

ALICE SPRINGS YOUTH SECTOR MATRIX

This mechanism is designed to assist with identification of current service practices, protocols, issues, gaps etc as part of a coordinated strategic response to issues for 'at risk' young people in Alice Springs

Current Youth Services

ALICE SPRINGS YOUTH ACCOMMODATION AND SUPPORT SERVICES (ASYASS) – Ph: 8953 4200 Refuge: 8953 4096

Operating Hours: Office Hours: 9am – 4pm weekdays

Refuge: 24 hours a day, 7 days a week

Website: www.asyass.org.au

Email: office@asyass.org.au

Crisis Youth Refuge

Provides safe supported accommodation for young men and women, 15 – 17 years inclusive 24 hrs-7days a week. Accommodation can be provided for one night up to 3 months. During their stay at ASYASS Crisis Refuge young people will also be supported to identify and work towards their goals; address their health, education and income needs; develop appropriate life skills; (re)engage with family (where appropriate); and access long term accommodation where necessary.

Housing Program

Provides semi-independent accommodation (up to twelve months) to young people 16 to 21 years of age. The ASYASS Housing Program currently manages seven units -six two bedroom flats and one single bedroom flat. Four of these units are for singles with children or couples with children and three units are available for singles. These properties are located across Alice Springs. The housing program offers young people who are unable to reside with family, through case management, the opportunity to re-engage with education, training or to gain employment, as well as to develop and strengthen life skills (including living skills) required to establish themselves independently. Where appropriate ASYASS also supports and encourages involvement with family.

Ampe akweke Place (pronounced – umba kooka) “Little Babies Place”

Program for young women 14 to 21 years of age who are having a baby. Ampe akweke offers both outreach support and (non-crisis) residential support, if the women have no where suitable and safe to stay. Young women can stay in the safe house for up to three months. Ampe akweke works with the young women to ensure they have their, their unborn child or their babies health needs met. Ampe akweke family support workers provide parenting education and support as well as case management to all young women accessing the program.

Emergency Relief Program

ASYASS administers Emergency Relief funds to young people who find themselves needing financial assistance in the form of:

- purchase vouchers of a fixed value (eg food, transport or chemist vouchers)
- assistance with rent/accommodation
- assistance to obtain appropriate forms of identification
- part-payment of utility account/s
- material assistance such as blankets, clothing or school needs

- appropriate referrals to other services that help to address underlying causes of financial crisis

***Each program area has their own set of practices as determined by target group and service delivery model.*

ALICE SPRINGS YOUTH CENTRE (ASYC) - Ph: 8952 1649

Operating Hours: School Time: 3pm – 8pm

School holiday periods: 1pm – 6pm

Website: www.asyouthcentre.com

Email: manager@asyc.com.au

Provides recreational activities and a space for young people to hang out. Some of the structured activities include; Martial Arts – Aikido, Eskrima, Muay Thai, Capoeira Angola, Kung Fu, boxing; gymnastics and dance, supervised and instructed by volunteers. Friday nights roller skating, Disco and Band nights & Hang out space available after school and during school holiday offering a recreation room, pool tables, trampoline, basketball hoop and canteen facilities. Facilities are available to school and others organisations for hire.

ANGLICARE - Ph: 8953 4862

Operating Hours: 8:30am - 4:30pm weekdays

Website: www.anglicare-nt.org.au

Email:

Moving On

After Care Support & Brokerage service for young people who have left the care of the CEO and Office of Children and Families. The service is aimed at young people 16-25 years needing assistance to maintain independence.

Moving On staff can assist with:

- Information & referrals
- Accommodation advice
- Brokerage assistance
- Access to Health & Legal services
- Support for Education, Training & Employment matters
- Exploring ideas & options about your future

The Child / Youth Residential Support Service (CYRSS)

Stabilization, assessment and transition unit for children and young people aged 10 – 17 years who are unable to be immediately placed in options such as foster care or kinship placements. These children and young people are in the care of the Minister and receive case management services through the Office of Children and Families in Alice Springs.

Operating for over 20 years, from the Forrest and Leslie House facilities, the service provides a safe, nurturing and culturally appropriate environment

for up to 11 children/young people. Support is provided for up to 3 months with the possibility to extend to 6 months; each person is assisted to reconnect with their family and the education system, address health issues, develop social, behavioural and independent living skills and the personal resources needed to interact in positive ways with the community.

This placement option forms a critical part of the regional Out of Home Care system; referrals are made solely through the OCF Placement Support Team or DCF On Call system. Funding for this program is provided by the NT Department of Health.

Other Anglicare services that young people can access are the Victims of Crime Counselling Service and Financial Counselling Service.

BUSHMOB - Ph: 8953 3798 A/H: 0419 839 920

Operating Hours: Office Hours: 8am – 4pm weekdays

House: 24 hours 7 days a week

Website: www.bushmob.com.au

Email: director@busmob.com.au

Provides an urban youth volatile substance abuse and alcohol and other drugs residential stabilisation and treatment house (5 beds funded, average 2008 occupancy 8 beds per night). Service incorporates a range of alcohol and other drugs treatments, therapeutic interventions, case management, appropriate services for carers and families of clients, a safe environment (gazetted Safe House under the VSA Prevention Act), education, vocational and/or cultural programs and facilitation of client access to other services including after care and/or follow-up. All staff have Certificate IV in Alcohol and Other Drugs, one is an authorised officer under the VSA Prevention Act and four are NT Illicit Drug Diversion Program/Alcohol Court Assessors and accept placements.

- Bush Adventure Therapy (BAT) and Outreach counselling and support service.
- Facilitate community development eg camel/horse treks, cultural role modelling camps at Ltyentye Apurte Community and support Irrkelantye Larapinta School and others with trips.
- NT representative for Australian Bush Adventure Therapy Association links to industry standards and practices and International Committee

Media Unit provides a place where young people can create music and movies

CENTRAL AUSTRALIAN ABORIGINAL CONGRESS (CAAC) - Ph: 8958 3633

Operating Hours: Office Hours: 8.30am - 5pm, weekdays

Foot Patrols: 10:30pm - 1am Thurs, Fri & Sat

Website: www.caac.org.au

Email: info@caac.org.au

Congress Social Emotional Wellbeing Branch (SEWB) – Youth Outreach Team

- Case Management for young people aged 12-25 years
- Advocacy for young people (in many settings, court, hospital, school etc)
- Assistance for clients in many practical areas such as transport, schooling, job finding, finances, housing, health care, education/training and

accessing other services for specific needs

- Counselling services provided by intern psychologist (supervised by clinical psychologist)
- Alcohol and other drug education
- Basic need (food, water, clothing, shelter) empowerment and support, both short and long term
- Access to expertise within SEWB branch (clinical psychologist, social workers, family support workers, Safe & Sober Support Services (SSSS), Targeted Family Support Services (TFSS) and Intensive Family Support Services (IFSS) to provide family-based interventions (including parenting programs).

CENTRAL AUSTRALIAN ABORIGINAL LEGAL AID SERVICE (CAALAS) - Ph: 8950 9300

Operating Hours: 8am - 4pm weekdays

Website: www.caalas.com.au

Email: reception@caalas.com.au

Youth Justice Advocacy Project - develop and implement, within a community development framework a community youth justice advocacy project which promotes the rights of young people to equity of access to appropriate legal support services. The specific objectives of the project are to:

- Provide, or facilitate the provision, of individual court support (both at pre court and hearing point) to young people and/ or their family when a young person is before the court
- Transport to and from court to assist clients to attend court or access legal advice.
- Assisting young people to apply for emergency relief funding for cloths, food and transport
- Coordination of joint case management meetings for young people and families to access other supports identified
- Assist lawyers and magistrates to understand where the young person fits in terms of Aboriginal family structure e.g. compilation of genograms
- Provision of basic family mediation and counselling to young people and families.
- Initiate and participate in community partnerships, networks and forums to promote and advocate for the rights of young people to access and equity in the legal system. The following forums have been established to address how the youth justice act is implemented:
 - *Central Australian Youth Justice Committee (CAYJ)*
 - *Youth Justice Advisory Committee (YJAC)*
 - *Law Society of Northern Territory Criminal Justice Committee*
 - *National Children's Legal Centre Convention of the Rights of The Child Task Force Committee (CRC)*

Note the above committees are comprised of representatives from government and non government agencies

Detainees Support Services - Assist young people in detention with pre-release and parole planning. Ensuring supports are in place to assist the young person with successful reintegration and help to address their offending behaviours.

CREATE FOUNDATION - Ph: 8953 8358 Mob: 0434 156 611

Operating Hours: 8am – 4pm weekdays

Website: www.createyourfuture.org.au

Email: tania.warren@create.org.au

The CREATE Foundation (Systemic Advocacy) work with and for Children and Young People who have or who are experiencing a “living out of home care” situation via statutory order.

CREATE work towards:

Empowering Children and Young people to have a voice in relation to their care.

Connecting Children and Young People who are in care or who have been in care with each other and the community.

Breaking down the isolation and stigma of being in care - this is done through Connections Events that are free for all Children and Young People. Events are put on and run by CREATE Foundation staff and suitable volunteers.

Creating change in the care system, through the words of the young people who are living within the care system or who have transitioned from care. This is done through programs run by the CREATE Foundation.

What is on offer from CREATE:

- YAG – Youth Advisory Group (meets bi monthly)
- Young Consultants Training – run twice a year
- Worker Training – consulting with DCF staff
- CREATE Your Future (CYF)
- Be.Heard survey – all Children and Young people in Care aged between 8 and 18yrs
- ClubCREATE – Free to join club for Children and Young People in care. Children and Young People receive a Welcome Pack, invitations to all Connections Events, News Letters, Bi Monthly Magazine, Transitioning from Care Packs, Christmas Gift and Birthday Card.

CREATE is the Advocacy Organisation for Children and Young People in Care ... it is their right to have a voice and be heard.

St Josephs Catholic Flexible Learning Centre (EDMUND RICE YOUTH+ PROGRAM) - Ph: 0427 987 062

Operating Hours: School Hours: 9am - 2:30pm

Office Hours: 8:30am – 4:30pm (weekdays during school time)

The St Josephs Catholic Flexible Learning Centre is part of Edmund Rice Education Australia’s national Youth+ initiative, responding to the needs of young people in our local community.

Aims to:

- build trusting relationships and educational pathways for young people of secondary school age who are currently disengaged from education
- provide a socially inclusive, supportive educational environment for disengaged young people and their families

Our Focus:

- responding to individual needs of young people
- small group learning experiences, supporting social and emotional needs of young people as well as academic skills
- empowering young people to take personal responsibility for their actions and learning

Our Principles:

The following principles are used by young people and staff as a guide to encourage learning, build personal relationships and resolve conflict.

- Respect
- Safe and Legal
- Participation (having a go)
- Honesty

FAST: Families And Schools Together

Operating Hours: 9:00am – 4:00pm

Phone: 0447 740 484

Email: Elle.cartwright@fastnt.org.au

Website: www.fastnt.org.au

What is FAST?

FAST is an early intervention, family strengthening program. It is collaborative in approach, working together with families, schools, communities, community services, health agencies, government organisations and funding bodies.

FAST Programs;

- Connect parents and kids to their schools and communities
- Promote community service and provide local training and employment
- Guide parents in building the strengths and unique qualities in their kids
- Build skills and change attitudes through experiential learning
- Assure that capable parents/caregivers remain the primary agents of protection for their kids

Each of the three FAST programs conforms to one of the development stages in a child's life.

Baby FAST: young parents with children of 0 – 3 years & their support person

Kids FAST: primary school children and their family

Youth FAST: teenagers & their families

GAP YOUTH & COMMUNITY CENTRE (GYCC) - Ph: 8952 3927

Reconnect: 8953 6344

Operating Hours: Office Hours: 9am – 5pm weekdays

Drop-In Centre: Friday 5pm – 9pm

Reconnect: 9am – 1pm weekdays

Website: www.gyc4lyfe.com

Email: info@gyc.org.au

Sport and Recreation

- Friday session 5.00pm-8.00pm hosts a range of sporting, art and craft, multimedia, internet and cooking activities for participants aged 10+ with a drop off home provided at 8.00pm.
- Regular afternoon sessions 3.00pm-5.00pm during the school term (transitioning to an afternoon timeslot for the school holidays for participants aged 10+ covering a range of activities similar to the Friday session but also including short bush trips and blowcart and BMX bike trips.
- GYCC sport and rec program also contributes to the planning and running of events such as youth discos.
- GYCC sport and rec program runs a 3 on 3 basketball competition on Thursdays from 6.00pm-8.00pm.
- GYCC family fun night every Monday from 5.30pm

Community Programs

- A playgroup is run once a week on Fridays with a focus on helping parents develop positive life skills such as budgeting, early childhood education, cooking and healthy lifestyle choices and assisting their children to develop social skills in with other children attending the program.
- A strong Women's group is run on Tuesdays and Thursdays that as well as encouraging participants to develop positive life and employment skills and encourages women to be proactive and involved in their community.

Outside of School Hours Care

GYCC Outside of School Hours Care/Vacation runs Monday to Friday from 3.00pm-5.00pm and is open to participants aged 5 – 12 years. Vacation Care runs during the school holidays and runs from 8.30am-5.00pm. Both the above programs run a variety of structured activities that include art and crafts, sporting and healthy physical activities, cooking, internet café and excursions. The above programs also assist in maintaining the GYCC community gardens which grow produce that is used for meals across all GYCC programs. This is a fee for service program.

Reconnect

Reconnect is an early intervention based program that assists participants aged 12-18 years old who are homeless or at risk of homelessness, GYCC Reconnect program case manages clients and takes a holistic approach by working with families and specialist organisations and services.

HEADSPACE CENTRAL AUSTRALIA - Ph: 8958 4544

Operating Hours: 8:30am – 5:30pm weekdays

Website: www.headspace.org.au

Email: headspace.reception@caac.org.au

Headspace operates a free and confidential health service and counselling to 12 – 25 year olds including GP clinics for primary health, sexual health and mental health and access to youth counselling and psychology services. Young people can make an appointment or be referred to Headspace; however a drop in service is also available. Headspace also assists in referrals to other youth services.

INCITE YOUTH ARTS - Ph: 8952 6338

Operating Hours: 9am – 5pm weekdays

Website: www.inciteya.org.au

Email: info@inciteya.org.au

InCite Youth Arts delivers community arts and culture programs to young people in Alice Springs and surrounding remote communities. Professional artists are engaged to work with communities using art practices including dance, drama, film, music, visual arts in a way that not only promotes participation and provides opportunities for young people to express themselves creatively but also builds community capacity to express and celebrate cultural identity. Programs delivered by InCite include: visual arts, video, music and dance mentoring programs and workshops, performing arts workshops with Acacia Hill School and the wider disability community and in partnership with the Mt Theo Program, Warlpiri Youth Development Aboriginal Corporation, InCite delivers 'Red Sand Culture, Music and Dance Mentoring' and the 'Southern Ngalia Women's Dance Camp Project'

KWALE KWALE – Ph: 8955 8253

Operating Hours: 5pm – 9pm Thurs & Fri

Provide activities for young people at Kwale Kwale on Thursday and Friday nights between 5pm and 9pm. Activities include bike and horse riding, sports and a pool table. Transport is provided home at the end of the night. Contact is Graham Ross.

LIFE WITHOUT BARRIERS - Youth Justice: 8955 6480

Deadly Youth 8955 6408

A/H On Call: 0427 592 679

Operating Hours: Office Hours: 8:30am – 4:30pm weekdays

A/H On Call: 24 hours, 7 day a week

Website: www.lwb.org.au

Email:

Youth Justice - Life Without Barriers provides a register of available support persons to assist minors in police interviews and other investigatory procedures when no other adult is available. The Support Person Register is a requirement under the Youth Justice Act and is monitored by the Youth Justice Advisory Committee. This is a 24 hour service.

The 24 hour contact number for Alice Springs is (08) 8955 6480.

Deadly Youth Program - *Supported Accommodation/Emergency Respite house*

Provide 24 hour supported accommodation to youth aged clients. This is organised by referral. In addition to this service LWB will be setting up an emergency respite house to give outside agencies as well as our own the opportunity to access temporary emergency placements.

To place referrals contact Adam Harding or William Sevallos on (08) 8955 6400.

NGAANYATJARRA PITJANTJATJARA YANKUNYTJATJARA WOMEN'S COUNCIL (NPYWC) - Ph: 8958 2345**Operating Hours: Office Hours: 8.30am – 5pm weekdays****Website: www.npywc.org.au****Email: enquiries@npywc.org.au**

The NPYWC Youth Program works across the organisation's tri-state region, in WA, SA and the NT. The main activities of the NPYWC Youth Program are to:

- Identify young people who are at risk
- Provide enjoyable and safe recreational activities
- Divert young people from substance misuse, other harmful and anti-social behaviour and entry into the criminal justice system
- Provide case management and support to those most at risk and to their families
- Engage young people with education, employment and community opportunities
- Work collaboratively with other youth service providers and inter-agency forums
- Identify and advocate in relation to gaps in services and programs for young people in the cross-border region
- Pursue initiatives such as leadership training, the Kungka Career Conference⁸, structured school holiday programs and youth committees.

As a remote focussed program, the capacity to provide support services to young people who are living in or travelling to town is very limited. NPYWC Youth Program seeks to collaborate with town-based services; making referrals for young people needing support for extended stays in town, and receiving referrals to support young people who are relocating to a member community.

RELATIONSHIPS AUSTRALIA - Ph: 8952 4622**Operating Hours: 8:30am – 4:30pm weekdays****Website: www.nt.relationships.org.au****Email: receptionas@ra-nt.org.au**

Youth Services – Alice Springs Youth Diversion Program case manage young people following referral from Police. Attend and represent the interests of YDP at key meetings: Central Australian Youth Justice (CAYJ), Youth Services Alice Springs Forum, Youth Hub Forums, Youth Action Group and Interagency Case Coordination Group. Collaborate with key organisations to coordinate, deliver and support a range of youth activities for young people. Develop and Deliver Preventative Diversion Initiatives and Early Intervention Strategies.

Counselling & Family Relationship Services - Accept referrals from Youth Services including DCF, and the broader sector and community. Provide family counselling and support around parenting and separation issues. Parent/adolescent mediation. Assistance for families in conflict about who children live with & who they spend time with.

STEPS GROUP AUSTRALIA – YOUTH CONNECTIONS - Ph: 8950 7600

Operating Hours: 9:00am – 5:00pm weekdays

Website: www.stepsgroup.com.au

Email: alicesprings@stepsgroup.com.au

Youth Connections is a program that helps young people to overcome personal, social or educational barriers so that they can complete their education, access training or find employment that is right for them.

Youth Connections can:

- Assist youth to increase self-reliance, overcome barriers and achieve their goals
- Support youth to successfully complete studies or training in their chosen field
- Link youth with appropriate support services and help youth to utilise Job Networks
- Help youth with family problems and to become involved in the community
- Develop good social skills and make positive life changes

Improve youth's health and well-being

TANGENTYERE COUNCIL - Ph: 8951 4225

Operating Hours: Office hours are between 8:30am - 4:30pm weekdays

Website: www.tangentyere.org.au

Email:

Early Childhood, Youth and Family Services aims to improve the quality of life of Town Camp families and young people through providing a range of innovative, responsive and culturally appropriate services to meet their needs.

Ketyeye- is a case management service providing family support, parenting education and information to vulnerable families and/or families in crisis with children aged 0-12yrs residing in the Town Camps. Working with an all-of-family approach, Ketyeye works in early, secondary and tertiary intervention stages with the objective to build culturally strong parenting skills and support families by improving their knowledge, skills and capacity for parenting.

Safe Families - enhances outcomes for young Aboriginal people and supporting families to improve their capacity to provide care through the provision of services to all Aboriginal people in Alice Springs. The three components of service provision are:

- **Family Support and Outreach** - provides interventions for children and families identified as being at risk of family breakdown due to violence. The aim is to enhance skills of families to succeed in staying together as a family.
- **Children's Safe House** - provides a safe environment for young people escaping family violence. The Safe House provides short-term accommodation and care for six young people aged between seven to fourteen years in collaboration with other agencies where necessary to identify appropriate carers from the child's family and community through culturally informed case management.

- **Families Safe Houses** - provides a safe environment in Alice Springs for families escaping family violence. It caters for a minimum of 6 families per year who have been made homeless through family violence. The aim is to work with the families to assist them in staying together in safe, stable and independent accommodation.

Youth Activity Service (YAS) - offering young people a broad range of opportunities and support services for over 20 years. This early intervention and diversionary program offers young people the opportunity to learn and have fun in a safe, structured and supportive environment, fostering the development of self esteem, communication skills, conflict resolution and personal responsibility. YAS also addresses issues of accessibility for participants by providing transport, mentoring, nutritious meals and access to equipment, clothing and fees associated with an activity. YAS offers a broad range of sporting, creative and recreational activities and projects to support the physical, social, cognitive and emotional development of children and young people from Alice Springs Town Camps. Program streams include:

- Sport and Recreation
- Multi-media Workshops
- Vacation Care
- Community Events

Drum Atweme - is a drumming group made up of young people from town camps in Alice Springs. The group has about 30 core performers, with another 100 students participating in drumming lessons each week. The Drum Atweme project involves specific activities and approaches such:

- Weekly lessons in music skills for groups of young people during school terms;
- Public performances by the Drum Atweme group at parades, conference openings, festivals and other public events in Alice Springs and interstate;
- Making and maintaining instruments.

The strategies on which this range of activities is based includes:

- A model of early intervention based on working with young people 6 to 18 years of age to develop personal, social and drumming skills, mentoring them as individuals and members of a group, and supporting them to be role models and teachers to other young people;
- A structured environment for participants to learn tolerance, acceptance, communication and negotiation skills;
- Diversion from substance abuse (licit and illicit) and related behavioural issues;
- All participants must have regular attendance at school to participate in Drum Atweme

Community Centres

- **Hidden Valley Community Centre** - operates as a multi- purpose family resource centre for all members of the Hidden Valley Town Camp community (average population of 300-400). The Centre provides programs and activities which address needs that are identified by the community, which have included art, health, nutrition, sport and youth recreation and assistance with linking people in with other service providers.

- **Yarrenyty-Arltere Learning Centre** - is a community based intergenerational family resource and learning centre located in the Yarrenyty Arltere (Larapinta) Town Camp. YALC operates as a hub for residents to come and learn, work, and connect with services. It provides programs and activities which address needs that are identified by the community. Programs include a multi-media/computer skills program; 'youth at risk' program; after school and holiday program; parenting program and casual playgroup; it has a social enterprise Yarrenyty Arltere Artists which operates 4 days a week with regular art/craft training and workshops and exhibitions. It provides case work support to advocate for people and assistance linking in with other services and organizations, in particular for residents with drug & alcohol issues.
- **Karnte Community Centre** - was re-established in 2009 and due to limited funding can only deliver a part time service. Karnte Centre operates as a 'hub' where community members from Karnte, Anthepe and Iparpa Town Camps can meet with service providers, organisations and each other to share messages and stories, be involved in community events and meetings, access available support networks, and participate in community identified and developed activities, projects and programs. Total service population of Karnte, Iparpa and Anthepe is estimated to be approximately 500 people. The Centre delivers nutrition, early childhood after school care, holiday activities and *Communities for Children*.

Central Australian Youth Link Up Service (CAYLUS) - Support community initiatives that improve quality of life and address substance misuse affecting young people through supply reduction, linking young people to diversionary activities and supporting drug and alcohol treatment programs.

- Anti sniffing
- Rehab support
- Point of sale supply reduction
- Remote youth program development and support including infrastructure and advocacy

The Tangentyere Youth Night Patrol - assists people at risk, including intoxicated people, juveniles, victims of violence and those who are homeless to reduce adverse contact with the criminal justice system. The Youth Night Patrol operates five nights per week, Tuesday to Saturday. Hours of operation are Tuesday 3.30pm-12am and Wednesday- Saturday 6.00pm – 2.30am.

Circuit Breaker Youth Camp Program

The program is aimed at Aboriginal and non-Aboriginal young people aged between 11 and 16 years who are considered 'at risk'. This may include disengagement from education, anti-social behaviour, substance abuse, offending behaviour, and family breakdown. Clients may be referred by the Department of Justice, Juvenile Justice Unit or Department of Child and Families. Camps are run over a two week period and cater for girls and boys separately. Circuit Breaker Camps are designed to strengthen relationships with adults, develop resilience and encourage positive social interactions. Project workers identify and build on participant skills, strengths and interests. Camps run for 14 days at a remote location near Alice Springs. The program uses a variety of experiential learning opportunities including 'Outdoor Adventure Activities', 'Trekking', 'Animal Husbandry', 'Camel Treks', 'Cooking, and Bush Skills.

Community Youth Bike Mechanics Project- Wicked Wheels

There are two components to this project:

i. Community Development Employment Project;

The engagement of 16-24 year old CDEP participants to facilitate the development of work skills and attributes to enhance long term participation in employment, education and training through the following:

- Project Participation & Delivery;
- Training and Supervision of young people aged 10-15 in Bike Mechanics and Riding;
- Non Accredited Training in Bike Mechanics, Sport & Recreation and Youth Work;
- Work Readiness Training

ii. Early Intervention and Diversion Program:

- The engagement of young people aged 10-15 years in an Early Intervention & Diversion Program. The Youth Bike Mechanics Project engages young people through bike mechanics & riding. The project aims to work with disadvantaged young people from Central Australia & has been developed in response to the needs and desires of young people as an alternative to substance abuse, boredom, antisocial behaviour & crime. The project will target young people aged 10-15 years old who are considered to be 'at risk'

WALTJA TJUTANGKU PALYAPAYI - Ph: 8953 4488

Operating Hours: Office Hours: 8.30am - 4.30pm weekdays

Website: www.waltja.org.au

Email: admin@waltja.org.au

Reconnect – is an early intervention program for young people aged between 12-20 years who are homeless, or at risk of homelessness. The service works in the 4 remote communities of Titjikala, Santa Teresa, Mt Liebig and Papunya.

The 2 main ways the service works is to provide :

- individual case work to young people
- group activities for young people.

Aims of the program are to support young people in building their capacity as individuals, and to support the whole of community to build capacity around improving life for young people out bush.

The types of support the Reconnect service gives are:

- Re-engaging young people with school, education and training
- Supporting young people to find work/employment
- Support with Centrelink
- Obtaining birth certificates and ID
- Court and legal support
- Transport (particularly safe transport home to community)
- Family mediation, counselling

- Engagement with community members and services
- Bush trips and connection with country and culture
- Activities eg: Blue Light Discos, camp outs, sporting events, art and craft activities, music workshops, and workshops in youth specific areas such as health, leadership etc
- Advocacy

Reconnect has 2 Fieldworkers and a Team Leader. (one Fieldworker for the eastern communities, and one for the western communities). It also employs community workers on a casual basis.

The Reconnect program also operates a brokerage for young people from these 4 communities to assist with bedding, clothing, transport, food and other essential items.

The Reconnect service works closely with the families of the young people. It also works with community organisations and other services. Reconnect provides referrals to other services where there is need for extra support. Collaboration with other service providers both within Alice Springs and in remote areas is a large part of helping to support the needs of the young people at risk.

Job Services Australia (JSA)

CatholicCare NT (Alice Springs) – Ph: 8958 2400

Website: www.catholicarent.org.au

Email: alicesprings@catholicarent.org.au

Job Find (Alice Springs) - Ph: 8959 5800

Website: www.jobfindcentre.com.au

Email: tracey.broadfoot@jobfindcentre.com.au (Area Manager)

ITEC Employment (Alice Springs) – Ph 8950 1800

Website: www.itecemployment.com.au

Tangentyere Employment Services (Alice Springs)

Website: www.tangentyere.org.au

Email: judy.nugent@tangentyere.org.au (Work Experience Officer)

Municipal Services

ALICE SPRINGS TOWN COUNCIL (ASTC) - Ph: 8950 0500

Operating Hours: 8:00am - 5:00pm weekdays

The ASTC has a commitment to supporting youth projects and youth development strategies within the town boundaries of Alice Springs through the Strategic Plan 2010-2015 and through the Community Development Unit's Yearly Business Plan. This translates to the maintenance and ongoing development of a skate park facility, support for sanctioned aerosol art projects on Council property, contribution to National Youth Week activities, partnering in the Alice Springs Tuition Program, sponsorship of Desert Knowledge Australia's Youth Leadership Program, resource contribution to Youth Hub events and engagement of youth performers at Council Events.

Government Services

DEPARTMENT OF CHILDREN & FAMILIES (DCF) - Ph: 8955 6001 **Child Protection Hotline: 1800 700 250**

Operating Hours: Office Hours: 8am – 4:21pm weekdays

CP Hotline: 24 hours, 7 days a week

- After hours crisis response to clients and new reports of abuse or maltreatment
- A range of funded accommodation options for children and young people i.e. Safe Families and Anglicare
- **Child protection team** - investigates allegations of harm and maltreatment
- **Youth team** - provides case management to young people under guardianship of the CEO, limited family support to young people not under guardianship

Mobile Outreach Service plus (MOS+) - provides a service to for children and adolescents who are presenting with, or are at risk of, trauma resulting from abuse or neglect, or who are displaying problem sexual behaviour. MOS Plus also works with their families/carers and communities. The service area is remote communities within the borders of the Northern Territory. MOS plus staff in the Alice Springs office travel to communities in Central Australia and Barkly.

Services provided at MOS Plus include:

- Therapeutic counselling and other support for children and young people
- Support and advice for family and carers
- Community education programs
- Professional development, training and support/advice for remote-based and other relevant services

The service is voluntary and requires client consent or consent from the legal guardian/s. MOS plus does not investigate allegations of child abuse

DCF Therapeutic Services - program provides intensive therapeutic interventions and a group art therapy program for children in alternative care who are displaying signs of complex trauma resulting from abuse and neglect. The program specialises in tailoring treatments to meet the needs of children in care by supporting integration of trauma experience, promoting resilience and providing psycho-education to families, caregivers, and DCF staff.

DEPARTMENT OF EDUCATION & TRAINING (DET) - Ph: 8951 1605

Operating Hours: Office Hours: 8am – 4.21pm weekdays

Clontarf - The Clontarf Foundation exists to improve the education, discipline, life skills, self esteem and employment prospects of young Aboriginal men and by so doing equip them to participate meaningfully in society. Programmes are delivered in partnership with schools. The programme uses football (and other activities) to attract participants and retain them in schools. Each programme has full time staff who are responsible for mentoring and advocacy with participants. On completion of the programme graduates are assisted to find employment.

Partnership for Success program (Delivered by The Polly Farmer Foundation with DET support) - Indigenous students are intensively mentored via an after school Enrichment Centre program, providing tutoring, homework assistance, additional learning, computer access and recreational activities. Students apply to participate in this program.

Alice Gateways – Centralian - Gateways' integrated curriculum utilizes a middle school approach with three core subjects: Mathematics, English and Integrated Learning. Students are also able to select two or more subjects from a wide range offered at the college. Student's individual learning needs are recognised and may take four years to complete their NTCET. The gateways program provides students with a home base and most classes are conducted within the Gateways area. The teachers are the coaches for the Gateways students and are always available to provide support and guidance. The goal is to move students from engagement to employment.

Alice Outcomes – Centralian - This is an alternative education centre where students can enrol when they can't engage satisfactorily in mainstream education. This can be for many reasons including social, cultural or emotional issues. This is open for students from Year 8 to 12. Students are supported well by teachers and support staff in this area. It also incorporates a young carers program to assist anyone who has a young child to care for to access education and VET.

Attendance Officers, AIEWs working with families and poor attenders - The Department of Education and Training is working with their Aboriginal/ Islander Education workers (AIEW), families, communities, attendance officers and other agencies to improve enrolment, attendance and participation. Initiatives like Frequent Attender Programs, rewarding good attendance and regular home visits to families by the AIEW to help with any issues are all part of the ongoing push to get more students to school. "Every Student Every Day"

Town Camps – student engagement - Buses from most primary schools travel to local town camps to pick up students for school each day

Transition Units in Primary Schools - The majority of primary schools operate a Transition Unit for Indigenous students who have not experienced much time in urban or mainstream schooling. Ideally units are staffed with some Indigenous workers and students are supported while getting used to their new environment. The goal is to eventually move students from the unit into classrooms.

Girls at the Centre (delivered by The Smith Family with DET support) - Girls at the Centre is a program for girls enrolled at Centralian Middle School in years 7 to 9. The aim of the program is to assist the girls to make the most of their education and successfully transition from school to further study and employment. Although the focus is on Indigenous girls, the program is open to all middle school girls at CMS. Components of the program include: The Girls Room (a safe place at school just for girls), Girl Coaches (mentors, advocates, support and program coordination), Breakfast with a Mentor, after school programs and leadership and personal development activities.

Girls Academy (delivered by Role Models and Leaders Australia with DET support) – Program for indigenous and non-indigenous female students at Centralian Senior and Middle Schools. The program provides mentoring, sports and extra curricular activities and is developed to ensure participants develop skills for further education, training and employment, and at the same time provides opportunities improve their sporting and life skills.

DEPARTMENT OF CORRECTIONS Ph: 8951 5493 or Family Support Centre Ph: 8951 5886

Operating Hours: 8am – 4:21pm weekdays

Family Support Centre - provides advice, referral options and support options for parents, guardians, families and their children/Young people pursuant to part 6A of the Youth Justice Act. The Family Support Centre coordinates services from NT Government agencies and non government organisations in order to identify the most appropriate interventions and support programs for the families. These interventions are guided by entering into Family Responsibility Agreements and Family Responsibility Orders with the families and providing strength based case management. The case management process is a coordinated and collaborative approach to achieve the best possible outcome for the families and their young people. The Family Support Centre welcomes self referrals, referrals from government and non- government agencies.

Community Corrections

- Court services
- Supervise orders
- Community work
- Referrals to NGO's for alcohol, drugs and sniffing

Alice Springs Court House - Comply with all requirements of the Youth Justice Act

DEPARTMENT OF HOUSING, LOCAL GOVERNMENT & REGIONAL SERVICES - Ph: 8951 5344

Operating Hours: 8am – 4:21pm weekdays

Work with agencies on individual tenant basis as per need, or if case managed by an agency

NT POLICE – Alice Springs Police Station: 8951 8888 Police Assistance: 131 444 Emergency: 000

Operating Hours: Police assistance available 24 / 7, individual programs run during business hours

Provide a 24 hour response capability to reported incidents involving youth, proactive policing activity to manage youth on youth diversion curfews or court or police imposed bail conditions, response to children at risk, domestic violence incidents where children may be victims or offenders and conveying of youth to a safe place when found at night on the streets.

School Based Police Officers (SBC) – Drug and Personal Safety Awareness Program, a co-delivered education program for school students from transition to year 9, developed in conjunction with DET covering:

1. The role of Police in society
2. Keeping ourselves and others safe
3. Rights, rules and responsibility
4. Drugs and alcohol
5. Consequences of Actions
6. The Legal System
7. Community Development

As part of their role the SBC's work with schools to maintain a safe learning environment which includes responding to school incidents, work with home Liaison Officers and Aboriginal Islander Education Workers to improve school attendance of young people.

Blue Light Venture events - drug and alcohol free dance parties delivered by Police usually in school or community environments with door prizes and giveaways for participation in games. Often run in conjunction with other community youth groups (i.e. schools, ASYDIC, GYC).

Safety House Program - aimed at preschool and early primary school aged children but available to anyone in need of a safe haven in the event of harassment, fear or offences.

ASYDIC & Clontarf Liaison - representative who attends at Youth Drop in Centre and Clontarf training sessions building networks and providing a positive Police role model to at-risk youth.

Youth Diversion Unit - provides pre-court diversion for youth aged between 10 and 18 years, utilising restorative justice principles, assessment of youth involvements in criminal matters for their suitability for diversion and subsequent management of youth on diversion programs, which includes referring youth to appropriate agencies to assist in identified areas. The YDU facilitates Youth Justice Conferences involving offenders, family, victims and other involved stakeholders.

Young Men's Program - works with the Youth Diversion Unit actively engaging at-risk or offending youth either through a diversion program or voluntarily and to provide a strong indigenous male role model with the opportunity for community participation, social awareness, accepting responsibility and personal development.

Agencies providing non-direct service delivery

JESUIT SOCIAL SERVICES - Ph: 0428 041 755

Operating Hours:

Jesuit Social Services' vision is 'building a just society'. This can only be achieved by working collaboratively and in partnership with others. We seek to influence hearts and minds to that end. Working collaboratively and building partnership between our program participants, staff, volunteers, government and key decision makers, community, business and the wider society this vision becomes reality in the lives of all. Through building a just society together Jesuit Social Services and the young people they may serve will grow and benefit.

Jesuit Social Services footprint for youth service delivery is currently outside of NT (Victoria/NSW) however it is providing mentoring support to youth service providers through its Research, Policy and Advocacy Unit and presented submissions to the recent Review of the Youth Justice Act and the Select Committee on Youth Suicides in the NT.

Jesuit Social Services services to youth in other jurisdictions include: a) Justice and Crime Prevention (Brosnan Youth Services-the Start Over program; Community Justice Group Conferencing; the Leaving Care program; housing and disability program); b) Mental Health Support and Wellbeing (Connexions program; the Outdoor Experience; Gateway; Artful Dodgers Studio; Support After Suicide; StrongBonds); c) Settlement and Community Building (African program; Vietnamese Welfare Resource Centre; Collingwood Community Information centre; Holy Family Social Services in Mt Druitt, Western Sydney).

This scope of youth services provided by Jesuit Social Services enables them to develop a mix of potential service expertise across a range of youth needs in Alice Springs. Identifying and responding to these needs will be determined as a result of developing partnerships with current youth service providers.

NORTHERN TERRITORY COUNCIL OF SOCIAL SERVICE – NTCOSS – Ph: 8952 8400

Operating Hours: 8:30am – 4:30pm weekdays

NTCOSS is the peak body for the social and community in the NT and an advocate for social justice on behalf of people and communities in the NT, who may be effected by poverty and disadvantage. NTCOSS plays a coordination, advocacy, policy, sector development and leadership role for the social and community sector in the NT. The Youth Policy Officer, an NT-wide position based in Alice Springs, works to facilitate input from youth sector organisations, including those in regional and remote centres in the Northern Territory, to social policy development and advocacy, including input into Government reviews and consultative processes. The Youth Policy Officer has established links with the NT Youth Affairs Network (NTYAN), Australian Youth Affairs Coalition (AYAC) and other state and territory youth peak-bodies.

NTCOSS chairs the Central Australian Youth Justice (CAYJ) Committee. CAYJ advocates for fair and equitable justice processes and outcomes for young people in Central Australia. Where other issues arise CAYJ may refer onto other appropriate bodies/groups (eg child welfare coalition); and will build links with such groups and inform them of what CAYJ is doing. Specifically CAYJ aims to:

- Campaign & lobby for an appropriate Youth Justice System (with a prevention/early intervention focus and a systemic or structural focus); and ensure there is recognition of the unique and specialised needs of children and young people in the Youth Justice System.
- Address the over-representation of young Indigenous people in the criminal justice system (main focus is on court system detention & policing system).

Facilitation of joint training and information dissemination.

Gaps / issues / duplications

SERVICE LEVEL GAPS / ISSUES

- Alternate placement options for young people
- Lack of secure welfare options for young people posing a risk to themselves
- Inadequate adolescent mental health responses particularly for young people in crisis
- No appropriate safe and secure facility for young people at risk of suicide
- No training and education programs for young people around suicide prevention and inconsistent support and monitoring of young people who have attempted suicide.
- Gender specific support to young people to improve general wellbeing – e.g. self care and self protective behaviours for young women
- Access to specialist services i.e. young people with significant behaviour problems eg threatening behaviour, anger issues and substance abuse
- CBD Retailers/young people engagement projects and programs
- Drug and alcohol beds for under 18 year olds
- Lack of shop front safe place for indigenous & non indigenous young people a/h
- Lack of facilities for young people visiting from remote i.e. recreation/education/information
- Adolescent & family mediation service
- Lack of appropriate restorative youth justice practices
- Lack of appropriately trained police, prosecutions and magistrates who work with young people in the criminal justice system (as per Rule 12 of CROC)
- Lack of appropriate youth specific drug and alcohol rehabilitation and treatment services, with a particular focus on Aboriginal.

ACCOMMODATION GAPS / ISSUES

- Lack of suitable building for Urban youth VSA and AOD stabilisation and treatment facility
- Young people on diversion have no safe place to live, or substantial family support to assist them complete the program.
- Lack of appropriate number of beds for semi-supported medium long term accommodation for young people
- Lack of exit points from supported to independent accommodation for young people
- Lack of crisis accommodation for young people over 18 years
- Lack of crisis accommodation for single mum's not in domestic violence situation
- Lack of crisis accommodation for young people identifying as a couple
- Lack of suitable crisis, medium long term accommodation for families and children to be accommodated as families
- There is a need to be able to refer specific youth issues to an agency to gain support for tenants.
- Emergency/crisis accommodation (especially for kids under 16)

INTERAGENCY CO-ORDINATION GAPS / ISSUES

- Issues with young people meeting obligations under Centrelink
- Clients are often working with several services and using lots of resources with no or little coordination between service providers and workers
- Limited facilitation of group work that utilizes strengths of several services at once
- Better networking between social services - whole family support workers and networks

RECRUITMENT / RETENTION GAPS / ISSUES

- High turn over of staff in youth services restricts long term successful work with clients

- Lack of qualified Aboriginal liaison officers and youth workers

EDUCATION GAPS / ISSUES

- No TAFE model in the Alice Springs/NT
- AOD and Sexual Health education for marginalized kids who aren't engaged with schools (8-25 year olds)
- School bus transport
- Students with behaviour issues

ALCOHOL & OTHER DRUGS GAPS / ISSUES

Few available programs for housing, substance abuse and alcohol. Only remote programs available for sniffing.