



Network

Noise

Newsletter of the Youth Affairs Network of Queensland Inc

Quarterly Newsletter May 2005

The largest gathering of the youth sector at the 2005 State Youth Affairs Conference

Close to 500 workers from community and government sectors converged at the Bardon Conference Centre from 20th April till April 22nd.

The 2005 State Youth Affairs Conference "What works, what could work" provided an opportunity for professional and volunteer staff who work with and for young people, and people whose work impacts on the lives of young people, to explore developments in youth work practice and theory, to share information about programs and activities, to network with other agencies, and to discuss future direction.

The evaluation from the conference was very positive with 92% of delegates indicating their satisfaction with the conference content and 94% of delegates being satisfied with the conference structure. The highest rating aspect of the conference was the networking with 96% of participants expressing that the conference provided them with an opportunity to enhance their networks and connections.

The three day conference began with a Traditional Welcome to the Country by Maroochy Barambah on behalf of Turrbal people. The Wakka Wakka Dance Troop energised the audience with a range of traditional songs and dance. Queensland Governor, Ms Quentin Bryce spoke about the dedication of youth workers including a number of people present in the audience and officially opened the conference.

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Linda Apelt, Director General for the Department of Communities spoke on the progress of youth programs and policy within State Government. YANQ Director, Siyavash Doostkhah provided an overview of the three day conference and challenged the delegates to look back at where the youth sector has been and to assess if our practices are having a structural change enhancing young people's lives and reducing the ongoing need for crisis intervention. The challenge for the sector is to be self critical and to explore what works and what could work.

The first day of the conference was designed to explore the Education and Training Reforms for the Future (ETRF) agenda. Professor John Pitman with a long history of involvement with the education sector as well as direct involvement with the reform agenda provided a keynote which tracked the progress of the reforms from legislation to implementation. Louise Villanova who has been involved with the Youth Support Coordinator (YSC) initiative since 1997 and is currently one of the YSC Hub facilitators gave an overview of what is and what will be the impact of ETRF, the YSC program and the YSC Network for young people, the youth sector and our community.

The second day of the conference was focused on justice issues for young people. Magistrate David Glasgow who is currently the regional coordinating Magistrate in Townsville accompanied by Adrian Hepi from James Cook University provided a keynote based on their experience as a Magistrate and as a researcher (respectively) involved in qualitative study of young people who Chrome.

Day three of the conference explored sector development issues. Keynote presenters Chelsea Bond and Dr Zohl de Ishtar focused on the issue of working with Indigenous communities. As an Indigenous young person and

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Network Noise

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Contributions Welcome

Ring, write, email or fax
your latest news on...

- workshops & events
- youth programs
- training events
- projects
- change of address
- latest resources
- research news
- innovations

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The views and opinions contained
in this publication do not necessarily
represent the views of YANQ.
YANQ also does not necessarily endorse
training and resources
advertised in this publication.



YANQ believes that the primary culture of Australia is Aboriginal.

We recognise that Aboriginal, Torres Strait Islander and South Sea Islander peoples are 3 separate cultures. We recognise Aboriginal people as the permanent custodians of mainland Australia, including those areas of land whose owners have been wiped out as a result of racist policies and acts. We use the term *custodianship* in the context of protection and care for the land. YANQ is committed to respecting Murri communities and individuals. We seek to understand their responses to policies and issues affecting them. We are committed to learning about their understandings of the impact of decisions on them. YANQ apologises for the past and present social mistreatment of Murri and Islander people created by colonisation, and is committed to supporting the healing process.

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community worker, Chelsea offered a critical self reflection upon practices and approaches to working within Indigenous communities. Dr Zoel de Ishtar talked on white fella racism and used her personal experience of the Kapululangu Women's Law and Culture Centre to discuss the impact of white cultural practices and suggested ways for improving cross-cultural collaboration to attain a better future for Indigenous young people.

The conference dinner was an opportunity to hear from Australia's Human Rights Commissioner Dr Sev Osdowski. Dr Osdowski gave an overview of the land mark report into children in immigration detention centres and the report provided to Federal Government Titled "The last Resort". Dr Osdowski also briefed the delegates on his current work travelling around the country and speaking to young people about their experience and attitude towards their rights as articulated in the United Nations Convention on The Rights of the Child. Brisbane band "Bertha Control" performed a range of funky songs layered with political lyrics and fine music.

There were seven conference resolutions which YANQ will seek to progress with the Government. They are:

1. That the Queensland Government articulates a policy framework for a whole of Government approach to youth issues and that the consultation and planning to develop this framework be done in consultation with the State Youth Peak, YANQ.
2. That the State Government recognises the worsening situation of youth homelessness and to develop various models for responding to youth homelessness, and make available appropriate resources to address this issue.
3. The Queensland Government to establish a taskforce to explore specific issues related to health service delivery to marginalised young people, and to instigate



continued page three...

appropriate policies and programs in collaboration with the youth sector.

4. The Queensland Government, through their peak body, YANQ, organise a state-wide consultation about the increase of police powers for Volatile Substance Misuse and the efficacy of the 'Safe House'.
5. That the State Government allocates in its next budget \$1 billion of its \$4.7 billion surplus towards social services of Queensland, to contribute to lessening the crisis faced across the state.
6. That the State Government allocates in its next budget sufficient funds to resource the YSC Program to ensure that there is a YSC in every High School in Queensland.
7. That Queensland Health and Department of Child Safety engage in dialogue to recognise the impact of VSM on young people's lives as a health and Child Safety issue and prioritise this in policy and practice context.

New kids on the block: Making space for Sudanese young people in Queensland

"She told us 'don't stand here or I will call the police.'"

— Sudanese young person, Brisbane

"They're all absolutely yearning for a place of their own."

— Adele Rice, Milpera SHS

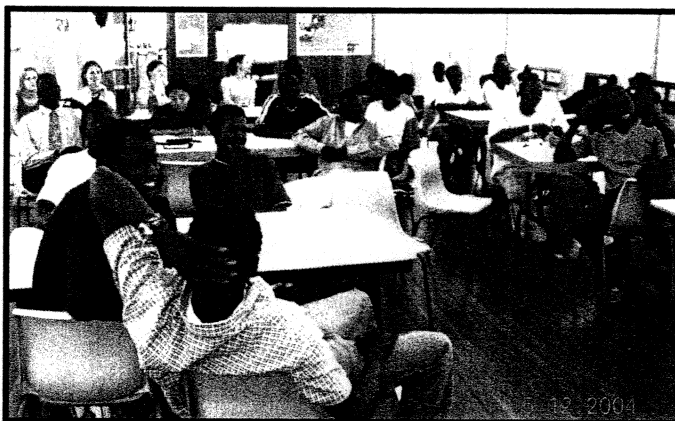
Project background

In 2003-2004, members of the Multicultural Youth Network of QLD (MYNQ) repeatedly reported complaints by their young Sudanese clients and friends of being harassed by police and other groups and individuals when in public places. MYNQ's Queensland Police representatives also came to the group seeking guidance as to how to cope with this new and very visible cohort of young people who seemed to be congregating on streets and in parks in Brisbane and surrounding areas.

This tension between Sudanese young people, members of the police force, and other members of the public was identified by MYNQ as a major issue for CALD young people in Queensland, one with serious implications and needing urgent attention.

YANQ's Multicultural Development Officer and MYNQ coordinator, Claire Cottone, visited Toowoomba on three occasions after some serious issues were identified surrounding the large Sudanese community settled there. YANQ was informed of two fatalities in car accidents and two suicides in the Sudanese youth community in late 2004. Claire followed up on this by co-convening a meeting with stakeholders in Toowoomba to tackle these issues. One outcome of this meeting was a Sudanese youth consultation/forum, where Sudanese young people in Toowoomba came together to identify issues and solutions themselves. Racism, police relations, and feelings of being out of place in their new town were all major issues identified by the young people.

Further in response to these loud, clear and consistent messages from the CALD youth sector, YANQ approached the Sudanese Youth Association of Queensland (SYAQ) to



partner in a deeper investigation of the issues. It was time to ask Sudanese young people what was going on: why are they hanging out in public spaces, what's happening there, and how can government and community work together to improve understanding and make things better for the new kids on the block?

SYAQ agreed to the proposal, and YANQ employed SYAQ's President, Abraham Akuot, to undertake consultations for this paper. He undertook 40 quantitative and 16 qualitative consultations with Sudanese young people in Brisbane and Logan in February/March 2005. He also consulted with agencies in Brisbane and Logan.

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Initial findings

1. Sudanese young people hang out in parks and other public spaces in Brisbane, Logan and Toowoomba for the following reasons:

- They can't hang out at home and other housing issues
- No job and not in school
- Can't afford to pay for entertainment and hobbies
- Cultural practice to hang out in small to large groups in common spaces

2. Sudanese young people are confronted by the following problems when they are in public spaces:

- Perceived racism from police, residents and other space users
- Harassment by police and being made to move on, occasional arrests
- Complaints from neighbours
- Isolation from and lack of connection with their non-African/Sudanese peers

Initial recommendations

1. Local African youth spaces: especially for Sudanese and other African young people, but inclusive of other cultural groups of young people
2. Projects that bring young people from different cultures together
3. Education about public space usage for young people
4. Training about laws and legal rights for young Sudanese people
5. Training/programs for young people on how to deal with racism
6. Community anti-racism education
7. Better and more extensive training for police regarding Sudanese youth and culture
8. Community awareness-raising for local residents about Sudanese youth and culture.

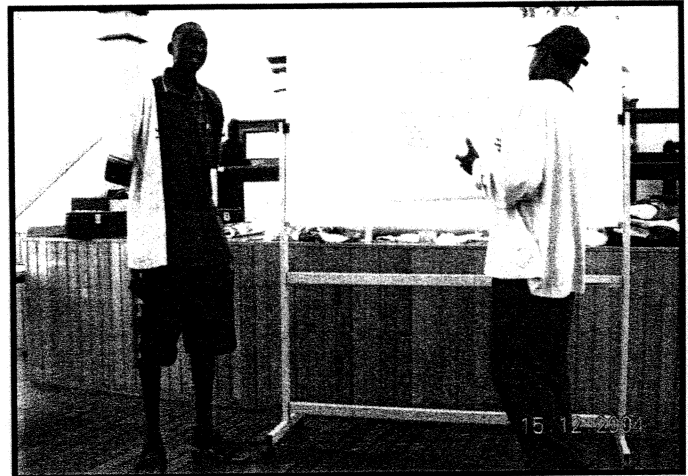
Future directions

YANQ will be expanding the consultations to Townsville, Cairns and other regional areas with pockets of Sudanese community. A full report will be available in the second half of the year.

YANQ and MYNQ will continue to work in partnership with SYAQ to lobby government and the community to take appropriate actions, based on the findings and recommendations from our consultations, to welcome Sudanese young people into public spaces in Queensland, and to create alternative spaces which are especially for them.

YANQ is working with DIMIA's community relations team to inform initiatives in the Moorooka area in Brisbane.

YANQ will seek additional funding to commence a collaborative project with Sudanese young people in Queensland based on the findings from our consultations.



If you wish to participate in this project or find out more, please contact Claire Cottone at YANQ on 3844 7713 or cald@yanq.org.au – I'd love to hear from you.

Federal Budget

List of 2005 Federal Budget initiatives utilising a massive National Surplus to ease the pain of marginalised, homeless and unemployed young people across the country:

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Strategic Plan 2005 – 2008:

Consultation comes to a close

How time flies. On the 2nd of November last year we began asking our members and other stakeholders for their views regarding YANQ's Strategic Plan for the period from July 2005 to 2008. At the end of the State Youth Affairs Conference in April, 6 months later, we brought the consultation process to an end, and began considering the feedback and turning it into a plan for 2005-2008.

The focus of this article will be to summarise the consultation process and, more importantly, summarise the key messages that arose out of the consultation process.

How we Consulted

The consultation process involved a number of separate but related communication strategies that were underpinned by an information paper explaining what the Strategic Plan aimed to do as well as detailing the aims and resources of YANQ. The information paper also provided details on how members and stakeholders could have a say, and provided a feedback form. The information paper was distributed via e-mail and/or hardcopy to:

- All of YANQ's members
- Youth interagencies
- Various Peak Bodies and Government Departments

In addition to this, representatives from YANQ attended a number of interagency meetings across the State, explaining the planning process and encouraging the interagency members to get involved by providing feedback. The interagencies that were visited included:

- Mt Isa Combined Action Team
- The Youth Network North QLD Inc.
- Mackay Youth Connection and Network Inc.
- Ipswich Youth Interagency Group
- Goodna Youth Interagency
- Brisbane Inner Urban Youth Interagency
- Gold Coast Youth Interagency
- Caboolture Youth Area Network
- Youth & Combined Community Action Network

In addition to these visits, 4 interagencies were contacted by phone (via the interagency coordinator) to seek their input.

Overall 17 surveys were returned to YANQ. This included 2 surveys from interagencies, 6 from government staff and 7 from non-government staff. The summary of results below is based on the collated results of the survey as well as conversations held with interagencies.

While the small number of surveys returned (out of several hundred sent either by post or email) may be disappointing, it serves to highlight one of the key messages—that of making greater links with the sector. Having said that, two of the surveys represented the views of interagencies and so represented more than a

single individual's or organisations view. Furthermore, the visits to interagencies brought YANQ in contact with well over 100 people from the youth sector in Queensland.

What we Heard—Key Themes

Some of the common themes emerging from both surveys and discussions with interagencies included: strengthen links between YANQ and the sector, promote YANQ's policy development process, support local networking/collaboration; provide constant feedback on YANQ's activities.

Perhaps the strongest theme that emerged was a desire from the sector for more regular and direct (ie face-to-face) contact with YANQ. Some feedback acknowledged the costs of doing this and suggested that YANQ support individuals in each region to act as local points of contact. Feedback suggested that greater links would assist YANQ to better identify and respond to issues facing young people and services. In addition to direct contact, there was some support for using internet based communication technologies to maintain contact and keep YANQ 'visible' to workers on the ground — however there was some concern that this method of staying in contact must not be a replacement for direct contact.

The consultation process also highlighted some frustrations that are experienced when attempting to 'get involved' with YANQ's policy development/advocacy process. The reasons cited as the main barriers to getting involved included not knowing who to speak with at YANQ, or lacking trust in the process.

In addition to asking questions about getting involved in YANQ, the consultation process also sought feedback regarding the contemporary issues facing young people and services. For young people, the top two issues identified were housing/accommodation and drug & alcohol abuse (including VSM). For services, obtaining funding and providing adequate services within existing funding constraints were the top two issues identified.

A full report of the consultation process is available at YANQ's website in the publications section.

Reviving an Issues Register

One idea that was flagged at interagency visits was re-establishing an issues register. This would be a process whereby interagencies would fill out and return a short survey at each meeting, nominating key issues facing young people and their services. This would assist YANQ and the sector to collaboratively identify and respond to issues. As we reported in the last edition of Network Noise, there has been strong support for this particular idea.

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Where to Now

At the time of writing, a working group including staff and members of YANQ's management committee is working on translating the findings from the consultation process into a plan to guide YANQ's work from 2005-2008.

The Strategic Plan for 2005-2008 will take YANQ to within two years of the end of its Vision for the Year 2010, a broader 10 year plan that was developed in 2000. It is important that the plan not only reflects the feedback received through the consultation process, but also continues to develop the organisation in line with the broader 10 year plan.

As you are reading this now, you may have already received the draft strategic plan by e-mail. If you have not received this yet, visit our website where you will be able to download it (see the publications section). There will be a short timeframe to provide feedback on this, before it will be implemented in the new financial year.

For more information about the Strategic Planning process, contact David at YANQ on 3844 7713 or e-mail ndo@yanq.org.au



A Guide to Human Rights in Australia in a Global Context

Human Rights Explained is an information resource on human rights. It covers all the important issues concerning human rights in Australia and in the international arena, stretching from the nature and meaning of human rights through the role of the UN and all the human rights treaties, to Australia's human rights record. The Guide provides this information in two ways:

- it identifies the issues and charts their boundaries: it highlights basic facts, figures and important features, and introduces the reader to the language, literature and the views of important thinkers in the area; and
- it directs the reader to other sources of relevant information and further reading, whether on the internet or in hard copy, and provides brief summaries of what readers will find when they get there.

Human rights are not exclusive to any particular society or group of individuals, and they are as relevant to people living in Australia as they are to those who live elsewhere. Human rights are for everyone, everywhere and at all times.



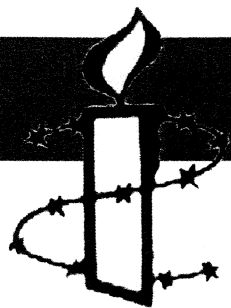
Human rights are an inextricable part of our lives. In fact, they are so much a part of everyday living that we often take for granted the protection they offer us. Consider, for example, how often you drink clean water; eat food; go to school or university; say or write what you think; practice a religion (or not); vote for a political party; demand privacy, and expect to be treated fairly by others. All of these everyday activities depend on the adequate protection of your human rights as well as those of your neighbour. Where the protection is inadequate or missing altogether your human rights suffer.

The fundamental importance of human rights is such that we cannot afford to neglect them. And to be sure that we do not neglect them, we all must know more about them.

We hope this guide will help us all to understand what human rights are, how they operate, and how we can best protect them.

There are six sections to Human Rights Explained, each with a number of sub-sections.

http://www.hreoc.gov.au/hr_explained/index.html



Courage to Care 2005

Courage to Care 2005 for secondary school students is about discrimination, terrorism, security and human rights—international, national and local! It is the fifth annual Amnesty International Queensland & northern NSW school day conference; having its beginnings in response to September 11 2001 when school children began to be affected by racism in Brisbane.

It was a success—exploring Religion, Refugees, Indigenous Australians and Discrimination. In the following years delegates have explored many associated themes—being of value to students in SOSE (Studies of Society and Environment), Modern History, English, Geography, Legal Studies and all those interested in Social Justice.

This year there will be many expert speakers including Terry O’Gorman, President of the Australian Council for Civil Liberties, and Chelsea Bond, UQ Phd student (descendant of the Munanjahli people) on the ‘Construction of Aboriginality—historical and contemporary’; workshops include the use of Torture, and the possibility of an Australian Bill of Rights; there is also the opportunity for students to speak at the conference themselves.

This is an important part of Courage to Care, introduced last year. Students are invited to write a five minute talk entitled ‘Give Peace a Chance’—it can be of any format—researched discussion, story, poetry... These must be submitted beforehand and we choose up to four students to present their talks and take part in a Panel with a representative from Just Peace Queensland.

When: Friday October 7th 2005

Where: Indooroopilly State High School

Time: 9am to 3.10pm

Cost: \$8 (includes lunch)

Registration Forms and details from Amnesty International Schools Network

Tel: 3210 5207

qldaia@amnesty.org.au

www.amnesty.org.au/get_in_touch/qldnorthern_nsw

12 new multicultural community worker positions funded across Queensland

The State Government is funding twelve new multicultural community worker positions across Queensland, including a full-time Multicultural Community Worker Program coordinator in Brisbane. Congratulations to Multicultural Affairs Queensland for this excellent initiative. The new workers will be positioned in the following organisations across Queensland.

Organisation	Location	Position Funded
Kinections	Woolloongabba, Brisbane	State Coordinator
Multicultural Development Association & Queensland Program of Assistance to Survivors of Torture and Trauma Inc	Stones Corner, Brisbane	African Community Worker
MultiLink Community Services	Woodridge, Brisbane	Pacific Islander Community Worker
Centracare Cairns	Cairns	Multicultural Community Worker
Multicultural Communities Council	Gold Coast	Multicultural Community Worker
Mareeba Shire Council	Mareeba	Multicultural Community Worker
George Street Neighbourhood Association		Multicultural Community Worker
Mackay and District Australian South Sea Islander Association	Mackay	Australian South Sea Islander Community Worker
Nambour Community Centre	Nambour	Multicultural Community Worker
Mercy Family Services	Toowoomba	Multicultural Community Worker
Kenalwyn-Bundaberg & District Neighbourhood Centre	Bundaberg	Multicultural Community Worker

Applications for grants under the 2005-2006 Multicultural Assistance Program are also open at the moment. The closing date for applications is 29 July 2005. For more information see www.premiers.qld.gov.au

A Tribute to a Multicultural Activist

After careful consideration of the nexus between the current refugee issues and the concept of a multicultural Australia, YANQ nominated Tim Collins for the individual category of the Queensland Multicultural Award.

In recent years Tim has been heavily involved in supporting refugees who have been imprisoned by the Howard government. During a bleak period in Australia's multicultural history Tim has been a shining light. He has taken a message of humanity and hope from the Australian community to refugees incarcerated in the desert.

YANQ staff heard first hand from refugees in Woomera about the message of hope Tim provided. Tim's actions helped them find the strength to deal with the brutal and draconian conditions imposed on them by the federal government. The refugees had been in despair; they had lost all faith in humanity and could not believe Australia was a multicultural society or that it aspired to be one. The actions of Tim and others like him helped to ease their despair and inspired hope in the future and humanity.

Some of the activities undertaken by Tim are currently considered to be crimes by the federal government and some of his activities have placed his life in danger. However, it is abundantly clear that in times to come Australia will honour people like Tim who have had the courage and belief in humanity and multiculturalism to put their own life at risk. It is the bravery of young people like Tim, who are prepared to risk their lives and freedom to promote a just society, which gives us hope for the future.

One freed detainee told YANQ that even spending five minutes of time as a free man in Australia helps to balance the years of abuse, torture and neglect inflicted on him in the refugee torture camps. It was the actions of Tim Collins and other young people like him that allowed this refugee his five minutes in the sun. Tim is committed to ensuring that all the currently incarcerated refugees are some day allowed to live as free people and that in future everyone gets more than five minutes in the sun.

There are many activists, reformists and legislators who

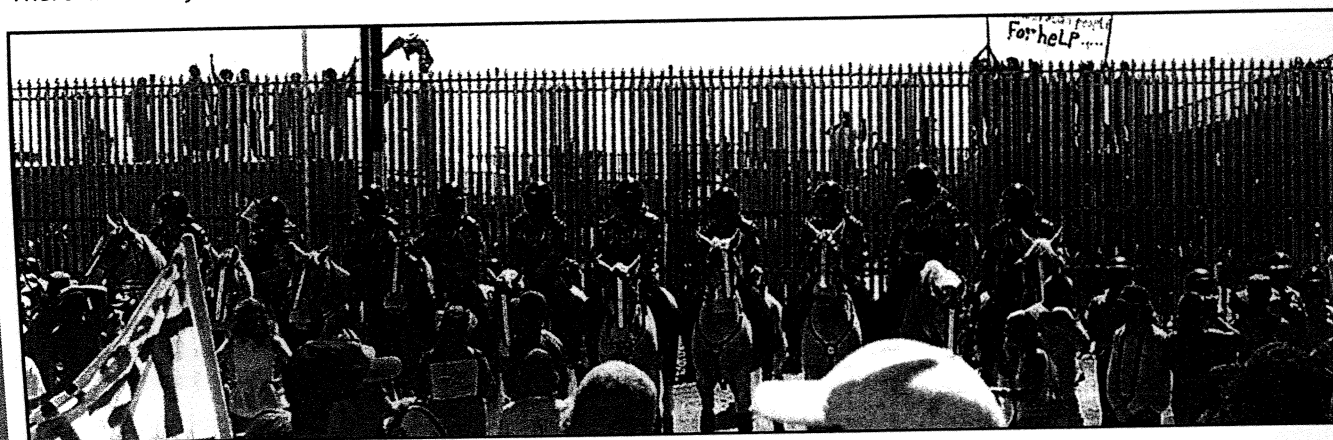
talk about refugee rights but not many are prepared to put their own lives and freedom at risk in support of human rights. Tim Collins is one of these special individuals. Like other great figures in history he has utilised non-violent peaceful direct action to challenge injustice and like other great figures that walked similar paths, Tim has been subjected to incarceration and has paid a heavy personal price for his courage and commitment to human rights.

Dr Louise Newman, director of the NSW Institute of Psychiatry, recently stated that the way mentally ill detainees at the Baxter Detention Centre are locked up in solitary confinement would be illegal if practised on prisoners of war.

Tim's actions, while some of them have been illegal, are the kindest and most moral that recently arrived refugees have experienced from Australians. Rather than seeing Australia as a warm-hearted caring and civil society with an understanding of global problems and a genuine desire to help others, refugees reaching Australia in the past few years have been confronted with what could only be termed a barbaric and uncivilised monoculture. The few who have managed to survive the torture camps are scarred for life and the impression they have of Australia is highly negative. Tim's work, although currently illegal, is of the utmost importance for the peaceful settlement of refugees.

Through his brave and self-sacrificing actions Tim has challenged the prejudices of many Australian people and improved the impression of Australians in the eyes of those who have recently arrived. His contribution to long-term harmony in our community should not be underestimated. His dedication to justice and human rights should be rewarded.

Unfortunately Tim was not awarded the Multicultural Award in 2005; however the panel of judges from the Premier's department commended Tim Collins' commitment to the ideals of multiculturalism and his dedicated work in the field. The panel has encouraged YANQ to nominate Tim for future awards.



Woomera Detention Centre

Way2Go! Arts Pathways

SUMMARY OF REPORT

Way2Go 2003 was designed and implemented by YANQ to inform policy and operational planning for engaging of marginalised young people in education and training. YANQ undertook this project in order to explore how **community arts** activities can be utilised as an engagement strategy. It was intended that the project would contribute to bridging the gap in addressing a range of young people's training and education needs.

This project was not about **arts product or training outcomes** but rather about demonstrating that marginalised young people do exist and that their problems are real and that **community arts practice** is an appropriate method of engagement for these young people.

The Way2Go project was a program for young people run over a 19 week period. In the course of the program young people were made familiar with a number of arts practice and arts delivery processes, specifically circus arts, visual arts and video documentary.

The project dealt with young people who were disengaged from learning or earning. It was also intended that the project would increase the target group's opportunities to access education, training or employment opportunities and develop connections between target group, youth services and TAFE.

Consultation and collaboration were very important aspects to this project. Inter-sectorial cooperation is critical when designing and implementing vocational programs for disengaged young people. In particular this

project paved the way for connections between TAFE and youth service providers. TAFE is a key service provider for the ETRF process. The Way2Go project helped to develop an understanding of the issues affecting marginalised youth and some strategies that can be used to ameliorate these issues.

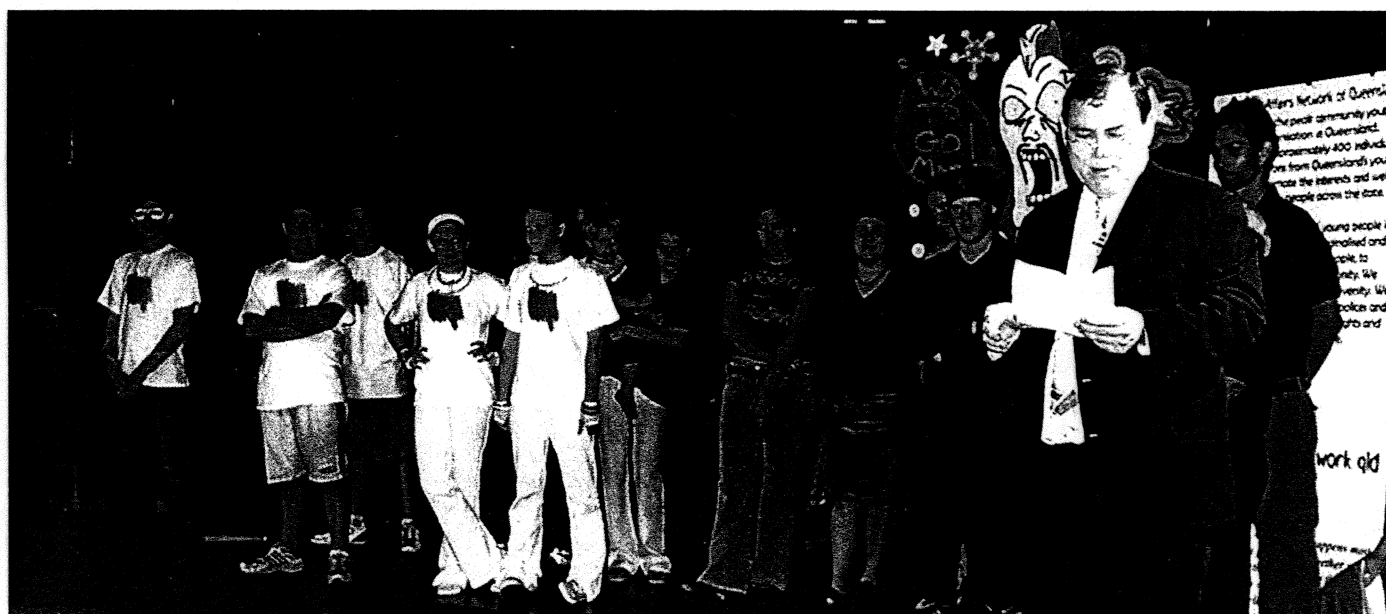
The need for the reforms to target changes necessary to TAFE and other training providers to allow for participation of all.

The findings of the project may provide real opportunities and supported pathways to education for marginalised youth and this process has been strongly influenced by the young people themselves.

The successful outcome of the Way 2Go project was based on articulating roles and support for key workers, offering financial support to service providers, facilitating a shared experience between management, support workers and young people.

In addition the project generated a research report based on an action research model that identified the barriers that prevent re-engagement by disengaged young people. **2003 Arts Pathways Pilot Project the ball has started rolling.** This project was a small step towards lasting and effective change. Further research is needed to enable marginalised young people to access further education and training.

The full report can be accessed at:
http://www.yanq.org.au/index.pl?page=online_pub



Minister for Youth, Matt Foley, at the Arts Pathways launch

Listening to be Heard:

Lessons from Training Shopping Centre Security Guards

Garner Clancey and Mick Huggett

Introduction

This article reflects the trials and tribulations we have experienced in developing and delivering training to shopping centre security guards. In the last nine months we have trained well over a 150 personnel in Preventing Conflict with Young People. While we have both had previous experience training police, teaching at universities and have been involved in various other training programs, we have gained a great deal through this project. Many of our preconceived ideas have been seriously challenged along the way. The training has been continuously revised in response to lessons learned each and every session. As such, we hope that some of our experiences (including mistakes) will help those of you required to deliver training to groups outside the youth sector.

The Need for Training

Much has been written in recent years about conflict between young people and security guards, particularly in shopping centres. Various reports have identified the limited training provided to security guards on preventing conflict with young people. The joint National Crime Prevention and Foundation for Young Australians Report, *Public Spaces for Young People* recommended that security guards undertake "specialised training which might include information about youth issues, skills such as interpersonal communication, and learning about alternative dispute resolution techniques" (White, 1998: 11). A report commissioned by the NSW Youth Action and Policy Association (YAPA) into the experiences of both young people and security guards found that "security officers often lacked an understanding of adolescent culture/s and adolescent development" (Turner and Campbell, 1999: 10). Turner and Campbell then recommended training for security guards, covering adolescent development, communication skills, customer service and include a practical on-floor segment (1999: 11).

The First Step—Self-Paced Learning Package

In response to these recommendations and the limited available training in this area, we developed a self-paced learning package for shopping centre security guards (<http://www.yapa.org.au/security/securityresource.htm>). While the self-paced learning package does provide a useful resource (we hope), particularly for organisations with limited access to training budgets, face-to-face training was always going to be a superior medium to deliver this information.

Face-to-Face Training

We have now delivered training to in excess of 100 shopping centre security guards in NSW, Queensland and

Victoria, as well as to a small number of rangers and leisure centre staff. Given the short time generally available for training (four to six hours), particular attention is given to understanding young people (including adolescent development), understanding aggression and preventing conflict. Teaching strategies have included role plays, small groups exercises, various written exercises and activities, all of which are complemented by a video component, which features a series of practical scenarios developed in consultation with young people and shopping centre security in western Sydney. All participants receive a training preparation package (a small package designed to orient participants to the training), a training workbook to complete during the training, a summary of key material through a notebook card (i.e. a small card containing key information which guards can keep on their person during their shifts) and access to the self-paced learning package at the conclusion of the training, ensuring that the time in the training room is maximised.

The diversity of teaching techniques employed in the training reflects adult learning principles. Repeated opportunities are provided for participants to share their knowledge and expertise with other participants, in recognition of the experience that guards bring to the training. By encouraging sharing of information within the group, we have found that more experienced guards help less experienced guards. We then become facilitators rather than the 'experts'. This approach has been critical to making guards feel comfortable in the training. Overcoming the perception that we are going to 'preach' to the guards has been critical to having our messages heard.

Some Positive Feedback

Evaluations are completed after the training and we are currently developing procedures to assess the impact of the training on performance in the workplace. Analyses of training evaluations completed by over 70 shopping centre security guards reveal the following:

- 92% strongly agreed or agreed that the training was enjoyable
- 95% strongly agreed or agreed that the training was well organized
- 99% strongly agreed or agreed that the facilitators knew what they were talking about
- 90% strongly agreed or agreed that they had a better understanding of young people having completed the training
- 90% strongly agreed or agreed that the training was relevant to their role

continued page 11...

Some participants stated the following when provided with opportunities to provide any further comments:

I found they were clear and decisive

informative, interesting, relaxed style

it's good they have been on the other side

no, thought the session is long overdue in regards to youth issues

professional, humorous, informative

should be more

should do it once a year for refreshing

the guys knew what they were talking about and did a good job explaining things

the knowledge of the two facilitators appeared to be above and beyond my expectations. I was truly grateful to have shared this with myself and my staff

v. good – clear, concise, professional, broad knowledge very comprehensive and well done guys

very informative

well presented, more training of similar type – very often in groups

Possible Reasons for the Promising Results

The evaluations suggest that the training is now proving relevant and beneficial to shopping centre security guards (and others for whom the training has been delivered). We believe that this has been achieved through the development of relevant materials, including the video on young people and shopping centres, and ensuring that all aspects of the training are specifically relevant to the location of the participants. Along the way, numerous valuable lessons have been learned about how best to train security guards. Some of these lessons include:

- Training must be directly relevant. It is not good enough to provide generic training and encourage participants to apply it to their environment. Every example, scenario and resource (where possible) should be industry, and if possible, site specific.
- Unsurprisingly, practical aspects of the training receive the greatest response. Didactic training is of little interest to a group who tend toward being practical and operationally-focused.
- The sequencing of information is critical. On occasion, guards have seemingly attended the training expecting to be criticised for their actions toward young people. Overcoming this expectation by focusing on strategies that will help guards prevent conflict and that help to keep them safe appears to have helped defuse any potential hostility toward the training content.
- Shopping centre security guards, in the main, have been motivated to learn more about how to work effectively with young people and how to prevent conflict. Providing opportunities to share information, providing relevant 'new' information and assuming a non-judgmental approach have helped to have our messages heard.

We believe that these are just some of the crucial considerations to achieving our goals – a reduction in conflict between security guards and young people. While on occasion the temptation might be to take a more confronting approach, it is our experience that the key messages get lost because people are unwilling to listen if they feel that they are being judged. By listening and acknowledging the difficult jobs that guards have, we hope and believe that guards are prepared to hear what we have to contribute.

Assessing the Impact

While the positive evaluation information listed previously is pleasing, the true test will come when assessing impact on workplace performance. We are in the process of designing mechanisms for follow-up with training participants some three months after completion of the training. Reviewing application of the training in the workplace will determine the true effectiveness of our materials and training.

If you would like any information about this training or our experiences in developing and delivering the training, please do not hesitate to contact Garner Clancey on 0425 231 825 or via garner@hn.ozemail.com.au

References

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Turner, S. and Campbell, S. (1999) *Consultation with Young People and Security officers – Report*, Youth Action and Policy Association / Western Sydney Public Space Project, Sydney.



YANQ MEMBERS/SUBSCRIBERS

Do you:

- Have an interesting topic for our readers?
- Need to spread the news of an upcoming event?

You are welcome to advertise, at no charge, in **Network Noise** (published quarterly — February, May, August and November). We would appreciate receipt of your advert no later than the first week of the appropriate month.

Please email your advert to the Editor at admin@yanq.org.au or post your CD/floppy to YANQ, 30 Thomas Street, West End Q 4101. Any queries, telephone 3844 7713.

News from the Multicultural Youth Network Qld (MYNQ)

For those who haven't come across MYNQ before, MYNQ is a community-driven statewide network which identifies and develops actions on issues and policy affecting CALD young people through its strategic core placement within YANQ. The network is composed of organisations and service providers committed to multiculturalism and improving the opportunities and outcomes for CALD young people in Queensland.

Last year we spent some time developing a values statement and statement of purpose and identifying priority areas for 2005. Here's what we came up with:

Values statement

MYNQ believes that all people are important, no matter what country, culture or religion they are from, or what language they speak. We believe Queenslanders and policies affecting Queenslanders should respond to and be accountable to the enormous diversity of young people in our community. To do less would be unjust, and potentially racist.

We are particularly committed to promoting equitable access and participation (and through this, equality of opportunity) in all areas for young people from migrant, refugee and asylum seeker communities. MYNQ values difference and the positive contributions that Queensland's diverse young people can offer to our society.

MYNQ recognises Aboriginal people as the permanent custodians and Aboriginal cultures as the primary cultures of Australia. We will strive to respect Aboriginal people as we work towards building a society which is inclusive of all, from ancient custodians to new arrivals.

Purpose of MYNQ

1. Strategically raising and progressing issues for CALD (Culturally and Linguistically Diverse) young people
2. Information sharing
3. Network development
4. Professional development and peer support
5. Capacity building
6. Promoting diversity and anti-racism

Priority areas for 2005

Priority areas for 2005 identified by MYNQ are:

1. Issues for Sudanese young people
2. Education and training reforms for the future.

MYNQ's new e-list

MYNQ's email group is up and running – thanks to David at YANQ (thanks David!) If you are not on the email group and you wish to be, email cald@yanq.org.au

National Multicultural Youth Network

Over the last 12 months, the Centre for Multicultural Youth Issues (CMYI) in Victoria has received regular requests for support by some other states to assist them

in the development of state-based multicultural youth organisations. Furthermore, a number of states have requested that CMYI facilitate a process for increasing communication at a national level.

In May, the CMYI facilitated a teleconference regarding the establishment of a national multicultural youth network. Claire from YANQ/MYNQ participated, and representatives from WA, Tasmania, South Australia, NSW and the ACT were also part of the teleconference. There was no representative from the Northern Territory (NT has no funded youth peak and no representative has been identified yet).

The teleconference was very positive and all states present were keen for this initiative to move forward. It seems that QLD is actually a few steps ahead in this area: some states are in the early stages of forming their MYNQ equivalents, others have networks running but no funded worker. The CMYI (Victoria) is well-established.

What could a national network of agencies do?

- Provide a voice and advocacy on multicultural youth issues at a national level
- Co-ordinate a national network of state groups
- Provide program development expertise to Government
- Offer secondary consultation and support to services and agencies
- Provide policy advice on youth programs and initiatives
- Support state development of CMYI type networks
- Work with national peaks to provide a CALD youth perspective
- Provide education, training and capacity building to the mainstream and CLD sectors
- Information dissemination, resource sharing and research role
- Facilitate collaborative and cross-sectoral links nationally.

So, this is a very exciting development for the multicultural youth sector nationally. A second teleconference is scheduled for June.

Next MYNQ meeting Tuesday 14th June

Half-day of training with Chris Pye of Interaction Drama: group dynamics and creative facilitation of groups of young people from CALD backgrounds. Invitations out soon, contact Claire at YANQ for more information.

Want more information?

MYNQ is an open meeting for organisations, services, service providers and workers in the youth sector with a CALD focus. CALD young people are also welcome to attend. To find out more information about MYNQ, contact Claire Cottone (YANQ's Multicultural Development Officer) at cald@yanq.org.au or on 3844 7713.

Reluctant Ratifiers: The State of Rights for Young People

by Derek Sheppard, Elected Staff, a parent and a Founder of
The Booroobin Sudbury Democratic Centre of Learning

Booroobin is a place where young people learn what they need to know, asking questions, thinking for themselves, making all sorts of choices, especially about what they learn and how they spend their time, taking responsibility for all the outcomes. It is a Centre of Learning run democratically by the Students and the elected Staff, with support from parents. It's rights based, principled and democratic model of education was decided in 1994. It commenced operation as an approved non-State School in February 1996. It accreditation as a School was cancelled in 2003. Parents, students, staff and Graduates decided that a self funding, independent Democratic Centre of Learning best served their educational needs.

Booroobin Students and Staff made submissions to the Joint Standing Committee on Treaties during their Inquiry into Australia's participation in the Convention on the Rights of the Child. The Committee requested Booroobin's students and staff to attend the Committee twice in separate Brisbane sittings.

The following article takes a look at human rights for young people in Australia, from the perspective of an organisation that strives daily to make a space where young people can exercise their rights to the fullest extent possible.

More information about the Booroobin Sudbury Democracie Centre of Learning is available at <http://www.booroobin.com>

It could be assumed that because we live in a democracy that we have fundamental rights as humans. Both Queensland and Australia are democracies. The democracy arises from the nature of the representation of the people in our parliaments and our right to vote. Constitutions provide for these rights. Are these rights enough though, to ensure that the rights of the individual are at least acknowledged and at best upheld. There is more than enough evidence to suggest that this is not the case.

Young people are the single largest minority group in society whose rights are yet to be acknowledged in legislation.

International Human Rights Law in the form of Treaties and Conventions bestow rights on people of all ages. The Convention on the Rights of the Child (CRC) was formally agreed by the United Nations in 1989. Australia rapidly ratified and signed the Convention in 1990. Unfortunately, the Convention was signed by the Australian Government of the day without sufficient public debate and without it being approved by both Houses of the Commonwealth Government. There is no doubt that the Convention contains many important rights, and some responsibilities. The unfortunate aspect of its ratification was that there was no force of law, through legislation, to support the enactment of the Convention. Neither was there a Court of competent jurisdiction appointed to hear allegations of breaches of the Convention. Its ratification caused concern for some parents, only because misinformation circulated that the Convention granted rights to children – and simultaneously reduced the rights of parents. In fact this was not the case. The Convention actually fundamentally supported the role and rights of parents and families as being central to the lives and upbringing of children. Indeed, it was consistent with other Conventions and Treaties making up International Human Rights Law, such as the Universal Declaration of Human Rights. The current Australian Government reviewed the CRC and its implications after taking office. At the time, it appeared to observers that the imperative was to find justification to release Australia from its obligations under the Convention. However, in order to do so, the government decided to hear from ordinary Australians, as should have happened prior to the CRC's ratification. After significant public consultation across Australia, a Joint Standing Committee on Treaties later found that there was justification for the Convention and indeed supported the Convention, with a minority report disagreeing with some of its provisions. Even though they

did not do so previously, Federal and State Governments should have then found sufficient justification to enact the Convention. After all, it was a Federal Labor government that signed off on Australia's ratification of the Convention, and it was a conservative Coalition government through the Joint Parliamentary Committee that finally supported it.

It was not until 1999, almost 10 years after Australia ratified the CRC, that legislation was passed in Queensland in the form of the Child Protection Act that enacted provisions of the CRC. A year later the Commission for Children and Young People and Child Guradian Act took effect. These followed on from the Forde Inquiry¹. Partly as a result of the government sitting on its hands, and not acting on all the Forde Inquiry recommendations in a timely and proper way, further issues of child abuse in foster care were subsequently raised some years later. Unfortunately, although child abuse is impossible to prevent fully, it would have been more preventable if legislation had enacted the CRC in all areas of life in which young people are involved. Above all else, a democracy should first of all uphold the rights of its people. What is a democracy, if it is not about, of and for the people? So much of what has happened to young people is as a direct result of adults, whether in government, or as government departmental officers, in Churches, or in Schools or as carers, not respecting and listening to the voices and views of young people. Even then, listening or more particularly, effective listening, accepting that fairness, equity, justice, and respect are fundamental elements of good positive relationships between people, also relies on subsequent agreed actions that are in the best interests of the child. Too often, adults, authorities and governments take on roles of doing things for or to young people, without fundamentally respecting young people and effectively listening to their views. Young people aren't alone in this, as the attitude even prevails in administrative dealings with adults. In adopting a role as governments, authorities and adults so often do, they frequently continue to disempower young people, thereby perpetuating young people's dependency on others. Schools frequently perpetuate young people's dependency.

Almost 15 years after the CRC's ratification, and 6 years after the Forde Inquiry, there is nothing in legislation governing Queensland Schools that implements the rights and responsibilities of the CRC for the benefit of young people, and sets requirements for the government, the education department or Schools and empowers

a Court of competent jurisdiction to hear allegations of breaches. You would wonder why, when young people have been disadvantaged and detrimentally affected, both physically and mentally, in Schools.

The CRC recognises the capacity and intelligence of young people. It gives the right of young people to be directly involved in any judicial or administrative proceedings affecting the child and for them to express their views freely in all matters affecting the child...² Young people have other rights under the Convention of freedom of expression, freedom to receive information and impart ideas of all kinds³, and freedom of thought, conscience and religion⁴, and freedom of association and peaceful assembly⁵. Freedoms and rights do not come without significant responsibilities.

Denying young people their rights in any circumstances fails the State's obligation to support young people being properly prepared for life after School when those rights are then available to them

as adults. Rights, freedom and the accompanying personal responsibilities are best learnt from the youngest age, rather than being thrust upon unprepared young people only when they become adults at 18 years of age, according to law. The responsible exercise of freedom in a democracy is the hardest lesson of all. As George Bernard Shaw said: "Liberty means responsibility. That is why most men dread it." It is to be wondered if government dreads granting it to the largest minority group in Australia – our young people.

¹August 1998 the Queensland Government established the Commission of Inquiry into Abuse of Children in Queensland institutions. It became known as the Forde Inquiry, so named after its Chair MRS Leneen Forde. The Forde Inquiry report was tabled in the Queensland parliament on June 8, 1999.

²Article 12 of the Convention on the Rights of the Child

³Article 13

⁴Article 14

⁵Article 15

Introducing YP4: Trialling an integrated service for young homeless jobseekers

YP4 is a three-year trial which seeks to demonstrate that joining up programs and services in a client-centred manner will result in more sustainable employment and housing outcomes for young homeless jobseekers. YP4 is the result of extended research and developmental work by four key partner organisations in Victoria: Hanover Welfare Services, Melbourne Citymission, the Brotherhood of St Laurence and Loddon Mallee Housing Services.

Earlier, YP4 was known as the Young Homeless Jobseeker Trial. Our new name is intended to capture our purpose using language with less pejorative connotations. YP represents young people. The numeral four is in superscript, signifying 'to the power of four'. The four p's or powers are purpose (meaning a job), place (meaning a home), personal support (denoting the service being offered), and proof (acknowledging YP4's status as a trial and the importance of the evaluation framework).

Single point of contact

YP4 represents a new approach to assisting individuals who experience both homelessness and unemployment, in recognition that existing forms of housing and employment assistance are fragmented, linear, ineffective and inefficient for homeless jobseekers. YP4 will offer to homeless jobseekers aged 18 to 35 years a single point of contact to address employment, housing, educational and personal support goals in an integrated manner over a two-year period.

The key components of YP4 are:

- Resourced case management
- Access to a flexible pool of resources
- Timely, individualised assistance
- Negotiated pathways to employment, which could include mentoring, work experience, vocational training and/or subsidised employment
- Commitment to secure housing and a living wage.

The evidence base for YP4 is contained in the foundation paper, 'A New Approach to Assisting Young Homeless Jobseekers' (Campbell 2003). The trial proposal with matching title was published in March 2004 (Hanover Welfare Services 2004). Both papers can be downloaded from the 'current research' page at: www.hanover.org.au

Evaluating the model

YP4 is a social experiment of the type rarely seen (or permitted) in Australian social policy circles. An Ethics and Evaluation Advisory Group has been set up, comprising two professors and representatives from all major stakeholders. A rigorous evaluation framework was formalised even before a single participant was recruited for the trial.

Balanced attention is being given to three types of evaluation: an outcome evaluation, an evaluation of the acts of joining up that occur in YP4 and a financial evaluation.

The outcome evaluation methodology relies on the existence of a 'control' group whose (employment and housing) outcomes can be directly compared to the outcomes for the 'treatment' group i.e. those who are receiving the service delivered by YP4. Importantly, young homeless jobseekers are being allocated randomly, with only a few exceptions, to the 'control' or 'treatment' groups. This is possible because there are more young homeless jobseekers in each of our catchment areas than there are places in YP4. The outcome evaluation is being overseen by a principal investigator, Dr Marty Grace of Victoria University, who is independent of all of the partner organisations, including the five participating government departments.

The financial evaluation includes both a cost-benefit analysis and a cost-effectiveness analysis. The independent principal investigators are from the Department of Economics and the Melbourne Institute of Applied Economic and Social Research at the University of Melbourne.

The evaluation of the 'joining up' process is participatory, organic and developmental. The trial manager doubles as the principal investigator.

YP4 intends to publish emerging findings on a regular basis, and these may be included in later editions of Network Noise. The partner agencies believe that YP4 has the potential to profoundly influence social program provision in the future, especially the design of housing and employment assistance.

Louise Coventry YP4 Manager
(03) 9695 8366 – lcoventry@hanover.org.au



youth affairs network qld

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***Membership/*Subscription Application Form TAX INVOICE (on payment) ABN 28 205 281 339**

All fees are 10% GST inclusive.

Pay by personal cheque, money order, credit card or cash. No income or funding – contact YANQ for special consideration.

Please complete category applied for:

***Individual/*Young Person Membership**

Title _____ First Name _____ Last Name _____
Postal Address _____
Suburb _____ State _____ Postcode _____
Phone (H) _____ (W) _____
Fax _____ Mobile _____
Email _____

***Individual/*Young Person please tick**

Receive Centrelink (aged 12-25) ☐ \$5.00
Receive Centrelink (over 25) ☐ \$5.00
Young Person (aged 12-25) ☐ \$10.00
Income < \$25,000 ☐ \$15.00
Income \$25,000 - \$50,000 ☐ \$40.00
Income > \$50,000 ☐ \$50.00

***Organisational Membership**

Organisation _____
Contact Person Title _____ Last Name _____
First Name _____ Position _____
Postal Address _____
Suburb _____ State _____ Postcode _____
Phone _____ Fax _____
Mobile _____ Email _____

**Community Not-for-profit Organisation
please tick**

Funding < \$100,000 ☐ \$55.00
Funding \$100,000 - \$250,000 ☐ \$80.00
Funding \$250,000 - \$400,000 ☐ \$120.00
Funding > \$400,000 ☐ \$150.00

For Profit Organisation ☐ \$165.00

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Department/Service _____
Contact Person Title _____ Last Name _____
First Name _____ Position _____
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NB If for some reason you are unable to sign the Values and Vision Statement of YANQ you are entitled to become a subscriber after submitting the relevant fee

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I enclose \$ _____ as the prescribed *Membership/*Subscription fee. *Please delete whichever is not applicable.

I _____ have read and support the objects and values summary of Youth Affairs Network Qld Inc and hereby request to become a member of the network.

Signed _____

Date _____

OFFICE USE ONLY:

Membership ID _____

Receipt No _____

Web User ID _____

Web Password _____

Youth Affairs Network of Queensland Inc

Who are we?

The Youth Affairs Network of Queensland (YANQ) Inc is the peak community youth affairs organisation in Queensland. Representing over 400 individuals and organisations from Queensland's youth sector, we promote the interests and well-being of young people across the state by:

- disseminating information to members, the youth sector, and the broader community
- undertaking campaigns and lobbying
- making representations to government and other influential bodies
- resourcing regional and issues-based networks
- consulting and liaising with members and the field
- linking with key state and national bodies
- initiating projects
- hosting forums and conferences

We advocate on behalf of young people in Queensland, especially disadvantaged young people, to government and the community. We promote and support cultural diversity. We encourage the development of policies and programs responsive to the needs of young people. Your membership and support is vital in providing a voice for young people's issues in Queensland.

Who can join?

Full Membership

Membership of the network may be granted to youth organisations, Youth Workers and young people in the non government youth sector who have: Agreed to support the objects and values summary of the network and paid the prescribed fee and completed the relevant application form.

Subscriber

Any other individual or organisation interested in the work of the network is entitled to become a subscriber after submitting the relevant fee.

Become a member... and make a difference!

Keep up to date

- Free newsletter quarterly, Network Noise
- Free Infact sheets distributed regularly
- Discount on other YANQ publications, such as Transitions
- Information on-line at our website
- Access to library resources
- Free-call 1-800 line for regional members.

Make valuable contacts

- Participate in youth policy development
- Join YANQ's working parties
- Receive support and information for your regional and issues-based networks
- Contribute to our newsletter.

Access professional development

- Discounts at YANQ forums and training events
- Discount at YANQ's Biennial State Youth Affairs Conference

YANQ Aims

Working together to improve the quality of life of young people in Queensland and thereby improve the quality of life of society.

YANQ Objectives

- To promote the interests of the youth sector particularly the interests of disadvantaged and marginalised young people, throughout Queensland.
- To enable the participation of young people, particularly disadvantaged and marginalised young people, in the Network and wider community.
- To advocate with and for young people, particularly disadvantaged and marginalised young people.
- To lobby to achieve long term social change in the interests of young people particularly disadvantaged and marginalised young people.
- To support and encourage the development of new means of meeting the rights and needs of young people, particularly disadvantaged and marginalised young people.
- To contribute to the development of the youth sector through networking, research and information provision.
- To develop policies on issues affecting the youth sector.
- To ensure that the Network has adequate resources to properly address issues affecting the youth sector.
- To function in a manner consistent with the Values and Vision of the Network.

Join today!

Simply fill in the application form, detach and return it to YANQ with your membership fee payment. For more information please call us on: (07) 3844 7713 or 1800 177 899 (available for regional Queensland)

Summary of our Values

At YANQ, we believe that everyone is unique. At the same time, human beings share a lot in common, and are essentially social. We envisage a society where everyone lives in harmony. For this to happen, society must both value every individual and seek the best outcome for the community as a whole. There is the same diversity amongst young people as the rest of the community; like everyone else, young people need to feel respected and valued. When young women and young men are treated as important, the rest of society will gain from their insights and experiences. We aim to contribute to developing a society that genuinely includes all its members. That's why we are committed to promoting multiculturalism (in its widest sense), and supporting and respecting the wide range of cultures that are part of Australian society. Aboriginal and Torres Strait Islander people always have been, and always will be, the first people of this land. Because of their special relationship with the land, indigenous culture will always have a particular significance in Australian society. Focussing on reconciliation with indigenous people is an important starting point toward creating a more inclusive society. It also provides a model for other areas of action, including strategies toward improving the situation of young people.

We believe that the most effective way to achieve constructive social change is for people to work together. Economic, social and political change is happening all the time, and it is critical that we constantly assess and reassess our strategies if we are to influence change. Both the process and outcomes of change must be fair if sustained, constructive social change is to occur.

We believe that everybody is entitled to have their basic emotional and material rights met. The central role of governments is to ensure that this occurs. Unfortunately, at the moment, governments in Australia focus on supporting global economic interests. Whilst we believe that everyone is fundamentally equal, some sections of our society do not have access to their fair share of society's resources. This includes young people, whose basic human rights are currently not being met. YANQ is committed to encouraging positive discrimination on behalf of those groups which miss out in society so that this type of social injustice will be overcome. It is only when everyone's fundamental rights are fulfilled, and each has the means to fully participate, that it will become relevant to talk about "mutual obligation" between society and its members.

We believe that a range of strategies is required to achieve constructive social change. Governments in Australia appear committed to stopping the voice of those who challenge their misplaced priorities. YANQ is responsible for being a strong public voice which lobbies and advocates on behalf of those young people who particularly miss out in society, and of young people as a whole. To undertake this role effectively, it is crucial that we draw on the expertise of those working most closely with issues affecting particular groups of young people—young women and young men themselves, youth workers and youth organisations. That's why networking is another important social change strategy; it enables the youth sector to participate in collective action.

Ultimately, YANQ's credibility is maintained by practicing what we preach. Our whole structure is designed to ensure that our values and vision permeate the organisation. We are committed to maintaining an open, flexible, accountable, consistent, inclusive, valuing approach in all our dealings—within YANQ, and in our relations with our members and the wider community. We are committed to applying our values in everything we say, and everything we do.