questioning)
- Bungee (Mental Health)
- Directions ACT (Alcohol and Other Drug)
- LYNX (Youth Support)
- Messengers Program (Art and Recreation)
- Open Family Australia (Youth Support)

- □ ReLink – PCYC (Art and Recreation)

Resources

More Services

Emergency Relief (ERF)

ERF provides emergency financial or other assistance to individuals and families in immediate financial crisis. It's not an income support payment. It is designed to assist people in temporary financial crisis to overcome their immediate crisis situation through provision of short-term emergency assistance. There is a range of services in the ACT where people can access emergency relief services. The Citizen's Advice Bureau produces a list of these services.

Phone: (02) 6248 7988

Web: www.citizensadvice.org.au/content/view/33/57/

Free Internet

There are a number of places in the ACT where people can access the Internet for free. The Citizen's Advice Bureau produces a list of these services.

Phone: (02) 6248 7988

Web: www.citizensadvice.org.au

Graffiti Art and Legal Sites

There is a range of graffiti art initiatives in the ACT including over 25 legal sites. A graffiti coordinator has been employed by Territory and Municipal services to roll out the Graffiti Management Strategy and to support community graffiti art initiatives.

Web: www.tams.act.gov.au/play/community_art

Holiday Happenings: School Holiday Activities Directory

You can pick up these little booklets from Public Libraries and the Canberra Visitors Information Centre about two weeks before each school holiday period. It contains a whole heap of school holiday workshops and activities which can be difficult to organise during the school term.

Public Libraries

ACT Government

There are nine public libraries in Canberra. All offer free Internet, book, DVD and CD hire. To find out where your nearest library is call Canberra Connect on:

Phone: 13 22 81

Web: www.library.act.gov.au

Public Transport

ACTION Buses

Operates in the ACT. Bus service routes and timetables information, school services and details of the other services provided.

Phone: 13 17 10 - or (02) 6207 7611 outside the ACT

Web: www.action.act.gov.au

Deane's Busline

Operates services in the National Capital region of Queanbeyan, Jerrabomberra, Canberra and the South Coast.

Phone: (02) 6299 3722

Web: www.deanesbuslines.com.au

Sportsgrounds, Pools and Skateparks

Canberra Urban Parks and Places, Department of Territory and Municipal Services

For information about ACT Government run facilities in the ACT.

Phone: (02) 6207 2500

Web: www.tams.act.gov.au/play/sport_and_recreation

World Games Soccer

A weekly soccer game for young people, particularly those from migrant and refugee backgrounds. Can provide an opportunity to meet with a variety of community workers who also play. Held on Friday afternoons 3pm - 4.30pm at Dickson College oval.

Web: www.menslink.org.au/menslink_world_games_soccer.html

More Information

Act Now!

Inspire Foundation

ActNow is a website driven by young people that provides information on current issues, offers useful tools, stories and ideas on how to take action.

Web: www.actnow.com.au

Creating the Space for Dialogue: A guide to developing a local youth shopping centre protocol

Youth Action Policy Association of NSW

Aims to get local centre managers, retailers, and security staff talking to young people to clearly define what constitutes acceptable and unacceptable behaviour in centres, how young people and managers can work together to resolve problems, what the penalties are for unacceptable behaviour, and how to appeal against penalties. This report serves to support the guide and to provide more detailed discussion of issues associated with young people and shopping centres.

Web: www.yapa.org.au/youth/activism/facts/shoppingprotocol.pdf

FRANK magazine

Focused on young women and run by volunteers, this magazine is a socially responsible company who helps schools, universities, colleges, councils, corporations and organisations to inspire and develop young people and adults.

Web: www.frankteam.com.au

Lip magazine

A Canberra based magazine providing young women with fun, informative, and truthful articles and fiction relating to their lives and aspirations. Aimed at 14 – 24 year old young women, offering a range of articles about issues affecting and inspiring this age group. Available for \$5.50 from the ACT Writers Centre, various newsagencies around town, and at ANU and the University of Canberra. Check out the lip website to see where else you can find it and how you can contribute.

Web: www.lipmag.com

Vibewire

A youth-led non-profit media and arts organisation, creating expression opportunities for young Australians aged 15 - 30.

Web: www.vibewire.net/

Youth Centres Network

Youth Coalition of the ACT

Meets quarterly to discuss issues, needs, strategies and other relevant information sharing.

Phone: (02) 6247 3540

Email: info@youthcoalition.net

YouthGAS

Providing young Australians, and those that work with them, a range of networking and communication resources, information and opportunities.

Web: www.youthgas.com

YSpace

Aims to foster and support the development of youth inclusive policy and practice in the design and management of public and community accessed spaces.

Web: www.yspace.net

Date For Your Diary

10 – 18 April 2010**National Youth Week**

Join Australia's largest celebration of young people! Thousands of young people aged 12-25 years get involved in NYW each year by organising, running and attending NYW events. The Youth Coalition coordinates activities in the ACT. The dates change each year. The theme for 2010 is 'Live it Now'.

Web: www.makingcontact.net.au or www.youthweek.com