



YP SPACE MNC

(Young People – Supported Programs, Accommodation and Community Engagement)

SERVICE CHARTER



Who are we and what we do?

YP SPACE MNC (YPS) is a Youth Specialist Homelessness Service. We support Children and Young People aged 12 to 25 years who are experiencing homelessness. We are based in the Port Macquarie and Kempsey LGA's. We support young people from Laurieton to Macksville on the Mid North Coast.

YPS is a registered charity and not-for-profit organisation. 100% of money raised from donations or corporate sponsorship goes directly to supporting Children and Young People.

On any given night YPS can have up to 54 Children and Young People in residence. We operated two 24/7 crisis accommodation houses and 6 temporary accommodation cabins (2-bedroom x 3 & studio x 3). Plus, MOUs with other housing providers to offer other housing solutions which provide a streamlined pathway from homelessness and family breakdown to independence and stability.

Our accommodation and support services include:

- 24/7 Crisis Accommodation
- Temporary Accommodation (TA)
- Transitional Accommodation
- Transitional Housing Plus (THP)
- Homeless Youth Assistance Program (HYAP)
- Bail and Accommodation Support Service (BASS)
- Outreach Program
- Aftercare – post housing

The above-mentioned services are available to Children and Young People along with their children and family using holistic and strength-based approaches.

OUR MISSION

To support Children and Young People experiencing homelessness through a holistic approach

OUR VISION

Shelter the homeless – One Child and Young Person at a time

OUR VALUES

Respect: At YP SPACE, respect is fundamental to everything we do. We honour the dignity and worth of every Child and Young Person we support and this extends to other stakeholders we work with

Empowering: YP SPACE strives to empower the Children and Young People we are supporting to realise their potential and create their own path towards a brighter future

Compassion: YP SPACE shows kindness, compassion and empathy to every Child and Young Person we support

Integrity: At YP SPACE, integrity forms the foundation of trust and reliability in our relationships with Children and Young People we serve and the community we support

Types of Accommodation

24/7 Crisis Accommodation

Service: 24 hour staff supported short-term emergency accommodation in Kempsey and Port Macquarie for Children up to the age of 17 years. This type of accommodation can house up to 5 residents in each location for 3 months.

Support: provide a range of daily supports, intensive case management and more. Aimed at meeting the child or young person's individual needs to transition into independent living.

Fees: No resident will be required to pay more than 25% of their income on rent. Young people without income are welcome to access this service.

Temporary Accommodation

Service: Referred by Link2Home or Community Housing Ltd (CHL) for urgent accommodation for Children or Young People aged 16 to 25 years and on government payments.

1 or 2 bedroom cabins at Ngurra on Belgrave Street in Kempsey only.

Support: Housing assessment, linked with youth caseworker to provide intensive case management.

Fees: No upfront fee however CHL will request weekly reporting to the local office. CHL will request rent payment as a co-contribution after 7 to 14 days.

12 to 18 months Transitional Accommodation

Service: Children or Young People aged 16 to 25 years old can stay up to 18 months and are required to sign a lease under the NSW Tenancy Act. Some options include shared housing.

Support: tenancy management and build rental history, referrals, living skills, education and/or employment, brokerage and social inclusion.

Fees: All tenants must be in receipt of a government payment or independent income and be eligible for public housing in NSW. Subsidised rent to 25% of household income in accordance with NSW DCJ and Community Housing rent policy.

This program is offered in partnership with Mission Australia Housing and CHL.

5 year Transitional Housing Plus (THP)

Service: Co-shared housing in a 2 bedroom unit with another young person or in a 1 bedroom unit. Children or Young People aged between 16 to 25 years.

Support: Case planning, home visits, tenancy management, life skills, employment and/or study pathways.

Fees: Subsidised rent however, scaled up annually over 5 years and capped at the market rent.

This program is offered in partnership with My Foundation Youth Housing (MFYH).

Services Provided

Outreach Program

YPS provides outreach support to Children and Young People experiencing homelessness in the community.

Services include:

- Assistance in maintaining or moving to stable accommodation
- Case management
- Support through in-school triage. YPS works with school counsellors to identify the needs of Young People and intervene at an early stage to reduce the risk of future homelessness
- Employment assistance
- Emotional support
- Financial guidance
- Advocacy & referrals
- Family & relationship support.

Homeless Youth Assistance Program (HYAP)

The HYAP program is for Children and Young People aged 12 to 15 years and is focused on keeping families together and helping sort through the hard bits.

Services include:

- Crisis accommodation
- Family restoration
- Food
- Activities
- Clothing
- Phone & internet support
- Transport
- Brokerage support
- Living & social skills development
- Education assistance
- Conflict resolution
- Referrals

Bail and Accommodation Support Service (BASS)

BASS helps young people under 18 years old gain access to bail if they are likely to be held in custody.

- Crisis accommodation for up to 28 days
- Transport
- Case support
- Court attendance support
- Other services to help young people satisfy the conditions of their bail order
- Re-engage in education
- Family restoration
- Food
- Clothing
- Living & social skills development

Fees are covered by YPS, Youth Justice NSW and BASS.

Aftercare – post housing

YPS provides continued support for up to 8 weeks after long term housing has been secured.

The support enables the young people to have greater confidence in transitioning and maintaining their new residence.

Service includes:

- Case support
- Real estate agent advocacy
- Tenancy maintenance
- Electricity assistance
- Food hampers
- Brokerage referrals
- Wellbeing referrals

Facilitated Programs Provided

Reality Renting

Your one stop shop for everything you need to know about renting.

- Where to find properties and how to apply
- Rental Bonds
- Residential Leases
- Property Condition Report
- Your rights and responsibilities
- How to maintain your rental property
- How to start and end a residential lease
- Electricity
- TICA

Money Minded

Jump into our youth friendly financial management workshop to help build your skills.

- Budgeting
- Saving tips and tricks
- Banking, accounts and cards
- Paying bills and expenses
- Saving goals
- ATO and Taxation (Tax)
- Superannuation (Super)

Silent Stuff

A sexual health workshop for young people.

- What are STI's
- Short and long term effects of STI's
- Treatment and prevention
- Contraception
- Myths and facts

Coaching for Success

5 POWER steps to creating success in all areas of your life.

- Imagine the possibilities of how our life can be
- Get organised and make a plan to get there
- Develop will power and the motivation to succeed
- Build emotional skills to be your best
- Achieve results by taking action

Extra Information & Other Stuff

Referrals & Contact Details

If you are homeless or at risk of homeless and aged between 12-25 years please contact YPS.

Who can refer:

- Yourself
- Family and friends
- Schools & Tafe
- Centrelink
- Department of Communities and Justice (DCJ)
- Employment agencies
- Local neighbourhood centres
- Youth Justice NSW
- NSW Police
- Hospitals & GP's

Our contacts:

Kempsey – (02) 6563 1230

Port Macquarie – (02) 6584 0066

www.yps.org.au

Referral Process

YPS is a volunteer service and provides a safe place for all Children and Young People.

Children and Young People will be booked in for a face to face or telephone appointment.

Steps involved:

1. In-take assessment
2. Crisis accommodation assessment (if required)
3. Approval of crisis accommodation (if vacancy exists)
4. Allocation of caseworker
5. Case planning with caseworker

Feedback

A Child or Young Person wishing to provide feedback to improve YPS whether positive or negative is strongly encourage.

Feedback can be given in many ways such as:

- Surveys
- Suggestion box or book
- Property maintenance survey
- Case plan meetings
- House meeting
- Team meeting

A copy of this service charter is made available to all Children, Young People and their families upon entry into our service or upon request.

Complaints

A Child or Young Person wishing to make a complaint may do so in writing or verbally to:

- Their caseworker
- The Team Leader
- The CEO
- The Board of Directors
- NSW Ombudsman

Written complaints may be sent to 63 Belgrave Street, Kempsey, NSW, 2440.

Once the complaint is received you will be notified and advised of an outcome time that this complaint will be dealt with.

A more detailed process of Complaints Management is available upon request.