



2015 A YEAR IN REVIEW

NORTH EAST SUPPORT & ACTION FOR YOUTH INC.

our mission: To provide support and services enabling people to participate in family, community and life

President's Report



To reflect

Welcome to the 2015 year in review. To reflect on our past twelve months highlights the often fragile environment in which not for profit organisations exist.

Change in policy by the Federal Government has seen NESAY exit the employment services

sector. It's evidence of the governments intent to reduce the number of organisations who provide services to the community, not just in the employment sector. Small not for profits, delivering vital services as part of the overall welfare sector at the local level are under threat..

In response to the uncertainty faced by NESAY the board set about a review of our organisation and focused on our ability to remain viable and relevant to our community. Our refocus, new vision and mission and a strategic plan to 2020 will guide our thinking and business development.

We commenced engagement with our fellow organisations to seek a sustainable way forward so our local, rural community receives the best possible services and support.

To ponder

Our organisation is presently undergoing a restructure of its leadership team to right size and establish a strong platform for the future.

Key to our ongoing success will be our financial resilience and stability across our team. Our future is positive.

NESAY continues to deliver high quality services and support young people and their families.

This is made possible by the exceptionally dedicated team and our volunteers, each contributing to the improvement of community. I thank our entire team for your efforts.

As our organisation is going through a period of renewal, so too is our Board. I would like to acknowledge the service of and express my thanks to Chris Downing and Peter Reid who have both recently left the Board. Both have given many years of voluntary service and been tremendous support for NESAY. We are ever grateful.

To dream

As can be seen through this Year in Review the need in our community is not abating. There has been no reduction in the demand for support and the issues affecting families are becoming more complex.

We, NESAY, will seek out opportunities to build a strong and viable organisation that operates in a network where every efficiency and innovation is maximised. Our desire is for welfare services to ever remain under the control and delivery of local people who provide the greatest level of care for their local community.

NESAY BOARD OF GOVERNANCE 2015:

David Ryan, President; Clyde Hawkins, Vice President; Leesa Milne, Secretary of the Board of Governance & Secretary to the Association; Rebecca Bourke, Treasurer; Garry Cook, Board Member; Chris Gooden, Board Member; Tammy Atkins, Board Member; Paul McInerney, Board Member; Peter Reid, Board Member (*Resigned*); Chris Downing, Board Member (*Resigned*).



NESAY ACKNOWLEDGES THE TRADITIONAL OWNERS OF THIS LAND ON WHICH WE STAND AND PAY OUR RESPECTS TO THE ELDERS, PAST, PRESENT AND FUTURE.



Australian Government
Department of Social Services



NESAY acknowledges the support of the Victorian Government

and all our local community sponsors

NESAY Programs

Finding Solutions Program & Adolescent Support Program

Both programs are funded by the Department of Health and Human Services and work with young people aged 10-17 years and their families who need help with issues such as: family relationships, adolescent behaviours and parenting difficulties. It is also for families at risk of entering the Child Protection System. Referrals into the programs can come from child protection as well as from the community, other services or schools.

The program provided outreach to Yarrowonga, Alpine, Benalla, Mansfield and Wangaratta.

“Things improved in the way I spoke to other people and the way I respected others.”

“I felt welcomed and listened to.”

Don't Go Their Girlfriend and Walk The Talk

These programs are offered to young women and men respectively, aged between 12-18 years. They are aimed at assisting participant to have a greater understanding of anger, aggression and violence. Participants learn new strategies in dealing with the challenging emotions and the events that cause them.

The programs were delivered within the communities of Wangaratta, Myrtleford, Bright, Benalla, Mansfield and Yarrowonga.

School Engagement Program

This program works with students who have been identified as having barriers to engaging and attending school and operated at Wangaratta High School and Benalla P-12 only.

Referral Assessment and Case Coordination (RACC)

As a case coordination service, the primary aim is to provide support to young people and their families to access relevant supports regardless of the presenting issues identified at school.

The case coordination program does not provide a therapeutic response, but rather supports access to a broad range of services internally and externally to support the needs of the young person and their family.

Referrals for RACC are received from Student Support Service Offices (SSSO's) in government schools or their equivalent in non-government, independent and catholic schools.

The program provided outreach to Yarrowonga, Alpine Shire, Benalla, Mansfield and Wangaratta.

L2P Program

Assists young learner drivers who are wishing to gain driving experience and fulfill their compulsory 120 logged driving hours, with the end goal of successfully achieving their Probationary Drivers Licence.

Delivered in Wangaratta and Mansfield.

Transitional Assistance Program (TAP)

Support is provided for young people who are at risk of or who are homeless. TAP provides practical support for young people to move through homelessness toward sustainable independence, whilst addressing the barriers that have impacted on them becoming homeless or at risk of homelessness.

The program provided outreach to Myrtleford, Bright, Benalla and Wangaratta.

“My worker is doing an incredible job. She has helped me to complete goals that I have been struggling with for months. She has gone above and beyond, accompanying me to a doctor's appointment that I felt uncomfortable with, and just yesterday came with me to a tour around my son's new school for next year. She has made me feel at home and welcome in Wangaratta (as I am new here) and is a very encouraging, mature presence to have around. She has been flexible, which is important, and I genuinely look up to her as a person. She inspires me.”

RENTERS Program

The RENTERS program is a practical and informative program that aims to improve the participant's knowledge in gaining and sustaining a private rental property.





Reconnect Program

For young people aged 12-18 years who are homeless or at risk of homelessness and their families. Reconnect uses early intervention strategies to help the young person stabilise their living situation, achieve family reconciliation, and improve their level of engagement with work, education, training and the community.

Reconnect services provide counselling, group work, mediation and practical support to the whole family, to help break the cycle of homelessness.

The program provided outreach to Yarrowonga, Alpine Shire, Benalla, Mansfield and Wangaratta.

"I liked that I had someone to talk to and help out."

"This program saved my life."

Leaving Care

A program for young people post Department of Health and Human Services (DHHS) care. When a young person turns 18, they are able to live independently of DHHS. This can be a time where additional support is often needed, for full independence to be achieved.

The young person is allocated a case manager, who assists them in reaching their independent living goals.

Creating Connections (CC)

A program for young people who are 'homeless' or 'at risk of homelessness'. Young people will have multiple and complex needs and benefit from intensive case management support for a longer period of time than the Transitional Assistance Program.

The program provided outreach to Alpine Shire, Benalla, Mansfield and Wangaratta.

"NESAY has helped me personally about situations I needed help with and advice. My worker has given me courage and confidence to look for jobs and helped me with my resumé. She has been really helpful during hard times and assisted me with anything I had asked to get help with and had gotten my Aged Care course paid for which was really helpful."

KEYSTART

A NESAY pre-learner driver education program that helps people of all ages to prepare for and obtain their Learners Permit. The program is specifically designed for people who have low literacy and numeracy skills, or those who lack the confidence to study independently. The program provides resources, information and knowledge to those wishing to obtain their learners Permit

STAR Housing Program

Aims to enable people to not get caught up in a cycle of homelessness by being pro-active with early support. Personal barriers that have impacted on the individual are also assessed and worked on together for long term independent sustainability. This program is open to people of all ages within the community.

The program provided outreach to all areas in the Hume Region.

"My Worker was fantastic and a true help in a needed situation."

Healthy Eating and Living Program (HEAL)

A five week program that included cooking, setting up menus and shopping for healthy food. Information was provided on sexual health, mental health, drug and alcohol awareness, including where to access local community services.

It included presentations from NESAY staff and many other local service providers. It helped young people to develop skills and knowledge about how to live a healthy sustainable lifestyle.

"Learning new stuff to start independent life."

"We learnt something different each week and all the speakers were from different areas of expertise."

"I wish the program had gone longer."

CREATING CONNECTIONS

ASSISTED 21 YOUNG PEOPLE FOR THE YEAR

WHICH MET 175% OF THE YEARLY TARGET

08

WERE MALE

13

WERE FEMALE

STAR HOUSING PROGRAM ASSISTED

82

young people for the year

RENTERS PROGRAM

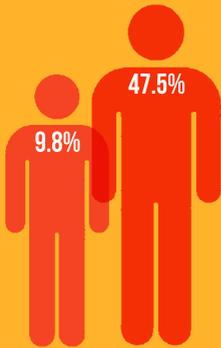
RAN

10

programs for the year

TRANSITIONAL ASSISTANCE

ASSISTED 180 YOUNG PEOPLE FOR THE YEAR WHICH MET 106.48% OF THE YEARLY TARGET



15-17 YEARS OLD 18-20 YEARS OLD

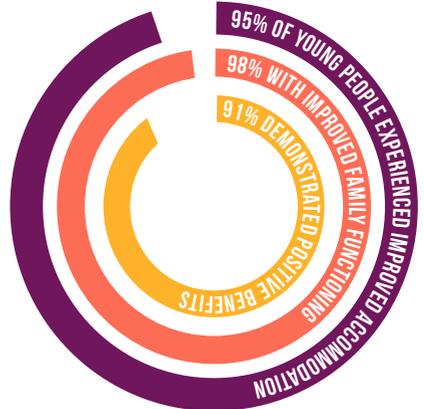
The main reason for Homelessness was Housing crisis and affordability, with financial difficulties identified as the next reason for Homelessness



RECONNECT

EXCEEDED ALL AREAS OF THE SERVICE AGREEMENT

Highlights include



53 case commencements with 49 cessations

ADOLESCENT SUPPORT PROGRAM

118 %

OF YEARLY TARGET

FINDING SOLUTIONS PROGRAM

109%

OF YEARLY TARGET

L2P WANGARATTA & MANSFIELD SUMMARIES



TOTAL NUMBER OF LEARNERS



TOTAL HOURS LOGGED BY LEARNERS



TOTAL VOLUNTEER DRIVING HOURS



LEARNERS OBTAINED P'S



Wangaratta

Head Office
86-90 Rowan Street
PO Box 572
WANGARATTA VIC 3676

T 03 5720 2201

F 03 5721 8185

Benalla

5a 66-68 Nunn Street
(in Cecily Court)
BENALLA
VIC 3672

T 03 5762 2880

F 03 5762 7399

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 Find us on
Facebook

nesay.com.au

NESAY is a registered charity and has deductible Gift Recipient (DRG) Status as determined by the Australia Taxation Office. If you would like to make a donation to NESAY please contact our Finance Officer on : (03) 5720 2201. All donations to NESAY over \$2 are tax deductible.

Quality Endorsed

We have been assessed and approved as a Quality Service organisation (2015). This was measured against the DHHS Quality Standards and the relevant sections of the Quality Improvement Council Health and Community Services Standards.

