



**ANNUAL REPORT
2016/2017 FINANCIAL
YEAR**

YP Space MNC- Supporting young people for over 32 years

Contents

Dedication to Lin Duncan _____	1
Executive Officer Report _____	2
Operations Report- Direct Service Delivery _____	4
Community Development & Capacity Building _____	25
YPS Support Satisfaction Evaluation _____	37
Financial Report _____	39

Dedication to Lin Duncan

It is with great sadness that we dedicate this Annual Report to our fearless Board member Lin Duncan. Lin has been on the YPS Board of Governance for the last 9 years and has been in the position of Chairperson for a significant amount of this time.

Lin Duncan has been a champion of not only YP Space MNC but of the Kempsey Community as a whole.

Lin worked within the Kempsey area for over 30 years and was a pioneer within the community in her role at the Kempsey Neighbourhood Centre- successfully securing new funding & programs to build the communities capacity to respond to the needs of the most marginalized members of our society.

Lin was a fearless advocate who never backed down from a discussion about human rights, social justice and human compassion- always supporting, always fighting for her community's rights and always seeking a solution to issues from a foundation of self-determination & respect for our community's members.

It has been an honour to work closely with Lin & having her experience and commitment on YPS's Board of Governance.



Lin's commitment, integrity and passion for the rights of young people, her never give up attitude, her bubbly and charismatic personality & fantastic (albeit interesting) sense of style will be sorely missed within the community & from YPS as an agency. Thank you and Cheers Lin!

Executive Officer Report

I'm pleased to provide you with 2016 -2017 Annual Report.

This year YP SPACE MNC annual report truly reflects the incredible work undertaken by the team across our footprint and working in line with our strategic direction, values and vision.

The following 'Operations Report' clearly indicates YP Space MNC continues to thrive and achieve outstanding results for and with young people on the Mid North Coast under the supervision and direction of the Operations Manager Michelle Ackerman. YPS have a skilled and dedicated team of Case workers, Housing Manager, Programs & Community Engagement worker and 24/7 Crisis teams, that support young people and genuinely care for their wellbeing and future.

YPS continues to advocate for young people locally, within Government, FACS, Education, Health, Housing and Nationally (YHMD)

YPS's social enterprise 'That PlaYce Café' is going into its second (two) years of operation. To date the café has provide traineeships for 5 local young people. All have transitioned into ongoing employment.

Moving forward I am encouraged by the promise of tomorrow and YP SPACE MNC aspirations for the future; a future that inspires young people, builds on a culture of learning and acceptance, allows for mistakes and places a greater focus on the application of our learnings

Finally, I would like to say thank you to the YPS Board for challenging debates, thoughtful discussions and committed leadership. We have lost our long term Board

member and President during this year, Lin Duncan. The remaining Board members dedication and energy bought/bring critical attention to overseeing the work of YPS.

Nerida Ackerman

Operations Report- Direct Service Delivery

It has been another busy year for the YP Space MNC team and another year of magnificent outcomes with and for the young people our agency works with. While on one level it has been a year of new development, rebranding and renewal of our position in the service system- on a direct service delivery level it has been a year of consistent, reliable & as always best practice.

This year has seen YPS cement its service infrastructure and practice base firmly within the:

- SHS Service Standards
- National Community Housing System
- Homeless Youth Assistance Program (HYAP) and
- 24/7 Crisis Accommodation system.

YPS has worked with a marketing firm to rebrand our service logo & build our online profile through the development of a website. This process has been extensive & has provided the opportunity to look closely at the work YPS does, the philosophy behind our service & the culture within and without our agency. It has been an invaluable dual process of reflection & forward planning, consolidating and growing, removing & renewing. The process has seen Mr Potatohead (YPS previous logo image) be made redundant & instead a fresh, new & vibrant logo take his place.



The new logo is colorful, bright and at its heart simplistic- a lot like our service- and reflects YPS's belief in consistency and simplicity in service responses and approaches to face the complexities of our young people and the communities in which they live.

A significant achievement for this financial year was YPS successfully securing Top-up Funding to recommence a 24/7 supported crisis accommodation service in the Kempsey/ Macleay LGA. This top-up funding provided YPS a more appropriate level of funding to implement a streamlined and responsive crisis and outreach response across the target location. The Kempsey 24/7 has been operational since the 1st July 2016 and has provided young people in the Kempsey area essential crisis accommodation infrastructure & reduced the need for young people to leave their local communities & support structures to be safe. The 24/7 provided short-term crisis accommodation to 27 young people this year- demonstrating the need and demand for this service response in the Macleay LGA.

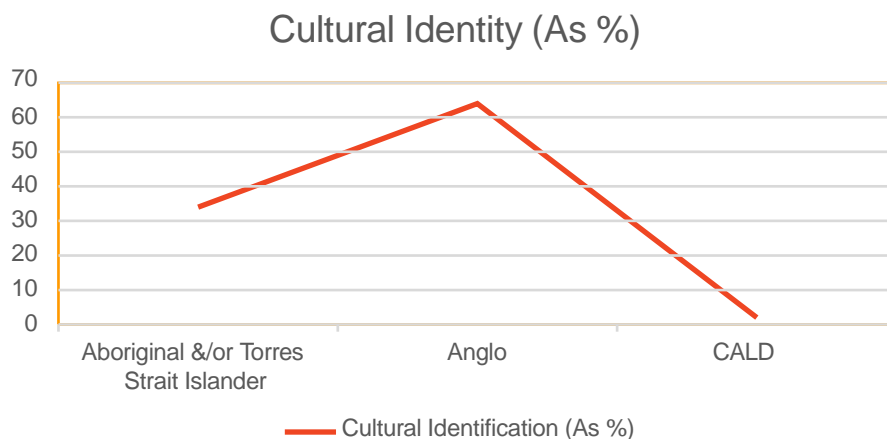
YPS has always prided ourselves on the quality of services we provide to young people and the sustainable outcomes we achieve with the young people we support- quality service provision is at the heart of all that we do and will forever remain our core focus. YPS's Case Management model is embedded in quality, not quantity, & the level of support we implement with our young people is reflective of our commitment in this area. While practical based service responses are a key feature of the YPS model of equal importance is the implementation of a trauma informed and young person- centered approach in all that we do. Youth homelessness is not a quick fix issue, it is not an issue that sits in isolation from the trauma, attachment disturbances, disconnection & powerlessness that the young people YPS supports experience. Young people's experience of homelessness & the negative indicators related from this to a young person's health & wellbeing requires a significant investment to respond appropriately. Critical success factors indicate support and case management responses require an involved & complex balance of advocacy, negotiation, referral, support, mentoring, counselling, participation opportunities and skill development. YPS strives at all times to meet the investment required for each

individual young person engaged with our service, despite the pressures of targets and quantity & jurisdictional performance measures. Achieving sustainability for & with our young people will remain YPS's essential performance measure.

YPS SHS Statistical Information

In the 2016/2017 financial year YPS provided support to 218 young people, with 239 support periods. Of these 218, 197 (91%) were new to YPS and 21 returned to YPS for a second (9%) or third (1%) support period. These numbers have been fairly consistent since the Going Home, Staying Home reform was implanted in the service system in 2013/2014.

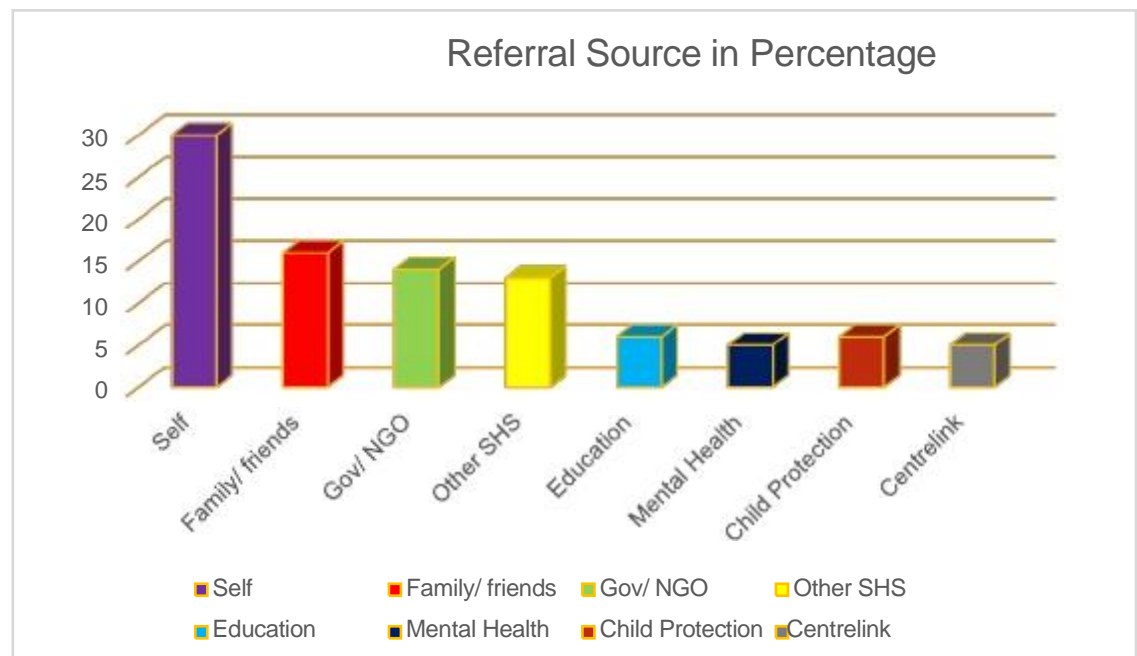
Consistent with the last 10 years, females accessed YPS support services more than males, with 54% and 46% respectively. The access rates by Cultural identification indicated a further decline in access by Aboriginal and/ or Torres Strait Islander young people. In the Kempsey LGA access for Aboriginal young people reached 42%, however in the Port Macquarie/ Hastings area only 25% of young people accessing identified as Aboriginal or Torres Strait Islander- bringing YPS's overall access rate by this cohort to 34%.



Since YPS commenced SHS services in the Port Macquarie/ Hastings LGA access rates by Aboriginal and/or Torres Strait Islander young people have consistently sat around the 20 to 25% range. Significant work has been implemented to ensure promotion of YPS Homelessness services within the community however there has not been a shift in access rates through this process. It has been difficult to determine a context for this lower than expected access, however feedback from the community is not indicating non-access due to concern with the agency or services provided. YPS will continue to promote the services available to the Aboriginal and Torres Strait Islander communities & will continue to work within the networks we have established- always seeking new ways of connection and collaboration.

Referral Pathways, Access Compositions & Reasons for access

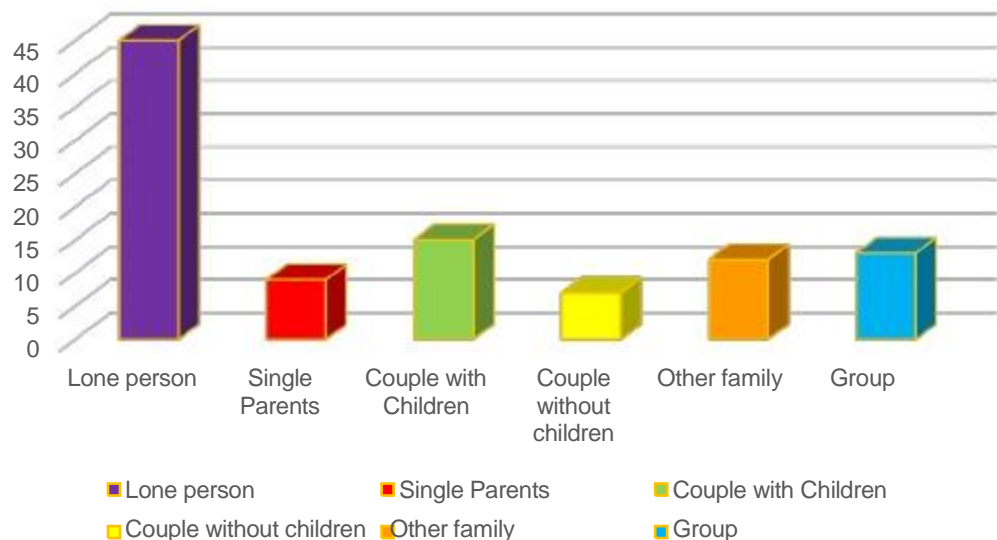
Referral pathways to YPS services have had a slight shift this financial year. While self and family/ friend referral continues to be the main pathway- again indicating that word of mouth & positive outcomes achieved for our young people encourages access by other community members- there has been some change from a service system referral perspective.



Under the No Wrong Door SHS Policy there has been an increase in the number of referrals coming from other local and statewide SHS services and Link2Home. YPS has had contact with & completed CIMS Initial Assessments with 260 young people this financial year through the No Wrong Door framework- however the capacity of the agency resulted in an inability to initiate Case Management processes with all these contacts. Inappropriate referrals continue to come from Link2Home and are referred on to appropriate SHS or non-SHS services. YPS is committed to increasing access under the Early Intervention & Prevention service type & increases in referrals from mainstream & first to know agencies has occurred this financial year. While crisis response continues to be YPS's main response type more work is being done in the early identification of homelessness risk factors & mediating response to reduce crisis presentations.

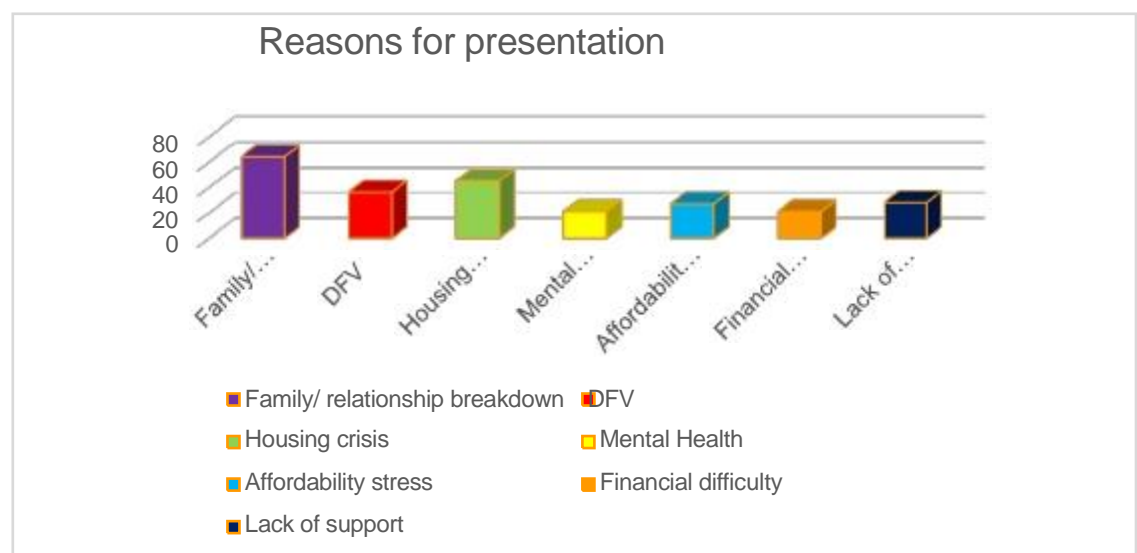
The majority of access to YPS services are from lone/ individual young people seeking services independently from family or friends. Young family units with dependent children have also presented consistently this financial year.

Access Composition in percentage



There has also been a trend in young people accessing services with other siblings and cousins, including step-siblings & other extended family members. This access type provides some insight into the dynamics of the family units young people are experiencing & often further work identifies trans-generational experiences of homelessness and Domestic and family violence within these family types. The lone person composition type is a key focus for the NSW Premier's Priority framework SHS has been directed to target. The SHS sectors has been given a target to increase appropriate housing outcomes by 10% for young people accessing SHS services alone & who have experienced couch surfing or rough sleeping in their recent history. This framework has been injected into the sector with no additional resources or support to implement & is focused on SHS youth services doing more with their existing resources. This has been a challenge however the outcomes achieved in the Mid North Coast region have been promising.

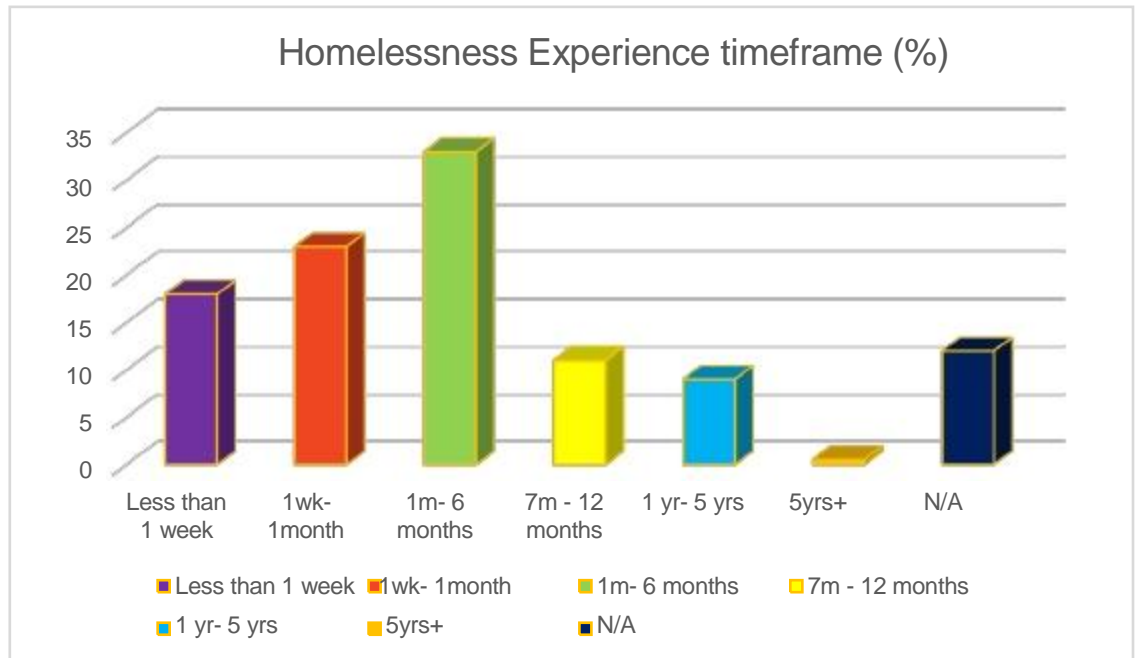
The leading pathways into youth homelessness have long been established and this financial year provided further evidence to support the existing evidence base. Relationship/ family breakdown continues to be the main access reason across YPS's target location, with housing crisis and domestic and family violence rounding out the top three (3) reasons for presentation.



Period of Homelessness Experience

Anecdotal evidence shows that young people do not necessarily present to Homelessness services immediately when first experiencing homelessness- with friends or family being the first to know people or contacts. Often young people will couch surf between friends and family for a protracted period of time before making contact with support agencies to address their homelessness experience, for a range of different reasons.

This financial year this anecdotal evidence is supported by data related to timeframes of homelessness for young people accessing YPS SHS services.

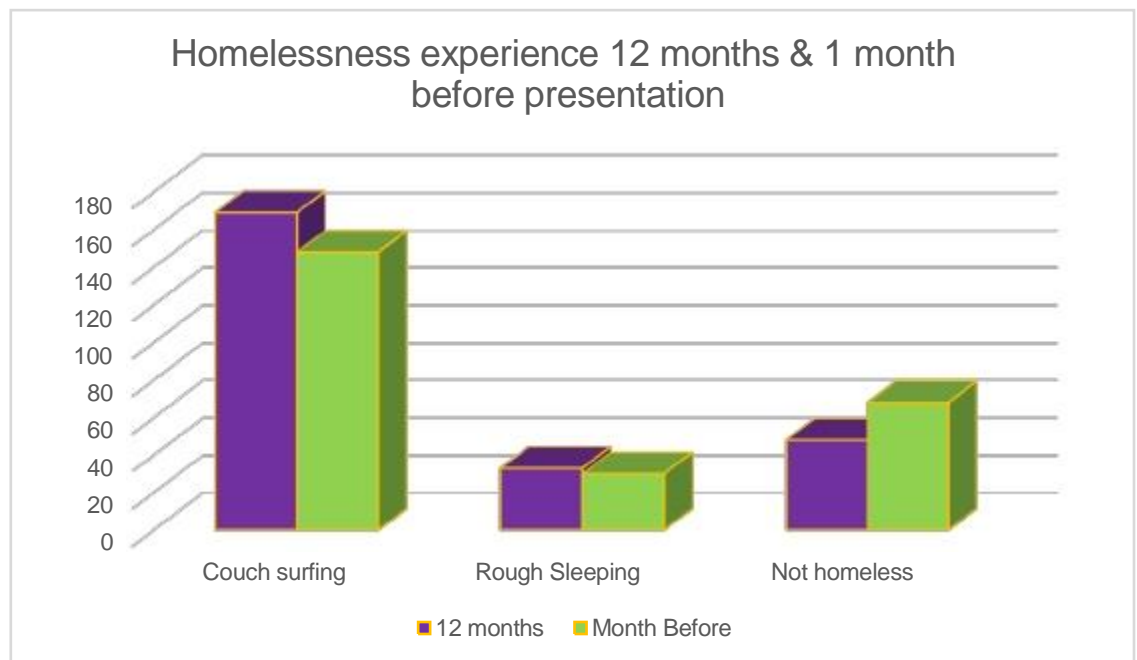


Homelessness status & conditions of occupancy on entry

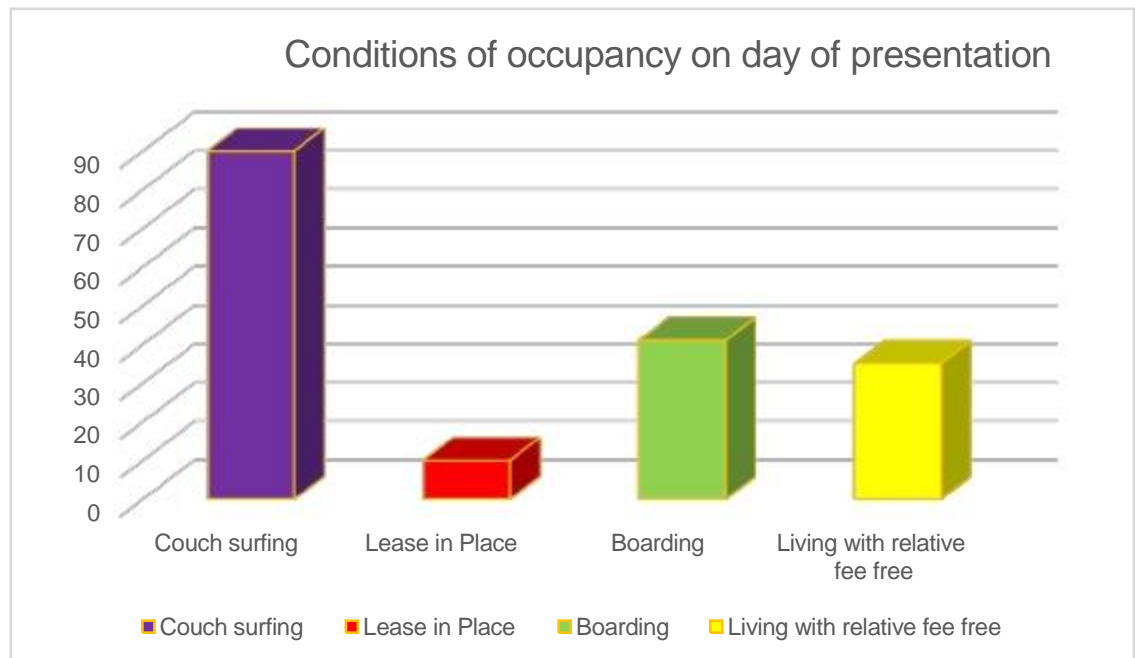
YPS has been working to promote early intervention and prevention strategies as a service type for many years in an attempt to reduce the number of young people experiencing homelessness crisis. This has been a difficult task due to the barriers of accessing young people and family's before conflict escalates to crisis & family breakdown. YPS has increased our connection to mainstream & first to know

agencies through network meetings, service visits and promotional materials and while there has been a shift in access for early intervention/ prevention YPS's main service responses are focused on providing support for crisis and post-crisis situations (56% of all service responses this financial year).

The following chart identifies the homelessness status experienced by young people 12 months before and the month before presentation to YPS:

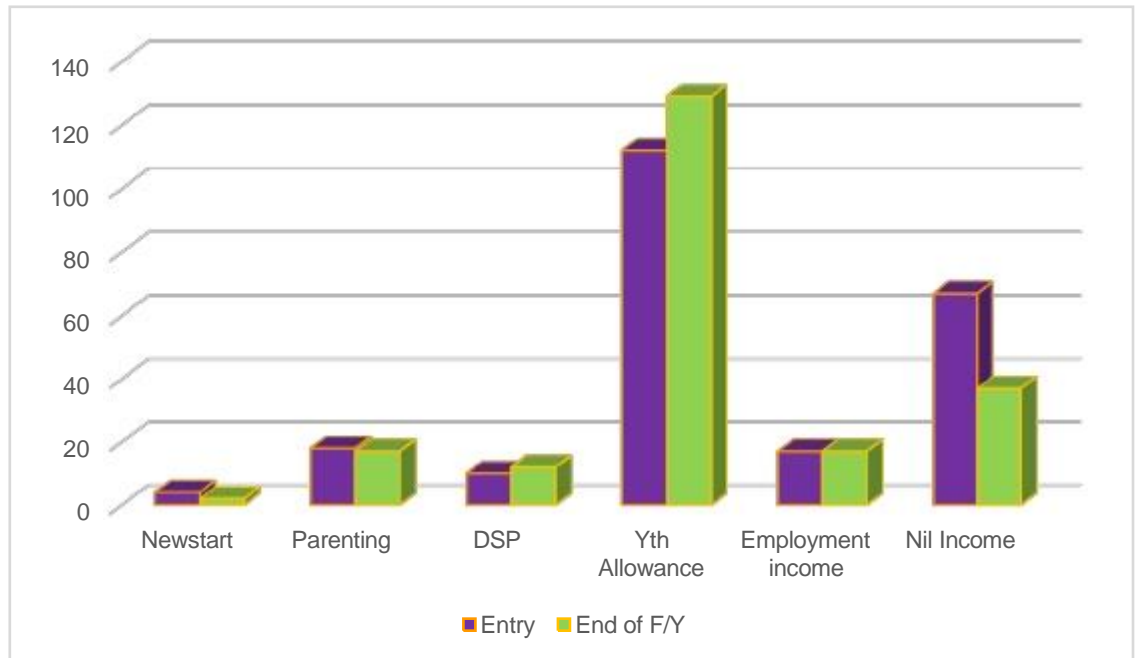


Further to this, to provide further context to the experiences of young people accessing YPS services, the conditions of occupancy experienced by young people on the day of presentation to YPS services continues to indicate that young people are living in situations where there is no security or permanency and the risk of rough sleeping is ever present.



Income & Employment

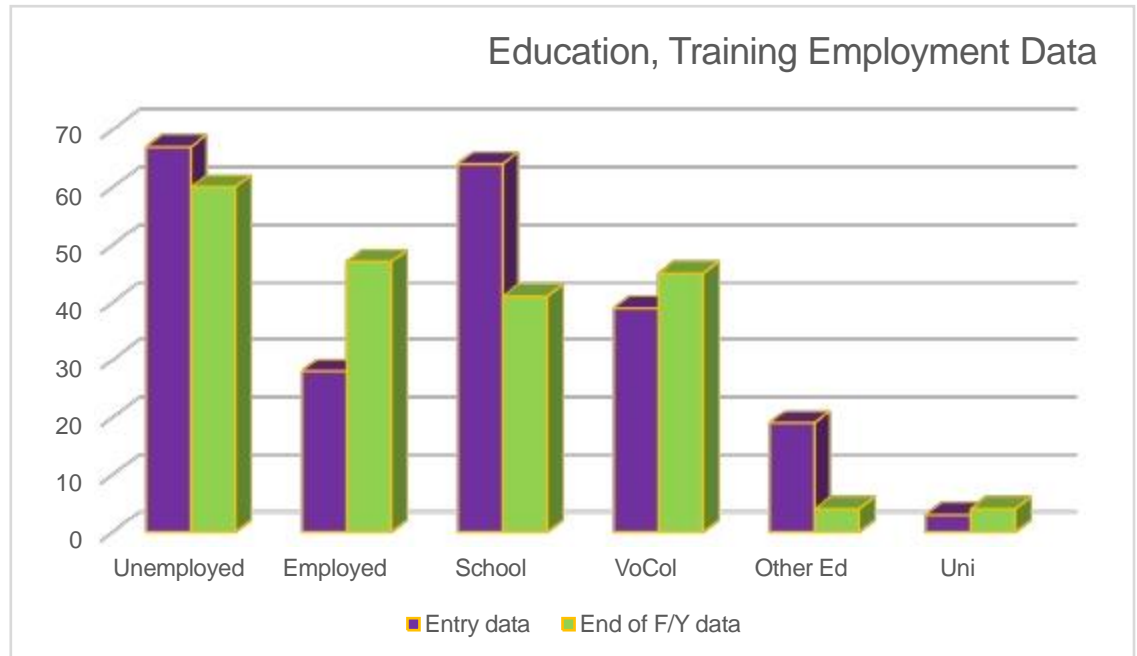
Given the age cohort YPS works with the predominant income type on access to services was Youth Allowance with 51%, with a significant gap to the next category of income- Parenting Payment at 8%. The Youth sector has long been advocating with the Federal Government regarding Youth Allowance and the failure of income support systems to provide an appropriate level of support to young people experiencing homelessness. Currently the Youth Allowance (Independent rate) income support payment equates to \$440 per fortnight – an amount of \$31.43 per day for young people to live- which places most young people accessing YPS services under the poverty line in Australia. The added pressure of commonwealth directed punitive action for young people in receipt of income support and the tightening of criteria for accessing Independent youth allowance results in a difficult and discriminatory space for our young people – which has the potential to impact on the decisions and actions young people take. YPS will continue to advocate on these issues, on a State and National level.



Education, Training and Employment

Education, training and employment is a key focus area of all youth SHS services across NSW and is particularly relevant to this cohort given the Federal policies in place related to 'Earn or Learn' and income support obligations. The evidence clearly demonstrates that supporting young people to engage or remain engaged in education, training and support significantly decreases the likelihood of ongoing experience of homelessness into young people's futures & building individual skills sets & protective behaviors are critical success factors. YPS Case work is

comprehensive and holistic, with education, training and employment supports embedded in the case planning and support model.



Accommodation and Housing Outcomes

YPS works across a continuum of housing products from crisis accommodation to long-term housing outcomes in the private rental market. This financial year has been another successful year within the housing space, with significant outcomes being achieved. This financial year YPS provided or secured housing for 214 young people

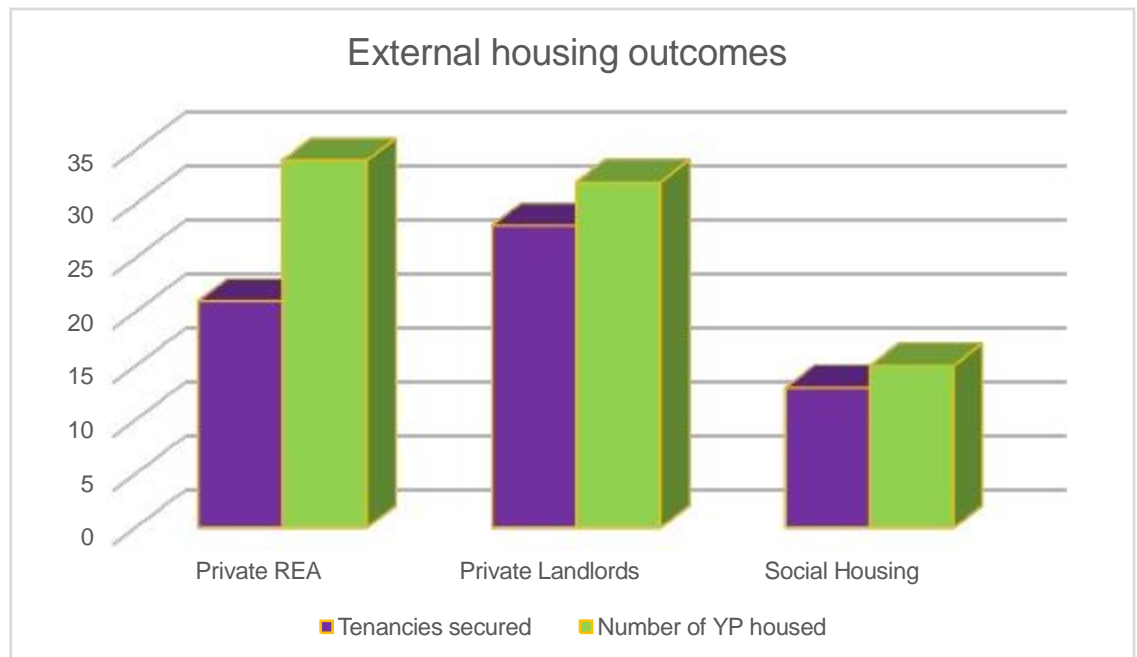
& their dependent children across the range of housing products/ property types available.

In 2016/2017 through our internal housing products (Crisis, Transitional and Transitional Housing Plus) YPS provided:

- crisis accommodation to 60 young people -totaling 1,736 nights of accommodation
- Transitional housing to 72 young people (& their dependent children) – totaling 13,013 nights of accommodation.

Further, through external housing products YPS secured:

- 62 new tenancies- housing 82 young people & their dependent children.



While securing independent tenancies for young people is a primary focus for YPS SHS services, family restoration and re-engagement with family/ extended family is also an appropriate outcome for some young people who access our services. Family

mediation, conflict resolution and support is a key service type provided by YPS Case Workers & return to family is pursued where it is a safe option for young people.

As noted in 2016/2017 YPS provided crisis accommodation to 60 young people, through support from YPS the majority of these young people exited crisis accommodation into safe & secure housing options. The exit points were as follows:

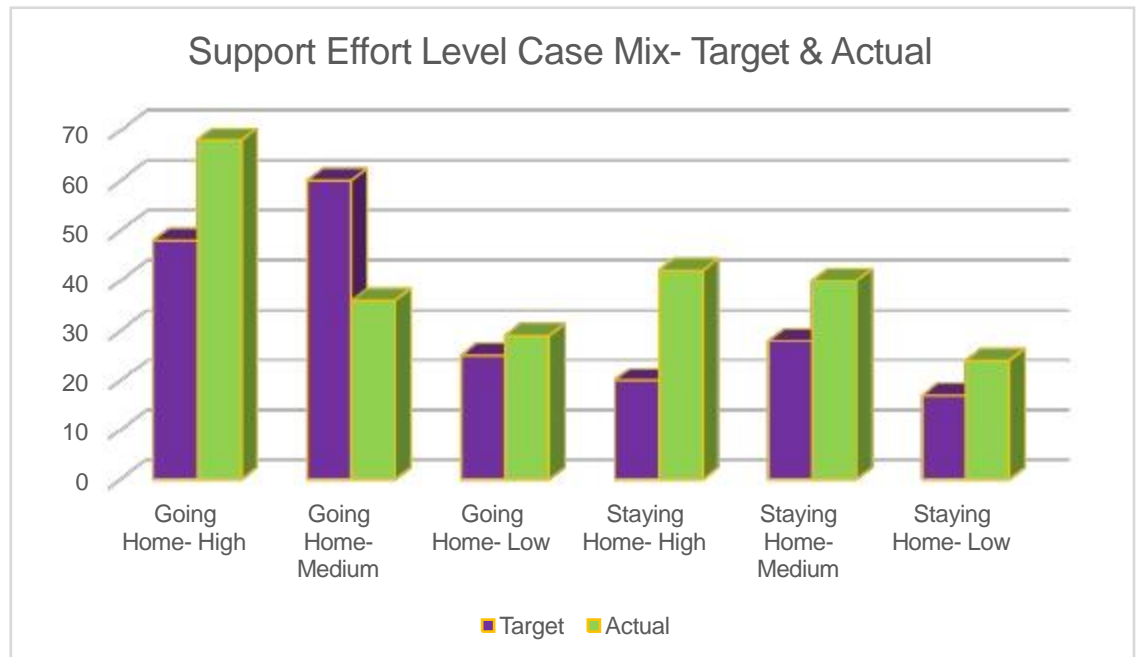
24/7 Exit Points



Case Mix Targets

Case mix targets continue to be a feature of all SHS service PLA's and this financial year YPS again met & exceeded the targets set. As it is impossible to predict the level of SHS service effort required for individual young people accessing SHS services the Case Mix actuals achieved by YPS are vastly different to the targets set. This is particularly obvious within the High Effort Level category where YPS provided High effort level services to young people 22% above the target set. To further define the parameters set the Case Mix targets are broken into the 'Going Home' (young people who are homeless) and 'Staying Home' (young people who are at risk of homelessness) categories. The data clearly indicates that regardless of the

presentation category young people experiencing homelessness or who are at risk of homelessness have multiple levels of complexity and the effort required to assist young people to resolve their homelessness and the factors that impact on it are high and diverse.



The data indicates that YPS exceeded outcomes in all case mix categories except Going Home Medium effort level. Again, young people experiencing homelessness have complex needs and the majority of young people supported in the Going Home category required High Effort support to resolve their individual issues.



Donations & Material Support to young people

YPS was incredibly fortunate to have community member support this financial year through the donation of \$1500 by Kendall Community Op Shop. Kendall Community Op Shop's generosity provided YPS with the ability to purchase essential households goods (for example toasters, kettles, crockery, saucepans etc) so that YPS could provide Tenancy Establishment Packs to young people when they secured a new tenancy in the private market or social housing. These packs reduced the financial burden on young people in establishing their tenancy- 97 packs were provided across the financial year to both Kempsey and Port Macquarie young people.

Homeless Youth Assistance Program- HYAP

YPS was successful in securing the HYAP Stage 2 funding and commenced this program in October 2016. YPS had already been implementing the HYAP Stage 1 program so implementation was a smooth transition for YPS, YPS staff, young people and our network agencies. While the youth sector and YPS does not endorse nor support the FaCS Policy that HYAP sits under (*Unaccompanied children & young people 12-15 years Accessing SHS*) a response to this cohort is essential to reduce family breakdown and children experiencing homelessness crisis in our region.

The YPS HYAP program is a crisis response, early intervention and family restoration/preservation model- focusing predominately on working with young people, families & service systems to keep family units connected (where it is safe to do so) and building supports arounds families to sustain relationships and placements. The YPS HYAP model includes service responses including:

- Case Management and coordination
- Crisis accommodation- 1 designated crisis bed in YPS 2Triple4 and YPS Kempsey Youth Crisis Accommodation Service
- Family mediation and negotiation
- Advocacy – individual, family and systems level
- Referral and community linkages
- Education, Training and employment support

- Counselling and basic assistance
- Brokerage

The HYAP program was developed in direct acknowledgement of the number of young people, aged under 16 years, accessing SHS youth homelessness services unaccompanied by a parent or caregiver. The cohort is considered 'children' as opposed to 'young people' due to their age range and the developmental stage the majority sit within. The youth SHS service system has advocated strongly for this to be the lens the HYAP cohort is viewed in- particularly in relation to parental responsibility, FaCS responsibility to the age group & the complexities that surround this cohort.

YPS has been working with FaCS and other stakeholders to develop the District Protocols that will support the implementation of the HYAP program across the MNC. The District Protocols set the lines of accountability, responsibility and coordination processes for the program and includes HYAP providers, FaCS Child Protection, Health, Education, family support agencies and the SHS system. YPS has advocated strongly within these Protocol development activities, to ensure government is held accountable to their responsibilities for this cohort and to ensure a firm understanding of the complexities of working within this space. YPS has consistently identified the system and program issues and the lack of safeguards within the program Policy and framework & will continue to advocate on these issues.

HYAP Statistical Data

In the 2016/2017 financial year YPS has provided services to 39 children/ young people (cyp) within the HYAP program. 28 of these children/young people were supported after October 2016 (when HYAP Stage 2 commenced) and 11 carried from the HYAP Stage 1 program. HYAP has provided services to 22 females and 17 males. The full breadth of the HYAP age range has accessed YPS HYAP services with age at time of referral being:

- 12 to 14 years- 12
- 15 years – 27.

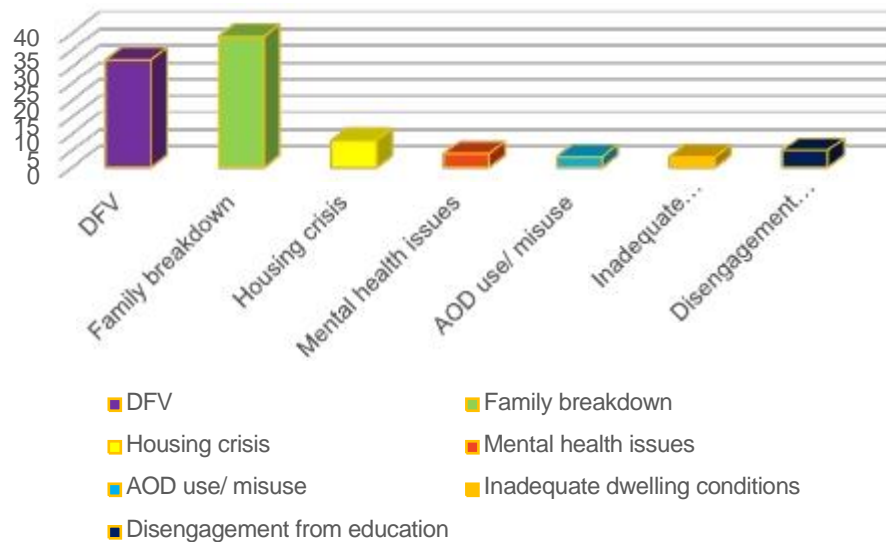
30% of all HYAP cyp identified as Aboriginal, with 1 identifying as being Culturally & Linguistically diverse.

Reasons for referral/ presentation

The HYAP program sits closely to the Child Protection sector and often HYAP cyp have fallen through the gaps in the child protection system for whatever reason. Children/ young people that are already in the Out-of-Home-Care system are not a priority focus of the HYAP program as these cyp are responsible to the OoHC system & all their care & support needs should be met by this service system. This being said, only 1 of the 39 cyp supported by YPS were PRM at the time of referral to YPS HYAP.

The predominate pathway and indicators of risk identified through the HYAP program has been domestic &/or family violence and family breakdown.

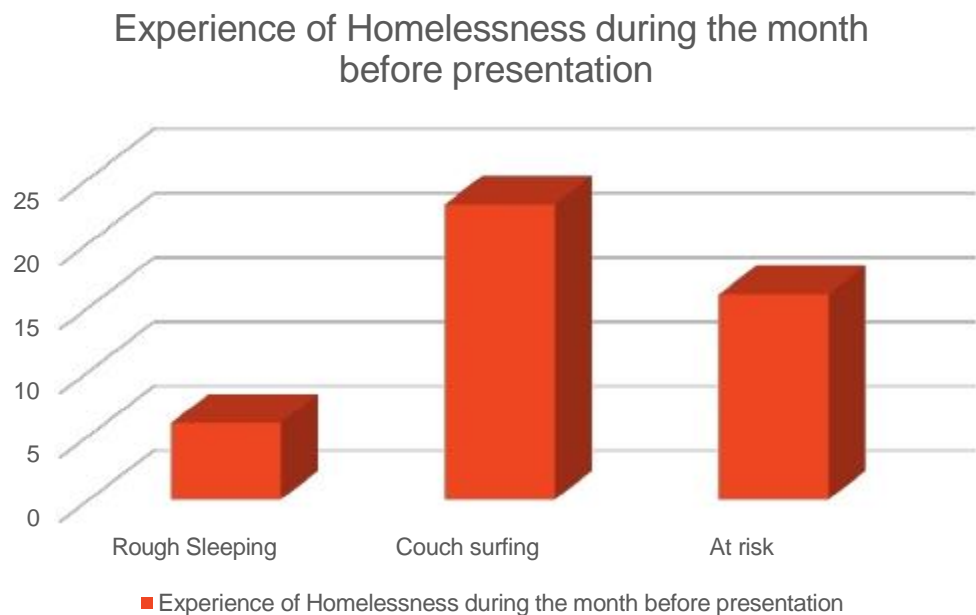
Reasons for Referral/ presentation



Other factors contributing to presentation or referral have included mental health issues of both young people and/or their primary caregivers, substance mis-use by young people and education disengagement.

Homelessness Experience

While HYAP is focused on early intervention, prevention and family preservation experience of homelessness and crisis presentations resulting from homelessness continue to be a predominant service response & experience. A significant proportion of cyp accessing the YPS HYAP services are experiencing direct homelessness on entry to support (59%) as opposed to 'risk of' homelessness. The following chart identifies cyps' experience of homelessness one month prior to presentation to HYAP support.



15% of CYP accessing YPS HYAP services had experienced 'rough sleeping' in the month before accessing services, with a further 41% couch surfing in this timeframe.

Income, Employment and Education

Given the age range of the HYAP cohort 74% of CYP accessing YPS HYAP services had Nil Income on access to YPS, with only 5% being in receipt of 'Special Benefits' from Centrelink and a further 21% receiving income from employment.

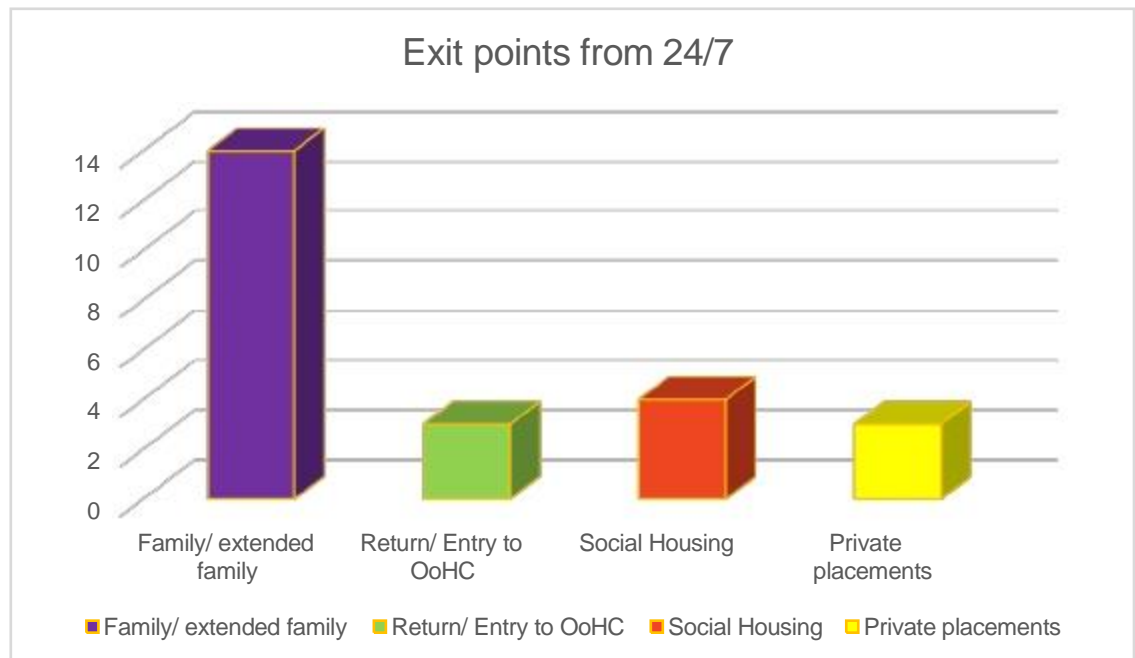
Education, or return to education is a key priority focus for the HYAP Stage 2 program due to the recognition of education as a positive pathway out of cyclic homelessness & disengagement. On entry to YPS HYAP 36 (92%) of CYP were engaged/ enrolled in education with 3 (8%) not being engaged or enrolled in any form of education or training. Of the 92% of CYP enrolled in education, over 80% of these CYP's were attending school and participating in their education, with the remaining 20% not attending or participating on entry.

For some CYP engaged in YPS HYAP formal, mainstream education pathways were not appropriate & suspension from high school was a reoccurring theme. YPS HYAP services provided support to these CYP to identify and engage in vocational training pathways (23% [n=9] of CYP) or employment (8% [n=3]).

Crisis Accommodation and Housing

Of the 39 CYP supported by YPS HYAP in 2016/2017 25 (64%) required crisis accommodation placements due to family breakdown and/or domestic/ family violence experiences. While YPS strives to minimize a HYAP CYP's time in crisis accommodation, due to the potential risk factors of the environment for HYAP CYP, the reality is that often placements are in place for the full 3 months and HYAP CYP turn 16 during this time- which changes the dynamics of the supports and community resources available to them. Return to family or extended family is the preferred outcome for CYP, however there are times when this is not possible due to risk factors and lack of appropriate and safe family connections.

YPS HYAP services have achieved some fantastic outcomes with & for HYAP CYP this financial year- in terms of housing and family restoration processes. The following chart indicates Exit points from 24/7 crisis accommodation in 2016/2017:



Return to family or extended family has been the predominate exit point for CYP with 56%, while Social Housing tenancies have been the outcome for 16% of the 25 CYP's in crisis accommodation- after they have turned 16 years old & are eligible for social housing products. For 3 CYP private placement- which the CYP secured themselves in private landlord properties were the exit point from crisis accommodation. Given the age range and vulnerabilities of CYP within the HYAP cohort this is not the preferred outcome, however these CYP did not have any appropriate or safe family options available & were unable to secure social housing due to their age.

Brokerage

YPS HYAP is fortunate to have a brokerage component attached to Stage 2 and these resources have provided essential financial support to CYP being supported by YPS. Brokerage is managed under the Brokerage Guidelines set by FaCS for SHS services and is targeted at supporting housing outcomes, education support or access to specialized services external to the SHS system. In 2016/2017 YPS HYSP provided brokerage support to 14 CYP to assist with establishing a tenancies,

providing education/ training/ employment resources and other essential services like birth certificates, ID and medications/ health resources.

Community Development & Capacity Building

Community development and engagement with the broader service system & community has always been a focus for YPS. This financial year YPS has broadened our internal group work programs to include a range of skill development & capacity building opportunities for young people accessing our services, as well as worked collaboratively with external agencies to build on skill development options for young people outside of YPS direct service delivery through case management. Community development and youth social inclusion sits within YPS's Early Intervention and Prevention service response and YPS's Youth Social Inclusion & Development (YSID) position facilitates the majority of this work, including YPS's youth social inclusion committee - SWAG (Social Wellbeing Action Group).



YHMD 2017

As always YPS's main community education event this financial year was Youth Homelessness Matters Day (YHMD) 2017 with massive events across both Port Macquarie/ Hastings and Kempsey locations. The 2017 theme was education and employment & events designed across the 2 central locations took different paths.

In Port Macquarie YPS again partnered with Port Macquarie TAFE campus Community Service students, ETC, Uniting Care & other youth agencies, to facilitate an event that centered on the stories & strengths of young people & the employment supports available to employers for hiring young people within our community. The Port Macquarie event was divided into 4 central themes- each with it's own working party- that included:

1. Box City- a sponsorship, fund raising visual exhibition
2. Employment Supports & Young people- information/ education campaign for employers
3. On-line campaign focused on social media and connecting people to the YHMD event, including a revamp of the YPS 'You see, I see' campaign.
4. A Performance challenge- YPS asked local schools and visual arts groups to develop & perform a piece of visual arts related to youth homelessness.

The four key elements of the campaign were significantly successful with just over \$5000 being raised from local business who sponsored a cardboard box in 'Box City' – this city was then set up in Port Central courtyard with service providers attending to educate the community on youth homelessness. A huge congrats to the PMQ Team for their fundraising efforts- particularly Katie Henson- which will contribute to brokerage support/ tenancy establishment products for young people.





The YPS PMQ team worked diligently with our partner agencies to pull off a fantastic event, with 2 performance pieces (one written, directed and starring a 17 year old female who wrote a 10 min play on youth homelessness & performed it with her friends on the steps of the GlassHouse). Our employment strategy saw an Information package developed and provided to local businesses provide various opportunities and support for employing local young people & our online campaign reaching hundreds of people across the Hastings LGA.

In KMC YPS and YPS SWAG worked with local agencies to develop a Carnival/ Funhouse themed event (without the evil clowns!) aimed at building local businesses and community members understanding of the pathways & experiences of youth homelessness in the Macleay region. The YPS Youth SWAG was instrumental in the development of this event and put their formal event management training into action. The central activity revolved around a 'youth homelessness obstacle course' which challenged local high school student teams to walk in the footsteps and navigate the roadblocks and barriers young people experiencing homelessness face on a daily basis. Feedback from the event highlighted the educational aspect of the day.





Skill and Capacity Development Programs

YPS has always been committed to providing group work programs to young people that build their individual skills and personal capacity- not just related to their housing needs but in relation to their personal development & wellbeing. This fanatical year has seen YPS continue to facilitate the 'Reality Rental tenancy management program, and the 'Money Minded' financial management program – with inclusions in 2016/2017 of 'Silent Stuff' sexual health program and 'PATH- Positive Action towards Healing' trauma program.

Reality Rental:

YPS's Reality Rental program, facilitated by the YPS Youth Social Inclusion & Development Worker in Kempspey and Case Workers in Port Macquarie, runs on a bi-monthly basis for case managed young people- however this program is also open to young people not connected with YPS and group programs are held external to YPS, for example with ETC Transition to Work program and Macleay Vocational College students. The programs structure, particularly the co-facilitation of sessions by local private market tenancy managers and Tenants Advise & Advocacy Service, continues to achieve good outcomes for young people with significant increase in understanding

of rights & responsibilities and planning for securing housing across the housing market. This year YPS has included a session within the RR program that is directed at basic home maintenance skills which has been co-facilitated by the Community Worker from our local Bunnings Hardware store- this has been a great success with young people engaging well with the learnings & feedback indicating the importance of this type of skill development.

Money Minded:

The Money Minded program has also been provided to young people broader than just YPS case managed young people, with workshops being facilitated to ETC Transition to Work and MVC young people. The connections made from this collaborative framework have created firm relationships with the broader service system and has further assisted streamlining referral processes and early intervention strategies across our region.

The program has been condensed based off feedback/ evaluation and now is focused on a one day workshop as opposed to 2 days. Feedback has been positive, with significant gains in understanding of budgeting and common risks associated with financial management.

Silent Stuff:

YPS worked with the Sexual Health worker from HARP to re-develop a sexual health program based loosely on the 'Sticky Stuff' training provided by the Yfoundations Health Team. This program is facilitated by YPS YSID and co-facilitated by sexual health staff when available. The program was developed in recognition of the higher risk factors for STI's for the age cohort that YPS works with and to ensure a holistic framework is implemented by YPS regarding young people total health & wellbeing. The program has been well received by young people who have attended and will continue to be implemented across the next financial year.

PATH- Positive Action Towards Healing:

For many years YPS has experienced barriers to securing appropriate support and therapeutic programs for young people who have experienced trauma in their lives- while there are in place programs that focus on anger management & some behavioral issues, no targeted trauma related programs have been available across our geographical area. To respond to this YPS Case Workers and Residential team worked collaboratively to develop the PATH program- a 7 week trauma program that sits within a therapeutic framework and addresses trauma as it relates to young people's experience.

The program was facilitated in Kempsey & the evaluation from young people has been incredibly positive. The program will continue to run across both Kempsey & Port Macquarie in the next financial year- with further evaluation & review of the structure & content to continue.

Love Bites Co-facilitation:

YPS YSID position works collaboratively with other network agencies to co-facilitate the LoveBites program with all schools across the Kempsey LGA. The YPS YSID also sits on the co-ordinating committee for this invaluable program and Lovebites Training was provided to a number of YPS staff to increase our options for facilitation.

**Event Management Training- Young People (SWAG)- Volunteers Grant:**

YPS was success in securing a \$5000 Volunteers Grant in 2016/2017. This grant money was targeted at building young people's capacity & skills in planning,

developing & managing local youth focused events. A two day Event Management training (facilitated by the Evolve Network) was implemented with the YPS Youth SWAG- the skills developed from this training were then put into practice in the development of the YPS Youth Homelessness Matters Day 2017 in Kempsey- with the young people taking a lead role in the planning & management of the event.

Youth Mini Olympics- Mental Health Month Grant:

YPS was successful in securing a \$1000 Mental Health Grant in 2016/2017- this grant was used to develop, resource and facilitate a Youth Mini Olympics event in Kempsey. Teams of young people from network agencies and schools attended the day & participated in a number of mental health focused challenges- with the aim of increasing aware of mental health issues, supports available & ways to respond to the mental health issues experienced by our community. The inaugural event was a great success with the Trophy being taken out by the ETC Team (Well done to them- but YPS WILL win it back!!!). Evaluations of the day indicated that the primary aims were achieved and participants felt included and better connected.

Unspent funds from the day were negotiated to be used to develop a youth focused mental health resource card to be distributed to young people across our region. YPS designed and developed the cards- which provide information and contact support options for young people who may be experiencing mental health concerns.

To highlight how successful this event was the Mental Health Co-ordinating Council (the funding body of the Mental Health Month Grants) requested permission from YPS to use the Youth Mini Olympics as a “Success story” on their website for promotion of the 2017/2018 Mental Health Month Grants.

**Advocacy & Representation:**

YPS continues to ensure that a strong advocacy position is held across our district, region, State and Nation- in recognition of the systemic issues that impact the young people & communities we support. YPS continues to hold representative positions of key Boards, Committees and Advisory/ Consultative/ Reference Groups across the State and Nationally, these include:

- Yfoundations NSW Peak Youth Homelessness Body- President
- FaCS Practitioners Advisory Group
- District Homelessness Operational Group
- District Homelessness Implementation Group
- Australian Institute of Health & Welfare- SHIP User Advisory Group
- HYAP Best Practice Reference Group (Yfoundations)
- SHS Sector Support Satisfaction Evaluation Reference Group
- Homelessness Sector Shared Outcomes Consultative group
- National Youth Housing Coalition.

These positions are in addition to the local and district networking YPS as an agency is engaged in, with the key focus being on ensure regional young people remain firmly on the agenda and responding appropriately to the needs of young people experiencing homelessness. YPS will always remain committed to being a loud and consistent voice for young people within our community across the diverse systems which impact our work and social policy constructs.

YPS Service Development:**Strategic Planning-**

The YPS staffing team and Board of Governance participated in a 2 day Strat Planning session in November 2016- to develop YPS's strategic direction for the next five years. The Strat Planning process provided the opportunity to review the previous Strat Plan and highlight the success and achievements over the last 2 years. It also provided the opportunity to have diverse input from all staff & Board members of YPS regarding 'where to from here'.

Key service development goals and actions were developed- with a particular focus on:

- Building YPS's capacity to provide more generalist services to young people
- Upskilling the service system to respond to the needs of young people within our communities
- Strengthen partnerships with all key services & systems
- Utilize the YSID position to build more inclusive community opportunities for young people
- Complete Out-of-Home- Care accreditation
- Utilising existing community resources and opportunities to target YPS's research agenda
- Further develop social enterprise opportunities.

Work has commenced on these targets and will continue across the next 5 years.

Secured Funding:

In the last 12 months YPS has successfully secured the following funding:

- Volunteers Grant
- Mental Health Month Small Grant
- HYAP Stage 2 Funding (funding to 2020).

Staff Professional Development:

Increasing our staff skill sets and ensuring all staff have the most up to date knowledge & skills is a priority for YPS. This year has seen a diverse range of training/ professional development opportunities become available for YPS staff to access. Trainings attended have included:

- Yfoundations 2 Day conference
- Dr Tracey Westerman -Aboriginal Mental Health Assessment
- Building effective working relationships with clients
- Building further engagement
- Effective engagement with Aboriginal clients
- Effective engagement with clients from CALD backgrounds
- Making effective referrals
- Signs of alcohol & other drug withdrawal
- DV Alert- Disabilities; CALD; LGBT; General
- Disability Justice Support
- Navigating the Criminal Justice System
- Personality Disorders- Borderline Personalities
- DFV and young people with Cognitive Disability
- Digital Marketing Training (\$3000 scholarship program).
- Lovebites Facilitators training
- Trauma & Addictions
- AOD- New Trends Forum
- Victims of crime & trauma informed practice
- Youth Mental Health 1st Aide
- ASSIST Program
- Cognitive impairment & DFV
- DFV Bystander Training.

SHS Service Standards

The SHS sector has been working towards implementing Service standards to govern our sector since the 'Going Home, Staying Home' Reform. IN this financial year YPS has implemented changes to Policies, Procedures, and governance systems to ensure our agency meets the Standards set. YPS has completed the self-assessment and external Desktop Accreditation Review and has completed the small amount of

Recommendations made by the external consultant. At this stage YPS meets all SHS Service Standards.

Fundraising Activities and Donations:

YPS has been incredibly fortunate to work with a number of local businesses and companies to implement targeted fundraising campaigns over the last 12 months.

The biggest event planned and implemented was the YPS Charity Golf Day, held in December 2016 at the Fredrickton Golf Club. The Kempsey RSL and the Fredrickton Golf club were major sponsors of this event & saw a number of teams participate in the Ambrose style golf day. Local business provided donations for prizes and a raffle & the day was a great success. From the funds raised, and from a generous donation by the Kempsey RSL club, YPS was able to purchase a Defibrillator for the Kempsey 24/7 Crisis Accommodation Service. A huge thank you to all those who supported and participated in the day & in particular the Kempsey RSL.



(The 'We are a Janis Joplin Tribute Band- but were not really a Tribute Band we just wanna play golf' Team)

ETC Transition to Work -Christmas Campaign:

YPS was lucky to partner with the Port Macquarie and Kempsey ETC Transition to Work program for a Xmas campaign that saw YPS be provided with hamper to provide to young people for Christmas Day. ETC TTW program participants worked on a community campaign that sought donations from local businesses and increased awareness of homelessness at the same time. The campaign was a great success for YPS and the participants who obtained event management skills & saw 15 hampers made & donated to young people. A huge thanks to ETC TTW and all the participants of this program.



YPS Support Satisfaction Evaluation

A component of YPS quality improvement strategies and service evaluation is to implement regular evaluation processes with young people across all of the service types YPS implements. YPS is firmly committed to ensuring services, across the agency as a whole, are responsive to the needs of young people and are reflective of the service standards of the SHS system.

In early 2017 YPS completed a Tenant Satisfaction Evaluation with young people housed in YPS/ MFYH properties across the Mid North Coast specifically addressing tenancy management systems, processes and outcomes achieved for young tenants. This evaluation highlighted the positive way YPS services are viewed by young people with an overall High satisfaction identified by young tenants within YPS managed properties.

The SHS Support Satisfaction evaluation is focused specifically on YPS SHS support processes, including the HYAP program, from initial contact with YPS Youth Homelessness services to outcomes achieved and exit from the support program. The data provided by this evaluation will provide YPS with recommendations for areas of improvement in SHS services, as well as assist in agency strategic planning and SHS Standard accreditation processes.

The results from the evaluation process were incredibly positive and included:

- 55% of participants indicated that they 'Strongly Agree' with all statements
- 44% indicated that they 'agree' with all statement
- 1% indicated that they 'neither agree nor disagree, or disagree' with all statements.
- Overall 99% of responses were overwhelmingly positive.

In terms of the Outcomes section:

- 31% indicated that their life had 'Greatly improved' across all outcome areas.
- 46% indicated that their life had 'Improved' across all outcome areas

- 18% indicated that their lives had 'Stayed the same' across all outcome areas
- 4% indicated that their life had 'slightly declined' across all outcome areas and
- .3% indicated that their life had 'greatly declined' across all outcome areas.
- Overall 77% of responses indicated significant improvement in young peoples lives.

From a 'satisfaction' perspective the results indicate a high level of satisfaction with YPS services across the board.



YPS 16/17 AGM REPORT



