

Youth Support

Young people are individuals with needs, aspirations and ideas of their own. They're an integral part of our community and have a valuable contribution to make. Providing opportunities and support to assist young people develop skills to meet the challenges of society is in the community's best interest.

A range of youth services is necessary to promote health and wellbeing, and to support young people in the choices they make. The services in this section encompass a variety of programs and address various issues that affect young people. Some of these services include personal support, case management, mentoring, information, advocacy, health promotion, outreach support, and groups. For further information on supporting young people refer to the *Code of Ethics For Youth Workers in the ACT* section.

In this section you will find:

- Tips on supporting young people;
- A range of youth support services; and
- Resources including more services, information and a date for your diary.

The following services also contain youth support resources: Accommodation and Accommodation Support, Alternative Education, Art and Recreation, Counselling, Family, Health, Legal, Peak Body and Youth Support in Secondary Schools.

Ways of Working

What Young People Want from Youth Support Workers

This section provides some principles for supporting young people with messages from young people. They are collated from *“What Young People Want: Responses to a survey with young people about Case Management”*, produced by The Youth Coalition, 2004.

Involve Young People in Decision Making

Young people who are involved in decision-making report feeling valued as an individual and not a “case”:

“Young people need to feel in control, and to feel in control they have to be part of the process – otherwise you are isolated and you feel useless.”

Help to Develop Skills

As well as feeling valued, many young people felt that being involved in decision-making was also beneficial as it helped develop their skills:

“A good worker teaches you the skills to deal with your problems and to make decisions, not just do it for you.”

Provide Encouragement

Workers need to walk with young people and provide encouragement:

“She’s not like a parent, she’s there to support you, guide you – not force me on to the path but help me to get there.”

Information Leads to Empowerment

Young people can be quite capable of making decisions and doing things in their own best interests but feel they don’t have enough information or need support to present their case:

“Workers have to give you options not make you come up with them – sometimes you don’t know what choices you’ve got – you don’t know what’s available. Workers’ve gotta let you know what’s out there – and then you can choose.”

Individuals Have Individual Needs

Every young person is different and has different support needs. Sometimes a worker may need to take the lead with limited input from a young person, such as a crisis. However this should be done in consultation and negotiation with them.

“Some young people need others to get them through but others don’t. Workers need to ask or find out which one’s which.”

Respect Confidentiality

Young people saw confidentiality as a vital aspect of good case management practice, believing it to be the foundation of a trustful, respectful relationship.

‘People won’t go to them [workers] with personal problems if they know they are going to tell others.’

Good Listening Skills

Many young people felt being heard was more important than a worker solving their problems.

‘People who listened and supported – they were there just to make sure I was OK.’

Services

Children and Young People’s Workers (Canberra Rape Crisis Centre)

Provides free and confidential counselling, support and education for women and children who have been sexually abused.

Phone	(02) 6247 8071 Office (02) 6247 2525 For 24 hour Crisis Support
Mailing Address	PO Box 916, Dickson ACT 2602
Email	youngpeople@rapecrisis.org.au children@rapecrisis.org.au
Website	www.rapecrisis.org.au
Location	Confidential
Parent Organisation	Canberra Rape Crisis Centre (CRCC)

Who Can Access:

<i>Gender</i>	Females. Males up to 14 years.
<i>Age</i>	Any age for females. Males over 14 years are referred to Service Assisting Male Survivors of Sexual Assault (SAMSSA). SAMSSA has a male and a female counsellor.
<i>Young people under the influence</i>	Yes. In the event of a recent sexual assault while under the influence of drugs or alcohol, the young person is encouraged to contact as soon as possible. In terms of ongoing support, young people are encouraged to come to counselling free from the influence of drugs or alcohol, however, each person's particular circumstances are considered on an individual basis.
<i>Income required</i>	No
<i>Disability access</i>	Yes
<i>Children of clients</i>	Case by case basis

How to Access

Phone Support and Crisis Callouts By phone, 24 hours, 7 days a week, or via email available from youngpeople@rapecrisis.org.au or children@rapecrisis.org.au

Counselling Face-to-face counselling service operates 9am - 5pm, Monday - Friday. Appointments can be made for counselling by speaking with one of the counsellors from the Children and Young People's Program. Outreach is available. Self-referrals encouraged when possible; however, concerned family members and service providers can also make referrals.

Programs

Children and Young People's Program Provides face to face and phone counselling, support while making statements to police, court support, advocacy, play therapy and groups for young people.

Crisis Service Provides 24 hour, 7 days crisis telephone support and outreach for recent sexual assaults.

Community Education Program Provides community education on responding to disclosures of sexual violence, the rights and needs of victim/survivors, sexual assault legislation and a range of other areas, on a needs basis. Education is provided to community organisations, Government Departments and schools. Bookings can be made by phoning the Community Educator on the CRCC Office number.

Other Also provides an Adult Women's Program, Nguru Program for Aboriginal and Torres Strait Islander victim/survivors, and Service Assisting Male Survivors of Sexual Assault (SAMSSA).

Families Concern interviews and support for non-offending

family members is available.

Children and Young People (CYP) Support (Domestic Violence Crisis Service)

Crisis intervention and telephone support; information and referrals for women, men and young people living with or affected by domestic violence; facilitation of access to safe accommodation; and community education.

Phone	Office (02) 6228 1827 24 hour Crisis Support (02) 6280 0900
Mailing Address	PO Box 1922, Fyshwick, ACT 2609
Email	youngpeople@dvcs.org.au
Website	www.dvcs.org.au
Location	Confidential
Parent Organisation	Domestic Violence Crisis Service (DVCS)

Who Can Access:

<i>Gender</i>	Females and males
<i>Age</i>	Any age
<i>Young people under the influence</i>	Yes
<i>Income required</i>	No
<i>Disability access</i>	Yes, as the service is outreach only
<i>Children of clients</i>	Yes

How to Access By phone and email. Crisis callouts available 24 hours, 7 days, through DVCS Crisis Workers. No referral necessary.

Programs

Children and Young People (CYP) Focus Worker A resource for DVCS Crisis Workers who have direct contact with children and young people. Can offer professional development and education to the sector. Supports and promotes programs and policies that foster the rights of children and young people, raises community awareness to prevent family violence, and promotes and maintains programs and services that target prevention, early intervention and crisis assistance.

Young People Outreach Worker (YPOW) Early intervention outreach project targeting children and young people (aged 5-18 years) who have started to use violence in their family relationships (referrals through Care & Protection and DVCS).

Other DVCS also provides court support for those who have been subjected to violence and co-operative work with other agencies to reduce the incidence of domestic violence in the community.

Families Provides support to family and friends of those affected by domestic violence.

Galilee LIFT Project

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

Phone	LIFT Project (02) 6296 3410 mob: 0423 429 522 Galilee Main Office (02) 6290 2191
Mailing Address	PO Box 205, Mawson ACT 2607
Email	liftproject@optusnet.com.au
Website	www.galilee.org.au
Location	Lions Youth Haven, Kambah Pool Rd, Kambah
Parent Organisation	Galilee Inc.

Who Can Access:

<i>Gender</i>	Females and males
<i>Age</i>	14 – 21
<i>Young people under the influence</i>	Case by case
<i>Income required</i>	No
<i>Disability access</i>	Yes
<i>Children of clients</i>	Case by case

How to Access By phone and email, 9am – 5pm, Monday - Friday for main office. A referral is required. Young people can self refer.

Programs Provides information, advocacy, life skills development, outreach, case management and referrals. Various activities are organised. Computer and Internet is available.

Families Case by case basis

Learning for Life Program

Provides financial scholarships and personal support programs to assist with education and learning

Phone	(02) 6283 7626
Mailing Address	PO Box 1050, Woden ACT 2606
Email	Olga.srbovski@smithfamily.com.au
Website	www.smithfamily.com.au
Location	Cnr of Lawncaston & Easty Sts, Woden
Parent Organisation	The Smith Family

Who Can Access:

<i>Gender</i>	Males and Females
<i>Age</i>	Financial and personal development packages for kindergarten through to tertiary studies.
<i>Income required</i>	No
<i>Disability access</i>	Yes
<i>Children of clients</i>	Yes, however where there is a parent/ guardian, they are the primary client.

How to Access By phone or drop in, 9am – 4pm, Monday - Friday.

Programs	There is an application process. Referral required from another service or school. Provides information, referrals and educational support services.
Other	Links with other Smith Family programs including Saver Plus (financial literacy and matched saving program). Indigenous Parenting Support Service out of Gungahlin Child and Family Centre.
Families	Specifically designed for families.

Lifeline Youth Network (LYNX)

Provides a range of outreach programs to young people in schools and services.

Phone	(02) 6204 6402
Mailing Address	GPO Box 583, Canberra City 2601
Email	youth@act.lifeline.org.au
Website	www.act.lifeline.org.au/lynx.htm
Location	Primarily outreach
Parent Organisation	Lifeline ACT

Who Can Access:

<i>Gender</i>	Females and males
<i>Age</i>	12 – 25
<i>Young people under the influence</i>	Case by case basis
<i>Income required</i>	No
<i>Disability access</i>	Yes

How to Access Programs	By phone or email, 9am – 5pm, Monday - Friday. Provide programs for young people in “PeerSkills”, “Mental Health Ambassador” and “First Responder – Emerging Suicide Helper”. These workshops develop the skills and confidence young people need to provide to support their peers. Listening/communication, Problem solving and encouraging Help Seeking behavior skills are also developed.
Other	Programs for young people in ACT are free of charge.
Families	Families can access other Lifeline services.

Majura Youth and Family Hub (Formerly Majura Children and Youth Program)

Provides services to families, young people aged between 12 – 25 and people living in public housing in the inner north.

Phone	(02) 6163 0431
Mailing Address	PO Box 453, Dickson ACT 2602
Email	reception@northside.asn.au
Website	www.nside.org.au
Location	Majura Community Centre, Rosevear PI Dickson
Parent Organisation	Northside Community Service

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

How to Access By phone and email, 9am – 5pm, Monday - Friday.
No referral necessary.

Programs Provides information, advocacy, case management, transport for clients and referrals. Outreach is provided to schools and public housing residents. Other activities are run on a needs basis.

Families Family and support people can be involved in case management at the request of the young person. Families can also access other Northside Community Service programs.

Menslink

Provides mentoring programs to young men.

Phone	(02) 6239 4699
Mailing Address	PO Box 4147, Manuka ACT 2603
Email	info@menslink.org.au
Website	www.menslink.org.au
Location	2 Light St, Griffith

Who Can Access:

<i>Gender</i>	Males
<i>Age</i>	12 – 25
<i>Young people under the influence</i>	Yes
<i>Income required</i>	No
<i>Disability access</i>	Yes
<i>Children of clients</i>	Yes

How to Access By phone, email and drop in, 9am – 5pm, Monday - Friday. No referral necessary.

Programs Programs including bike repair and World Game Soccer. Information, advocacy, case management, and referrals are also available. Outreach provided to primary schools, high schools and colleges. Counselling is also available through the Young Men's Support Network.

Families Family and support people can access some

programs.

Open Family Australia

Provides outreach to at-risk young people.

Phone	Office (02) 6257 1130 ACT Worker 0417 554 641 or 0417 382 441
Mailing Address	N/A
Email	canberra@openfamily.com.au
Website	www.openfamily.com.au
Parent Organisation	Open Family Australia

Who Can Access:

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

How to Access By phone and email, 24 hours, 7 days a week. No referral necessary.

Programs Provides information, advocacy, emergency relief, outreach, free meals, transport and case management.

Other Can work across the border to areas in NSW. Can also arrange transport to these areas for young people.

Families Family and support people can access some programs.

SCOPE

Provides outreach services for young people to schools and other community groups and provides one on one case management.

Phone	(02) 6257 1640
Mailing Address	PO Box 7015, Watson ACT 2602
Email	scope@ywca-canberra.org.au
Website	www.ywca-canberra.org.au
Location	Cnr of Officer & Rutherford Sts, Ainslie
Parent Organisation	YWCA of Canberra

Who Can Access:

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

How to Access	By phone and email, 9am – 5pm, Monday - Friday. A referral is required. Young people can self refer.
Programs	Provides information, advocacy and case management. Health promotion groups have been run on bullying, self-esteem, friendship, healthy relationships and party safe, other groups can be tailored to suit client needs. Other activities include art and recreational activities, and Road Ready.
Other Families	Anyone can request a group. Does not work specifically with families.

Resources

More Services

Barnardos Mentoring Programs - Kids Friends and Tutoring

Matches volunteer tutors to children aged six to sixteen who require one to one educational assistance.

Phone: (02) 6241 5466

Email: kfcanb@barnardos.org.au

Web: www.barnardos.org.au

Service Assisting Male Survivors of Sexual Assault (SAMSSA)

Service for male survivors of sexual assault and their families. Provides counselling, telephone support and groups. Male and female counselors are available.

Phone: Office: (02) 6262 7377

24 hour Crisis Line: (02) 6247 2525

More Information

Budget Tools

Care Financial Counselling Service and the Consumer Law Centre

Information includes budgeting tips, income and expenses sheets and cashflow sheets.

Web: www.carefcs.org/tools

Building Relationships: A Guide for New Mentors

Youth Mentoring Network

Provides mentors with 10 steps to becoming a successful mentor. By following these steps it will assist you in building a successful and meaningful relationship with your mentee.

Web: www.ppv.org/ppv/publications/assets/29_publication.pdf

Decision Making

Reachout

An information sheet for young people on ideas about decision making.

Web: www.reachout.com.au

Friends: Being a Good One

Headroom / Children, Youth and Women's Health Services, South Australia.

Information sheet for young people about developing and maintaining positive peer relationships.

Web: www.headroom.net.au/lounge/pdf/friend_txt.pdf

Goals: How to Get Them. How to Set Them.

Headroom

Information sheet for young people about goal setting.

Web: www.headroom.net.au/lounge/pdf/goal_setting_txt.pdf

Good Grief

Provides information and support to develop and deliver services in the area of change, loss and grief. Includes specific information for children and young people.

Web: www.goodgrief.org.au

Money Stuff

NSW Office of Fair Trading and the Department of Education

Provides information for young people to prepare for independent living by helping them deal with consumer responsibility and personal financial management.

Web: www.moneystuff.net.au

St Luke's Innovative Resources

Publishes and sells seriously optimistic card packs, books, stickers, posters and other resources that can support your work with young people.

Web: www.innovativeresources.org

Youth Mentoring Network

Provides information, resources, links and tools to better support mentoring programs in Australia.

Web: www.youthmentoring.org.au

A 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.

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