



# **Youth Service Programs in Queensland for Disengaged Young People**

***A summary of programs relevant to  
young people, 12-18 who are not participating  
in education or training and who are unemployed.***

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## Introduction

The aim of this document is to give a brief overview of the range of publicly funded youth services that are particularly relevant to young people that are not participating in education, training or work.

For each service listed, brief details are provided on the aims, methods, criteria and funding source. The information here is not exhaustive and is meant only as a quick reference. Readers are invited to seek out further details which can be done by obtaining the original sources that were used to compile this information (details provided in the footnotes).

The services listed here may not be (and probably are not) available in all regions of Queensland. Details of where these services are available can be found from the funding body (listed for each program where possible) or from other sources as listed in the footnotes.

## Errors or Omissions

Any reader that notices errors or omissions in this document is invited to let us know so that we can make corrections and keep this document up to date. To notify YANQ of errors or omissions in this document please phone (07) 3844 7713 or e-mail [ndo@yanq.org.au](mailto:ndo@yanq.org.au).

## About the Youth Affairs Network of Queensland

The Youth Affairs Network of Queensland Inc. (YANQ) is the peak community youth affairs organisation in Queensland, representing 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
- ♦ input into policy development
- ♦ enhancing the professional development of the youth sector

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 that respond to the rights and needs of young people.

YANQ employs a small team in its Brisbane based secretariat. The organisation is managed by a committee.

## Intervention Programs for Disengaged Young People

### Connections

Formerly Partnership Outreach Education Model.

### Aims

To assist disconnected young people to re-engage with education in a supportive environment and provide them with the ability to participate in further education, training or employment.

The Programme outcomes are that eligible young people aged 13 to 19 who are disconnected from mainstream education:

1.
  - a. receive accredited education and training on a full-time basis in a supportive and flexible community environment; or
  - b. undertake appropriate short courses, learning and educational activities which will provide them with the ability to participate in further education, training or employment; and
2. develop career/life management skills and employability skills; and
3. have a regularly updated Transition Plan; and
4. are provided with personal support during their time in the Programme, on exit and at least three months after they have left.<sup>1</sup>

### Method

Not clearly indicated on source websites. Presumably it varies from region to region.

### Criteria

Ages: 13 to 19.

Young people are eligible for this program if they:

1.
  - a. are enrolled in school but has not attended for more than three consecutive months in the past school year; or
  - b. has not been enrolled in school for at least three months; and
2. is not engaged in education, training or full-time employment; and
3. has not completed Year 12 or its vocational equivalent; and
4. faces substantial barriers (see Section 2.3) to re-engaging with education; and
5. requires intensive educational assistance in a supportive and flexible environment in order to re-engage with mainstream education, training or employment.<sup>2</sup>

### For More Information

Visit [this site at the Department of Education, Science and Training](#).

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1 Connections Programme Guidelines 2007-2009 - [http://www.dest.gov.au/NR/rdonlyres/B01E013E-1B46-42AF-B965-2B71D4EE2666/17534/connections\\_guidelines.pdf](http://www.dest.gov.au/NR/rdonlyres/B01E013E-1B46-42AF-B965-2B71D4EE2666/17534/connections_guidelines.pdf)

2 Connections Programme Guidelines 2007-2009 - [http://www.dest.gov.au/NR/rdonlyres/B01E013E-1B46-42AF-B965-2B71D4EE2666/17534/connections\\_guidelines.pdf](http://www.dest.gov.au/NR/rdonlyres/B01E013E-1B46-42AF-B965-2B71D4EE2666/17534/connections_guidelines.pdf)

## **Community Jobs Plan**

### **Aims**

To become 'job ready'.<sup>3</sup>

### **Method**

Help with literacy and numeracy, life skills, vocational training, work experience, job search, job placement, and post-placement support.<sup>4</sup>

### **Criteria**

Ages: not specified.

To join, you must have been unemployed for 12 months or more, or have been unable to get employment assistance, or be at risk of long-term unemployment.<sup>5</sup>

### **Funded By**

Queensland [Department of Education, Training and the Arts](#).

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3 Department of Education, Training and the Arts – [http://www.trainandemploy.qld.gov.au/client/jobs\\_and\\_careers/gfjp/ceap/](http://www.trainandemploy.qld.gov.au/client/jobs_and_careers/gfjp/ceap/)

4 Department of Education, Training and the Arts – [http://www.trainandemploy.qld.gov.au/client/jobs\\_and\\_careers/gfjp/ceap/](http://www.trainandemploy.qld.gov.au/client/jobs_and_careers/gfjp/ceap/)

5 Department of Education, Training and the Arts – [http://www.trainandemploy.qld.gov.au/client/jobs\\_and\\_careers/gfjp/ceap/](http://www.trainandemploy.qld.gov.au/client/jobs_and_careers/gfjp/ceap/)

## **Flexible Learning Services**

### **Aims**

Generally, flexible learning services “aim to provide educational opportunities for young people who have been disengaging from traditional schooling, and incorporate an holistic approach to the support services provided.”<sup>6</sup>

### **Method**

Flexible learning services falls into three broad categories:<sup>7</sup>

1. Services that provide long-term educational services using school-based curriculum and delivery of educational opportunities for young people who have been disengaging from traditional schooling for a number of social and economic reasons.
2. Services that provide a short- to medium-term program through TAFE or other registered training provider.
3. Behaviour management programs: those services catering mainly for compulsory school aged students with disruptive behaviours i.e. 6–20 day suspensions.

### **Criteria**

Ages & eligibility criteria vary from service to service.

### **Funded By**

Varies. Most Flexible learning services receive the majority of recurrent funding from Education Queensland, student fees and parent contribution<sup>8</sup>.

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<sup>6</sup> QLD Department of Education and the Arts - Results from a Survey of Flexible Learning Services, June 2004.

<sup>7</sup> QLD Department of Education and the Arts - Results from a Survey of Flexible Learning Services, June 2004.

<sup>8</sup> QLD Department of Education and the Arts - Results from a Survey of Flexible Learning Services, June 2004.

## Get Set for Work

### Aims

Address young people's learning and employment needs.<sup>9</sup>

### Method

Through a combination of practically-oriented activities focused on social skills, literacy/numeracy training, occupational skills, and work-based learning that cannot be addressed through other avenues.

Projects should include a mix of assistance such as group and individual activities tailored to the needs of the target group and the local labour market and may include:

- ♦ personal development and team-building activities to develop social skills for work
- ♦ referral and links to support services for personal and social issues
- ♦ literacy and numeracy support
- ♦ vocational advice and training
- ♦ work experience and community work
- ♦ job preparation and job-search training
- ♦ paid part-time work through Work Placements (CJP-WP)
- ♦ paid part-time apprenticeship/traineeship placements through the Youth Training Incentive;
- ♦ post-program support to help sustain employment, training or further education outcomes.<sup>10</sup>

### Criteria

Ages: 15 to 17.

The target group for assistance will be identified in the local District Youth Achievement Plans and determined by the Department of Employment and Industrial Relations Regions based on knowledge of alternative local options for young people. Locations for Get Set for Work projects will be influenced by these priorities.

Priority clients may include:

- ♦ Early school leavers aged 15-17 years who are unemployed or have minimal hours of employment. An 'early school leaver' is defined as a person who left school before completing Year 12 and does not possess a vocational qualification of AQF Level 2 or above
- ♦ Young people aged 15-17 years, 'at risk' of not transitioning into or completing their senior phase of learning and unlikely to make a successful transition to employment without assistance; and for whom there is no other appropriate education program available.

15 year olds (born on or after 1 January 1991) who have not yet completed Year 10, may participate in Get Set for Work if:

- ♦ A local arrangement is in place to enable GSFw providers to enrol participants with a school and the school has issued the young person with a Queensland Studies Authority (QSA) registration number, OR;
- ♦ A dispensation/exemption has been granted by the Department of Education, Training and the Arts and a QSA registration number issued.<sup>11</sup>

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9 Department of Education, Training and the Arts - [http://www.trainandemploy.qld.gov.au/client/funding\\_and\\_incentives/public\\_sector/gsfw.html](http://www.trainandemploy.qld.gov.au/client/funding_and_incentives/public_sector/gsfw.html)

10 Department of Education, Training and the Arts - [http://www.trainandemploy.qld.gov.au/client/funding\\_and\\_incentives/public\\_sector/gsfw.html](http://www.trainandemploy.qld.gov.au/client/funding_and_incentives/public_sector/gsfw.html)

11 Department of Education, Training and the Arts - [http://www.trainandemploy.qld.gov.au/client/funding\\_and\\_incentives/public\\_sector/gsfw.html](http://www.trainandemploy.qld.gov.au/client/funding_and_incentives/public_sector/gsfw.html)



## **Funded By**

The Queensland [Department of Education, Training and the Arts](#).

## Job Network

### Aims

Finding jobs for unemployed people, particularly the long term unemployed.<sup>12</sup>

### Method

Job Network Services include Job Search Support and Intensive Support.<sup>13</sup>

**Job search support** includes<sup>14</sup>:

- advice on job search techniques, career options and employment programmes;
- enter your résumé on Australian JobSearch one of Australia's largest job finding websites;
- explain how your resume is automatically matched to vacancies on Australian JobSearch and how you can find out about your matches;
- provide access to job search facilities, such as Australian JobSearch touch-screen kiosks, telephones and a telephone information service (or Interactive Voice Response system), JobSearch Karen on 1300 369 050; and
- give you feedback on any job interviews they arranged for you.

The following services are part of the **Intensive Support**<sup>15</sup>.

- **Job Search Plan** - together with your Job Network member you will work out what can be done to improve your success in finding work.
- **Job Search Training** – Your Job Network member will discuss with you which areas of job search skills that may need improving. Then you and your Job Network member can work out a program tailored for you to build up those specific skills. This may include help with application writing or updating of your résumé, you may learn how to improve at interviews, get advice on how to show your skills to employers, and get help with building your self confidence and exploring new work areas where your experience can be used.

Job Search Training usually runs over 15 days, however, it can be arranged differently if you have part-time work or study commitments, or get sick.

If you are an Indigenous or mature age job seeker (aged 50 years or more) you may volunteer for Job Search Training as soon as you start receiving an eligible allowance from Centrelink. If you are aged 15-24 and are receiving Newstart Allowance or Youth Allowance you will normally be required to participate in job search training immediately after you have been referred to your Job Network member. If you are aged 15 - 24 and are receiving payments from Centrelink other than Newstart Allowance or Youth Allowance you can volunteer for early access to job search training. Similarly, if you are under 21 and not in receipt of any payments from Centrelink you can also volunteer for early access to job search training.

- **Regular meetings with your Job Network member** – this gives you a chance to get advice on the best ways to find a job. For example, you may need to change your Vocational Profile to get job matches that better suit your experience. You will meet with your Job Network member at least every three months and more frequently if you have been unemployed for more than 12 months.
- **Customised Assistance** - If you are still unemployed after 12 months your Job Network member gives you more services suited to your individual needs. You may receive special training to prepare you for work, counselling and work experience.

Depending on your needs your Job Network member may also give you:

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12 Job Network website – <http://www.workplace.gov.au/workplace/Programmes/JobNetwork/>.

13 Job Network website – <http://www.workplace.gov.au/workplace/Programmes/JobNetwork/JobSeekerServices.htm>.

14 Job Network website – <http://www.workplace.gov.au/workplace/Programmes/JobNetwork/JobSearchSupport.htm>.

15 Job Network website – <http://www.workplace.gov.au/workplace/Programmes/JobNetwork/IntensiveSupport.htm>.

- more intensive job search activities with fortnightly contact
- additional services, facilities and activities, such as interpreter services or some money for travel if you are referred to a job interview but cannot afford to get to the interview
- support while you are settling in to a new job.
- ♦ **Job Seeker Account** – in some cases Job Network members can help cover some of job seekers' costs involved with job searching. For example, the Job Network member may help you with the fares to attend a job interview, or if you have to purchase special clothing or equipment for a job you are about to start.

## Criteria

Ages: 15-65

You are eligible for Job Search Support so long as you are not:

- ♦ working in paid employment for 15 hours or more each week;
- ♦ a full-time student (unless you are only looking for apprenticeships or traineeships);
- ♦ an overseas visitor on a working holiday visa; or
- ♦ prohibited by law from working in Australia.<sup>16</sup>

## Funded By

Commonwealth [Department of Employment and Workplace Relations](#).

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<sup>16</sup> Job Network website - <http://www.workplace.gov.au/workplace/Programmes/JobNetwork/JobSearchSupport.htm>.

## ***Jobs Placement, Employment & Training***

### **Aims**

- ♦ Aimed at assisting students and unemployed young people who are homeless or at risk of becoming homeless.<sup>17</sup>
- ♦ JPET seeks to bridge the gap between short-term or crisis assistance and employment related assistance. Involvement in the JPET programme aims to help young people with:
  - reconnecting with education or study
  - engaging with employment assistance
  - participating in programmes with a workforce participation focus
  - accessing specialist support services
  - stabilising accommodation
  - increasing social connections and participation in the community.<sup>18</sup>
- ♦ JPET can help you overcome personal barriers such as family problems, drug and alcohol use or abuse, self esteem issues or money management. These barriers can prevent you from participating effectively in employment, education or training and having a sustainable future.

JPET can offer you support and advice to find a place to live, work out finances, stay at school, get a job or do training that suits you.<sup>19</sup>

### **Method**

JPET can help you overcome personal barriers such as family problems, drug and alcohol use or abuse, self esteem issues or money management. These barriers can prevent you from participating effectively in employment, education or training and having a sustainable future.

JPET can offer you support and advice to find a place to live, work out finances, stay at school, get a job or do training that suits you.<sup>20</sup>

### **Criteria**

Ages: 15-21 (however focus is on 15-19 year olds).

The JPET target group includes young people ... who are homeless or at risk of homelessness, and/or who

face multiple non-vocational barriers including:

- ♦ engaging with employment assistance
- ♦ drug, alcohol or other substance abuse/misuse
- ♦ sexual abuse or violence
- ♦ physical or mental abuse
- ♦ domestic violence
- ♦ dysfunctional family background or serious family or household conflict
- ♦ behavioural problems including diagnosed disorders
- ♦ physical or intellectual disability
- ♦ mental or other serious health problems including stress disorders
- ♦ self harming behaviours

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17 JPET Homepage - <http://jpet.dewr.gov.au/>

18 Federal Government's Workplace site – <http://www.workplace.gov.au/workplace/Category/SchemesInitiatives/JPET/JobPlacementEmploymentandTrainingJPET.htm>.

19 Centrelink – <http://www.centrelink.gov.au/internet/internet.nsf/services/jpet.htm>.

20 Centrelink – <http://www.centrelink.gov.au/internet/internet.nsf/services/jpet.htm>.

- ♦ cultural or religious differences
- ♦ issues directly related to refugee background such as torture and trauma
- ♦ history of committing offences or formal engagement with justice authorities
- ♦ history of engagement with state care authorities including exiting state care
- ♦ experiencing disadvantage and geographic isolation due to living in a remote area
- ♦ learning disabilities or lack of literacy and numeracy skills and
- ♦ lack of employment experience or an appropriate skills base.<sup>21</sup>

### **Funded By**

Commonwealth [Department of Employment and Workplace Relations](#).

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<sup>21</sup> Request to Tender (2005) - <http://www.workplace.gov.au/workplace/Category/Purchasing/ESPurchasing2006-09/RequestforTenderRFTforESTB2006andESTC2006.htm>.

## Local Community Partnerships

Local Community Partnerships (LCP) are a component of the Australian Network of Industry Career Advisors (ANICA) program.

### Aims

To assist all young people aged 13-19 years to gain the skills, experience and professional guidance to help them achieve a successful transition through school, and from school to further education, training and employment.<sup>22</sup>

### Method<sup>23</sup>

(section 1.1, p. 1) LCPs are funded by the Australian Government to implement the following three programmes (career and transition programmes) from January 2006 to December 2008:

1. Structured Workplace Learning (SWL) Programme;
2. Career and Transition Support (CTS) Programme; and
3. Adopt a School Programme (ASP)

LCPs will partner with industry and employer groups, schools, professional career advisers, community organisations, parents, young people, youth service providers and other government and community organisations (section 2.2, p.2).

SWL: Structured Workplace Learning (SWL) Programme aims to facilitate the provision of structured learning opportunities to students in a real or simulated workplace (section 3.1, p.9).

CTS: The Career and Transition Support (CTS) Programme aims to facilitate delivery of enhanced career and transition support to young people aged 13-19 years, and to assist all young people to make a smooth transition through school, and from school into training or employment or further study (section 3.2, p.15).

ASP: aim of the Adopt a School Programme (ASP) is to build links between businesses, students, teachers and the broader school community through activities that increase knowledge and opportunities for careers and further education (section 3.3, p.20).

### Criteria

Ages: 13 to 19.

### Funded By

Commonwealth [Department of Education, Science and Training](#).

### For More Information

Visit the [Local Community Partnerships website](#).

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22 Guidelines for Local Community Partnerships 2006-2008 – <http://www.dest.gov.au/NR/rdonlyres/02B5C61D-7851-4EB2-9F45-240B6D71CC4E/8672/FINALGUIDELINESforLCPs20062008.pdf>.

23 Guidelines for Local Community Partnerships 2006-2008 – <http://www.dest.gov.au/NR/rdonlyres/02B5C61D-7851-4EB2-9F45-240B6D71CC4E/8672/FINALGUIDELINESforLCPs20062008.pdf>.

## **Newly Arrived Youth Support Service**

### **Aims**

NAYSS providers help ... newly arrived young people to improve their level of engagement with family, work, education, training and the community.<sup>24</sup>

### **Method**

Provides combined [Reconnect](#) and [Job Placement Employment and Training](#) (JPET). Using a variety of strategies such as counselling, family mediation and practical support in ways that are culturally and contextually appropriate.<sup>25</sup>

NAYSS services currently operate in:

- ♦ Toowoomba;
- ♦ Southern Brisbane, Logan and Gold Coast; and
- ♦ Inala/Annerly/Greenslopes.

### **Criteria**

Ages: 12-21

Newly arrived young people ... from culturally and linguistically diverse backgrounds, who are homeless or at risk of homelessness. To be eligible for support participants must:

- ♦ have arrived in Australia in the previous five years;
- ♦ have visa entry, although there is a focus on young people entering Australia on humanitarian visas and family visas; and
- ♦ fall within the target groups for Reconnect and/or JPET.<sup>26</sup>

### **Funded By**

Commonwealth [Department Families, Community Services and Indigenous Affairs](#) (FaCSIA).

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<sup>24</sup> FACSIA - [http://www.facsia.gov.au/internet/facsinternet.nsf/youth/Youth-nayss\\_selection.htm](http://www.facsia.gov.au/internet/facsinternet.nsf/youth/Youth-nayss_selection.htm).

<sup>25</sup> FACSIA - [http://www.facsia.gov.au/internet/facsinternet.nsf/youth/Youth-nayss\\_selection.htm](http://www.facsia.gov.au/internet/facsinternet.nsf/youth/Youth-nayss_selection.htm).

<sup>26</sup> FACSIA - [http://www.facsia.gov.au/internet/facsinternet.nsf/youth/Youth-nayss\\_selection.htm](http://www.facsia.gov.au/internet/facsinternet.nsf/youth/Youth-nayss_selection.htm).

## Personal Support Program

### Aims

The Personal Support Programme (PSP) helps people tackle difficult personal circumstances and stay connected to the economic and social life of the community.

It is a bridge between short-term crisis services and employment programmes like Job Network. It will help you tackle those things that are holding you back from participating in your community, getting a job or benefiting from employment assistance.<sup>27</sup>

### Method

For up to two years your PSP provider can offer:

- counselling and personal support - including guidance, help, encouragement, building self esteem and confidence;
- referral and advocacy—helping to link you into your local community and to access services;
- practical support—for instance, help to attend interviews or with transport;
- outreach activities—helping you if you have special needs; and
- assessment—your provider will work with you to set goals and plans, monitor your progress and work out when you are ready to move on.<sup>28</sup>

### Criteria

Ages: 15 to 65.

- People of workforce age who receive income support payments including Newstart Allowance, Youth Allowance, Parenting Payment, Disability Support Pension, Mature Age allowance, Wife's Pension, Widow B Pension, Widow Allowance and Special Benefit.
- If you are between 15 – 20 and do not receive any payments but you are registered as a job seeker with Centrelink you can still access the programme.<sup>29</sup>

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27 Your Guide to the PSP - [http://www.workplace.gov.au/NR/rdonlyres/CEF34922-F5AE-4E46-9D53-7978D43EB215/0/JN\\_Your\\_Guide\\_to\\_the\\_PSP.pdf](http://www.workplace.gov.au/NR/rdonlyres/CEF34922-F5AE-4E46-9D53-7978D43EB215/0/JN_Your_Guide_to_the_PSP.pdf).

28 Your Guide to the PSP - [http://www.workplace.gov.au/NR/rdonlyres/CEF34922-F5AE-4E46-9D53-7978D43EB215/0/JN\\_Your\\_Guide\\_to\\_the\\_PSP.pdf](http://www.workplace.gov.au/NR/rdonlyres/CEF34922-F5AE-4E46-9D53-7978D43EB215/0/JN_Your_Guide_to_the_PSP.pdf).

29 Campbell Page PSP (particular deliver of PSP) – [http://www.campbellpage.com.au/community\\_services/psp.htm](http://www.campbellpage.com.au/community_services/psp.htm).



## Youth Pathways Program

### Aims

- ♦ To help the most at-risk young people make it through school to the end of year 12 (or its equivalent), and beyond that to further education, training or employment, and active community life. This can be either within school or in non-school-based education.<sup>30</sup>
- ♦ Nationally the programme will assist over 17,000 young people aged 13 to 19 years old each year by providing intensive individualised assistance and support to help young people to make a successful transition.<sup>31</sup>

### Method

Youth Pathways providers interact with participants on an case management basis. The provider conducts an individual assessment to identify the young person's barriers to making a successful transition, and to develop a transition plan with strategies to address the barriers.

The provider then helps the individual to achieve the actions outlined in the plan. Youth Pathways also provides ongoing support and guidance as the participant progresses through education or training and beyond.

The preferred order of outcomes for participants in Youth Pathways is:

- ♦ retain or re-engage participants in school through to completion of year 12 or its equivalent
- ♦ engage or re-engage participants in non-school-based education, vocational learning and training
- ♦ prepare the participant for effective engagement in Job Network activities.<sup>32</sup>

### Criteria

Ages: 13 to 19.

To get help from Youth Pathways, you need to be an Australian citizen or permanent resident aged 13 to 19, and either:

- ♦ be at risk of leaving school before finishing year 12 or have left school in the last year without completing year 12
- ♦ think you'll struggle to either go back to complete your schooling or get into some sort of training or get a job.

Referrals can be made to Youth Pathways in a number of ways. Parents, carers or concerned others can refer young people to Youth Pathways, or if the person is still at school they may be referred by their teacher, career adviser, principal or school counsellor. Young people can also refer themselves to the programme.<sup>33</sup>

### Funded By

Commonwealth [Department of Education, Science and Training](http://www.dest.gov.au/sectors/career_development/programmes_funding/programme_categories/key_career_priorities/yp/).

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30 Career Advice Australia, Youth Pathways site - <http://www.careeradviceaustralia.gov.au/youthpathways/default.htm>.

31 The Commonwealth Dept. of Education, Science and Training - [http://www.dest.gov.au/sectors/career\\_development/programmes\\_funding/programme\\_categories/key\\_career\\_priorities/yp/](http://www.dest.gov.au/sectors/career_development/programmes_funding/programme_categories/key_career_priorities/yp/).

32 Career Advice Australia, Youth Pathways site - <http://www.careeradviceaustralia.gov.au/youthpathways/default.htm>. (Schools section).

33 Career Advice Australia, Youth Pathways site - <http://www.careeradviceaustralia.gov.au/youthpathways/default.htm>.

## Other Relevant Programs (Post-Intervention/Maintenance etc.)

### *Child & Youth Mental Health Service*

#### Aims

Not clearly defined.

#### Method

Townsville CYMHS: Child and Youth Mental Health Service (CYMHS) is a specialised mental health service for children and young people (0 – 18 years) and their families. CYMHS offers assessment and therapeutic services for children and young people who are experiencing psychiatric disorders or behavioural, emotional, and developmental problems in all areas of their daily lives.<sup>1</sup>

Mater CYMHS: We provide confidential assessment, counselling, treatment, support and help for young people aged under 18 who are experiencing a range of emotional, behavioural and drug- and alcohol-related problems.<sup>2</sup>

Royal Children's Hospital: CYMHS combines hospital and community-based facilities to provide free consultation, assessment and treatment of children and young people experiencing serious mental health disorders and problems.

#### Criteria

Ages: 0-18

Townsville CYMHS states that it provides services to young people “experiencing psychiatric disorders or behavioural, emotional, and developmental problems in all areas of their daily lives.”<sup>3</sup>

The Royal Children's Hospital states that “eligibility for services is a clinical decision that considers the:

- ♦ psychiatric nature of the disorder
- ♦ severity of disturbance
- ♦ complexity of condition (including co-morbidity)
- ♦ extent of functional impairment and
- ♦ level of distress in the child, young person and/or family.”<sup>4</sup>

#### Funded By

[Queensland Health.](#)

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1 Townsville Child & Youth Mental Health Service - <http://www.health.qld.gov.au/townsville/IMHS/CYMHS/CYMHS.asp>.

2 Mater Child & Youth Mental Health Service - <http://www.kidsinmind.org.au/deliver/content.asp?pid=6862>.

3 Townsville Child & Youth Mental Health Service – <http://www.health.qld.gov.au/townsville/IMHS/CYMHS/CYMHS.asp>.

4 Royal Children's Hospital Child & Youth Mental Health Service – <http://www.health.qld.gov.au/rch/families/cymhs.asp>.

## ***Duke of Edinburgh's Award***

### **Aims**

To provide an introduction to worthwhile leisure activities and voluntary service, as a challenge to the individual to discover the satisfaction of achievement and as a guide for those people and organisations who would like to encourage the development of their younger fellow citizens.<sup>5</sup>

### **Method**

The Award can be achieved through 5 different sections:

- ♦ [Service](#)
- ♦ [Skills](#)
- ♦ [Adventurous Journey](#)
- ♦ [Physical Recreation](#)
- ♦ [Residential Project](#)

### **Criteria**

Ages: 15-25

### **Funded By**

Queensland [Department of Communities](#).

### **For more information**

For more information see <http://www.dukesaward.qld.gov.au>.

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<sup>5</sup> Message from the International Patron - <http://www.dukesaward.qld.gov.au/patronmessage.html>.

## **Employment Project Officer**

### **Aims**

Reduce the risk of re-offending by young people sentenced to community based orders and attending a Youth Justice Services Centre.<sup>6</sup>

### **Method**

EPOs provide specialist job search, career planning, employment and education related activities to young unemployed people aged 15 years and over, sentenced to community based orders and attending a Youth Justice Services Centre. The activities must have a strong emphasis on establishing pathways into mainstream training, education and employment for the participants. This will in turn contribute to reducing the risk of re-offending.

There are currently five funded EPO positions. Four of these sit within a Youth Justice Service Centre (Caboolture, Ipswich, Logan and Townsville) and the other one sits in a community organisation, Glendyne Education and Training Centre in Hervey Bay.<sup>7</sup>

### **Criteria**

Ages: 15+

Sentenced to community based orders and attending a Youth Justice Services Centre.<sup>8</sup>

### **Funded By**

Queensland [Department of Employment and Industrial Relations \(DEIR\)](#) and administered by the Queensland [Department of Communities](#).

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6 E-mail Correspondence from the Office for Youth Affairs. - <http://www.communities.qld.gov.au/youth>.

7 E-mail Correspondence from the Office for Youth Affairs. - <http://www.communities.qld.gov.au/youth>.

8 E-mail Correspondence from the Office for Youth Affairs. - <http://www.communities.qld.gov.au/youth>.

## ***Innovative Health Services for Homeless Youth***

### **Aims**

The Innovative Health Services for Homeless Youth (IHSY) program seeks to improve the health outcomes of homeless and at-risk young people.<sup>9</sup>

### **Method**

The provision of specialised clinical and non-clinical health services<sup>10</sup>.

### **Criteria**

Not specified.

### **Funded By**

Queensland Department of Communities and Commonwealth Government<sup>11</sup>.

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9 E-mail Correspondence from the Office for Youth Affairs. - <http://www.communities.qld.gov.au/youth>.

10 E-mail Correspondence from the Office for Youth Affairs. - <http://www.communities.qld.gov.au/youth>.

11 E-mail Correspondence from the Office for Youth Affairs. - <http://www.communities.qld.gov.au/youth>.

## **Mentor Marketplace**

### **Aims**

Aims to increase the mentoring opportunities available to young people by establishing new mentoring activities and assisting the growth of successful existing projects.

The programme encourages the use of mentoring to improve the outcomes for young people aged 12 to 25 years, particularly those at greatest risk of disconnection from their family, community, education, training and the workplace.<sup>12</sup>

### **Method**

Providing access to mentoring. There are 26 projects funded across Australia.

### **Criteria**

Ages: 12-25

Target groups vary from project to project. For examples visit the list of projects funded under phase 1<sup>13</sup>, and phase 2<sup>14</sup>.

### **Funded By**

Commonwealth [Department Families, Community Services and Indigenous Affairs](#) (FaCSIA).

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<sup>12</sup> FACSIA - [http://www.facsia.gov.au/internet/facsinternet.nsf/aboutfacs/programs/youth-mentor\\_marketplace.htm](http://www.facsia.gov.au/internet/facsinternet.nsf/aboutfacs/programs/youth-mentor_marketplace.htm).

<sup>13</sup> See [www.facsia.gov.au/internet/facsinternet.nsf/aboutfacs/programs/youth-mentor\\_marketplace\\_projects\\_rounds1and2.htm](http://www.facsia.gov.au/internet/facsinternet.nsf/aboutfacs/programs/youth-mentor_marketplace_projects_rounds1and2.htm).

<sup>14</sup> See [http://www.facsia.gov.au/internet/facsinternet.nsf/aboutfacs/programs/youth-mentor\\_marketplace\\_projects\\_phase2.htm](http://www.facsia.gov.au/internet/facsinternet.nsf/aboutfacs/programs/youth-mentor_marketplace_projects_phase2.htm).

## Reconnect

### Aims

- ♦ To bring about family reconciliation for young people who are homeless, or at risk of homelessness, and their families. Reconnect helps these young people improve their level of engagement with family, work, education, training and their local community.<sup>15</sup>
- ♦ The Reconnect Program aims to achieve the following outcomes:
  - family reconciliation, wherever practicable, between homeless young people or those at risk of homelessness, and their families; and
  - engagement of young homeless people, or those at risk of homelessness, with employment, education, training and community.<sup>16</sup>
- ♦ The objective of Reconnect is to help homeless young people or those 'at risk' of homelessness improve their level of engagement with family, work, education, training and the community.<sup>17</sup>

### Method

- ♦ use family focused early intervention strategies to reconnect young people with family, education, training, employment and the community;
- ♦ improve the coordination of services delivered by government and the community sector;
- ♦ assist Centrelink by contributing to assessments for young people seeking income support and claiming it is unreasonable for them to live at home; and
- ♦ using sound management practices such as:
  - the development and use of strategic and operational plans;
  - ensuring access for diverse groups;
  - using documented data management procedures;
  - setting staff entry-level standards;
  - ensuring appropriate supervision of staff;
  - providing training and development for staff;
  - using regular staff appraisal;
  - implementing client and staff safety policies;
  - implementing client feedback mechanisms;
  - service design processes; and
  - regular assessment of service delivery performance.<sup>18</sup>

### Criteria

Ages: 12 to 18

Homeless or at risk of homelessness. However, if the local situation requires services to be provided to a different target group, it must be agreed in writing with FaCSIA.<sup>19</sup>

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15 Department of Family and Community Services and Indigenous Affairs. -

<http://www.facs.gov.au/internet/facsinternet.nsf/youth/programs-reconnect.htm>.

16 2003 Evaluation Report of Reconnect - 'I'm Looking to the Future' -

[http://www.facs.gov.au/internet/facsinternet.nsf/VIA/reconnect/\\$File/ImLookingToTheFuture\\_FinalReport\\_30Oct2003.pdf](http://www.facs.gov.au/internet/facsinternet.nsf/VIA/reconnect/$File/ImLookingToTheFuture_FinalReport_30Oct2003.pdf).

17 Guidelines for Reconnect Services 2006-2007. -

[http://www.facs.gov.au/internet/facsinternet.nsf/VIA/youth/\\$File/reconnect\\_guidelines\\_may06.pdf](http://www.facs.gov.au/internet/facsinternet.nsf/VIA/youth/$File/reconnect_guidelines_may06.pdf).

18 Guidelines for Reconnect Services 2006-2007. -

[http://www.facs.gov.au/internet/facsinternet.nsf/VIA/youth/\\$File/reconnect\\_guidelines\\_may06.pdf](http://www.facs.gov.au/internet/facsinternet.nsf/VIA/youth/$File/reconnect_guidelines_may06.pdf).

19 Guidelines for Reconnect Services 2006-2007. -

[http://www.facs.gov.au/internet/facsinternet.nsf/VIA/youth/\\$File/reconnect\\_guidelines\\_may06.pdf](http://www.facs.gov.au/internet/facsinternet.nsf/VIA/youth/$File/reconnect_guidelines_may06.pdf).

## ***Social and Economic Development Program***

### **Aims**

Social and Economic Development Services (SEDS) aim to improve opportunities for young people (aged 12 to 25) who have limited participation in the social, cultural, and economic life of the community. Funds are provided to help achieve the following four program outcomes:

- Young people have a sense of belonging and a 'stake' in the place in which they live.
- Communities plan, develop, and deliver effective responses to the needs of young people.
- Young people develop social and personal skills for independent and successful community living.
- Young people are assisted in the transition towards economic independence.<sup>20</sup>

### **Method**

Example activities that SED services undertake include community education with young people, social and personal development activities, independent living skills development, job search skills, and cultural group development.<sup>21</sup>

### **Criteria**

Ages: 12-25

### **Funded By**

Queensland [Department of Communities](http://www.communities.qld.gov.au/youth/support-services/social-economic-devl.html).

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<sup>20</sup> Department of Communities SEDS page - <http://www.communities.qld.gov.au/youth/support-services/social-economic-devl.html>.

<sup>21</sup> Department of Communities SEDS page. - <http://www.communities.qld.gov.au/youth/support-services/social-economic-devl.html>.



## ***Strengthening and Supporting Families Coping with Illicit Drug Use***

### **Aims**

The Strengthening Families measure is an early intervention, family focussed component of the National Illicit Drug Strategy (NIDS). The measure is specifically directed towards family support rather than the health, education or criminal aspects of the Strategy. The primary focus of the Strengthening Families measure is to provide support for families, including parents, grandparents, kinship carers and children of drug-using parents.<sup>22</sup>

### **Method**

This is achieved through the provision of education, counselling support services, advice and referral services, and targeted projects for families. The projects, including a brokerage fund, support children of drug using parents by giving them the opportunity to participate in normal childhood activities like playgroup, music lessons and sporting activities. Indigenous specific projects help young aboriginal people and their families, including kinship carers. Other projects are targeted at providing counselling and support for families with a young person who has a drug problem.<sup>23</sup>

Twenty organisations were selected through a two-phase process during 2004-2005 with funding until June 2008.

### **Criteria**

Eligible families include parents, grandparents, kinship carers and children of drug-using parents.

### **Funded By**

Commonwealth [Department Families, Community Services and Indigenous Affairs](http://www.facsia.gov.au/internet/facsinternet.nsf/youth/strengthening_families.htm) (FaCSIA).

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<sup>22</sup> FACSIA – [http://www.facsia.gov.au/internet/facsinternet.nsf/youth/strengthening\\_families.htm](http://www.facsia.gov.au/internet/facsinternet.nsf/youth/strengthening_families.htm).

<sup>23</sup> FACSIA – [http://www.facsia.gov.au/internet/facsinternet.nsf/youth/strengthening\\_families.htm](http://www.facsia.gov.au/internet/facsinternet.nsf/youth/strengthening_families.htm).

## ***Transition to Independent Living Allowance***

### **Aims**

The Transition to Independent Living Allowance (TILA) aims to reduce young people's (transitioning from state-based and/or informal care) "reliance upon crisis intervention and other community services at a later time"<sup>24</sup>.

### **Method**

The allowance of \$1 000 is available to all young people, regardless of cultural background, aged between 15 and 25 years who are about to, or have exited, state-based care and/or informal care such as: juvenile justice; out-of-home care; or Aboriginal or Torres Strait Islander kinship care arrangements.

TILA is not intended as a direct payment to a young person. Service providers can use the funds for the payment of goods and services on behalf of eligible young people.<sup>25</sup>

### **Criteria**

Ages: 15-25.

To be eligible for the Allowance, the young person must<sup>26</sup>:

- ♦ Be a permanent Australian resident; and
- ♦ Be aged at least 15 years old and less than 26 years old; and
- ♦ Be approaching or experiencing a transition to independent living; and
- ♦ Be at risk of an unsuccessful transition to independent living; and
- ♦ Not have received TILA assistance before; and
- ♦ Have been in, or currently be in, formal care; and/or
- ♦ Have been in, or currently be in, informal care.

An explanation of the above criteria is in the Glossary of the program guidelines.

TILA can also be provided to young people who have exited care more than 12 months ago provided they are still able to satisfy the eligibility criteria (see section 3.2 (above) and, in the opinion of the TILA service provider, the young person is still 'at risk' of, or experiencing an unsuccessful transition to independent living.<sup>27</sup>

### **Funded By**

Commonwealth [Department Families, Community Services and Indigenous Affairs](#) (FaCSIA).

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24 FACSIA - <http://www.facsia.gov.au/internet/facsinternet.nsf/aboutfacs/programs/youth-tila.htm>.

25 Program guidelines - [http://www.facsia.gov.au/internet/facsinternet.nsf/VIA/Tila/\\$file/ProgramGuidelines.pdf](http://www.facsia.gov.au/internet/facsinternet.nsf/VIA/Tila/$file/ProgramGuidelines.pdf)

26 Program guidelines - [http://www.facsia.gov.au/internet/facsinternet.nsf/VIA/Tila/\\$file/ProgramGuidelines.pdf](http://www.facsia.gov.au/internet/facsinternet.nsf/VIA/Tila/$file/ProgramGuidelines.pdf)

27 Program guidelines - [http://www.facsia.gov.au/internet/facsinternet.nsf/VIA/Tila/\\$file/ProgramGuidelines.pdf](http://www.facsia.gov.au/internet/facsinternet.nsf/VIA/Tila/$file/ProgramGuidelines.pdf)

## **Youth and Combined Community Action**

### **Aims**

To prevent young people from coming into contact with the juvenile justice system<sup>28</sup>.

### **Method**

Youth and Community Combined Action (YACCA) connects young people to their families, school, and community through community participation, recreational, cultural, and educational activities.

For case studies see [Youth Crime Prevention Programs in Queensland](#) (published by YACCAN, 2006)<sup>29</sup>.

### **Criteria**

Ages: 10 to 17.

At-risk of becoming involved with the youth justice system<sup>30</sup>.

### **Funded By**

Queensland [Department of Communities](#).

### **For More Information**

See [Department of Communities](#) Site and [YACCA Network](#) (YACCAN).

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<sup>28</sup> Department of Communities - <http://www.communities.qld.gov.au/youth/support-services/combined-action.html>.

<sup>29</sup> Department of Communities - <http://www.communities.qld.gov.au/youth/support-services/combined-action.html>.

<sup>30</sup> YACCAN website - [http://www.yaccan.org.au/content/standard\\_c1.asp?name=AboutUs](http://www.yaccan.org.au/content/standard_c1.asp?name=AboutUs).

## **Youth At Risk Outreach Services**

### **Aims**

To divert young people from risk-taking behaviour and to prevent their entry into the formal sex industry<sup>31</sup>.

### **Method**

The service conducts a range of prevention and early intervention activities that use a harm-minimisation approach, including information and referral, direct assistance, specialist counselling, support groups, health education (particularly for safe sex and drug use), and needle exchanges.

There are seven Youth at Risk Outreach Services located across the state, with two services located in regional areas. Each service conducts activities according to the specific needs of the young people in the local area<sup>32</sup>.

### **Criteria**

Ages: 12 to 25.

Young people who are identified as 'at risk' through a range of factors including homelessness, involvement in survival sex, and illicit drug use<sup>33</sup>.

### **Funded By**

Queensland [Department of Communities](#).

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31 Department of Communities - <http://www.communities.qld.gov.au/youth/support-services/youth-outreach-services.html>.

32 Department of Communities - <http://www.communities.qld.gov.au/youth/support-services/youth-outreach-services.html>.

33 Department of Communities - <http://www.communities.qld.gov.au/youth/support-services/youth-outreach-services.html>.

## YouthLinx

### Aims

YouthLinx is a prevention and early intervention program that supports young people aged 11 to 16 and their families build self reliance, strengthen their family relationships and encourage community involvement.

The long-term interdependent goals of YouthLinx are to:

- Improve the capacity and resilience of young people;
- Strengthen the resilience of their families; and
- Increase young people's social and economic participation in the community.

YouthLinx services are located in urban, rural and remote locations throughout Australia and are delivered by Local Councils and community organisations. There are 101 YouthLinx services.<sup>34</sup>

### Method

To achieve these goals, the following key strategies are used by YouthLinx services:

- Provide access to innovative and structured activities, as well as positive peer support to young people mainly outside school hours and during school holiday periods;
- Provide practical support and guidance to families and, where appropriate, to provide referrals; and
- Provide services which are responsive to the needs of the local community.

YouthLinx allows for a diverse range of service models and activities to be aligned by agencies to meet the needs of their particular community and client group/s. The types of services provided include recreational, vocational, cultural, educational and personal development activities. Some services provide specialised activities targeting specific groups, such as young people with disabilities and specific cultural groups. Aboriginal and Torres Strait Islander specific services, and those with a strong Indigenous focus, offer programs that include cultural activities and the involvement of community Elders.

In addition to these activities, YouthLinx provides practical support and guidance to young people and their families by helping them deal with issues affecting their well-being as a family and to refer them to other specialist services as required. This support may include advocacy, referral and information, skill development and provision of skilled practical assistance.

YouthLinx engages and works with organisations in the community to develop appropriate solutions to specific local issues. This collaborative approach creates community ownership and strengthens the community's responsiveness to young people and their families.<sup>35</sup>

### Criteria

Ages: 11-16

The age range for YouthLinx intentionally targets two key transition points for young people – from primary to high school and from junior secondary school to senior secondary school, because these are points where many young people become disconnected from positive pathways of growth and development.

When the local situation requires services be provided to a wider age range, the service provider must advise FaCSIA in writing and provide details on:

- the age range their service will target; and

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34 FACSIA - <http://www.facsia.gov.au/internet/facsinternet.nsf/youth/programs-yasflw.htm>.

35 FACSIA - <http://www.facsia.gov.au/internet/facsinternet.nsf/youth/programs-yasflw.htm>.

- ♦ the reasons for this wider target age range.<sup>36</sup>

## **Funded By**

Commonwealth [Department Families, Community Services and Indigenous Affairs](#) (FaCSIA).

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<sup>36</sup> FACSIA - <http://www.facsia.gov.au/internet/facsinternet.nsf/youth/programs-yasflw.htm>.

## Youth Support Coordinators

### Aims

- ♦ YSCs are a joint initiative between Department of Communities, Department of Education and the Arts, and Department of Employment and Training, and is an integral component of the Queensland Government's [Education and Training Reforms for the Future](#).

Youth Support Coordinators assist young people still connected to education and/or training to move into and through the senior phase of learning<sup>37</sup>.

- ♦ The YSC program aims to establish collaborative relationships between schools, TAFE Institutes and community services to enable better responses to the needs of young people experiencing personal, social or family difficulties<sup>38</sup>.

### Method

- ♦ Their role within schools, Technical and Further Education Institutes (TAFEs), and communities can include:
  - casework—including individual and group sessions
  - community development activities
  - community education activities.

The mix of services provided by the coordinators depends on the requirements of each local community as set out in [District Youth Achievement Plans](#).<sup>39</sup>

- ♦ The Youth Support Coordinator initiative is an early intervention and prevention program aimed at preventing premature withdrawal from formal education and training<sup>40</sup>.
- ♦ YSCs are employed by community agencies and work directly with individual young people and their families as well as working developmentally both within schools and TAFE Institutes and with the wider community<sup>41</sup>.

### Criteria

Ages: 15-17.

Young people *still connected* to education and/or training<sup>42</sup>.

### Funded By

Queensland [Department of Education, Training and the Arts](#). Administered by the [Department of Communities](#). Supported (with funding from Dept. of Communities) by YSC Hubs employed by the [Queensland Youth Housing Coalition](#).

### For More Information.

See [Department of Communities](#) website and that of the Queensland Youth Housing Coalition – [YSC Hub Facilitators and Network](#).

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37 Youth Support Coordinators section of Dept. of Communities website - <http://www.communities.qld.gov.au/youth/support-services/youth-support-coordinators.html>.

38 Queensland Youth Housing Coalition. - <http://www.qyhc.org.au/ysc/index.html>.

39 Youth Support Coordinators section of Dept. of Communities website - <http://www.communities.qld.gov.au/youth/support-services/youth-support-coordinators.html>.

40 The Department of Education, Training and the Arts - <http://education.qld.gov.au/studentservices/protection/community/youthsupportcoord.html>.

41 Queensland Youth Housing Coalition. - <http://www.qyhc.org.au/ysc/index.html>.

42 Youth Support Coordinators section of Dept. of Communities website - <http://www.communities.qld.gov.au/youth/support-services/youth-support-coordinators.html>.