

2018 YEAR IN REVIEW

Inform, Celebrate & Connect



nesay.com.au

154 (TAP)

Young people supported through the Transitional Assistance Program.

16

CEEP APPLICATIONS APPROVED

(Continued Education Employment Program)

HOUSING EMERGENCY FUND APPLICATIONS APPROVED (HEF)

29

“MY HOUSING SITUATION IMPROVED. I’M IN MY FIRST PRIVATE RENTAL NOW.”

“GETTING STUFF OFF MY CHEST REALLY HELPED MY SCHOOL WORK.”

FINDING SOLUTIONS 7

Young people & their families supported

59

RECONNECT

Young people & their families supported

COMMUNITY SERVICES 2017-18 STATS

YOUTH & FAMILY SERVICES 2017-18 STATS



20

Leaving Care young people supported

104

People assisted through the STAR program (Sustaining Tenancies At Risk)

Creating Connections young people supported

15

HEALTHY EATING & LIVING PROGRAM (HEAL):

49

⇒ 31 Young people completed the Group HEAL Program
⇒ 18 Young people completed the Individual HEAL Program

① Participants said they had improved problem solving skills, increased knowledge of local services and better cooking skills.



NOW THIS IS PRETTY KOOLIE!

Boofred - K9 TEACH Pet Therapy 2018 (SFYS Program)

“I AM A LOT HAPPIER AT SCHOOL AND LESS STRESSED ABOUT DOING THE WORK.”

70

Young people & their families supported

“MY WORKER IS AMAZING! VERY HELPFUL AND VERY GOOD TO TALK TO ABOUT MY PROBLEMS.”

20

Students supported from July – Nov 2017

L2P WANGARATTA

12

Learner drivers obtained their P's

24

Active mentors

36

Active learners

41

Total amount of driving lessons

969

No. of volunteer driving hours

987

No. of hours logged by learner drivers

SCHOOL FOCUSED YOUTH SERVICES

Schools supported by SFYS over the past 12 months:

Galen Catholic College, Borinya, Wangaratta High School, Cathedral College, Benalla P12, Benalla Flex Learning, Yarrunga Primary School and the Alpine Primary Schools.

SFYS PROGRAMS IMPLEMENTED INTO SCHOOLS

- ✓ Resilience Project
- ✓ K9TEACH Pet Therapy
- ✓ Melinda Tankard Reist
- ✓ Smiling Minds Education Workshop
- ✓ Berry St Education Model
- ✓ Walk The Talk
- ✓ In The Groove Drumming
- ✓ Somebody's Daughter Theatre Company

SCHOOL COUNSELLING

COMMUNITY SERVICES

Transitional Assistance Program (TAP)

The Transitional Assistance Program provides case management to young people experiencing, or at risk of, homelessness. Case practitioners provide holistic case management to meet housing goals, address mental and physical health needs, wellbeing needs, parenting and family goals.

L2P Program

L2P assists young learner drivers who are unable to achieve their driving hours without the support of a supervising driver/vehicle. This program enables the achievement of the compulsory 120 logged driving hours to gain their probationary drivers license.

Leaving Care (LC)

A program that provides case management support for young people who have been in the care of the Department of Health & Human Services (DHHS). When the young person reaches the age of 18 years they are independent of DHHS care and this can be a time when additional support is needed to achieve independence. The young person is supported by a case practitioner who assists them to identify and reach their independent living goals.

Sustaining Tenancies At Risk (STAR)

The STAR program supports people who are living in private rental who are experiencing hardship that places them at risk of losing their tenancy (due to rental arrears or other issues with their tenancy).

This program is free and all information is shared in a confidential setting that assists both the tenant and their landlord. The main aim of this program is to sustain tenancies and stop the cycle of homelessness.

Healthy Eating and Living Program (HEAL)

A five week program that includes cooking, setting up menus, and shopping for healthy food. Information is provided on sexual health, mental health, drug and alcohol awareness, including where to access local community services. It also includes presentations from NESAY staff and many other local service providers. It helps young people develop skills and knowledge about how to live a healthy, sustainable lifestyle.

Creating Connections (CC)

A program for young people who are experiencing homelessness or at risk of homelessness. This program is for young people with multiple and complex needs, who would benefit from intensive case management support for a longer period of time.



Young person grocery shopping for the HEAL program



NESAY acknowledges the support of the Victorian Government and all our local community sponsors.

YOUTH & FAMILY SERVICES

Adolescent Support Program (ASP) and Finding Solutions Program (FS)

Adolescent Support Program & Finding Solutions aims to support young people aged 12-17 yrs and their families that are at risk of entering the Child Protection system. The program addresses family relationships, adolescent behaviours and parenting difficulties.

ASP Referrals can come from:

- Self Referrals
- Child Protection
- Community Organisations
- Schools

FS referrals can only be made by:

- Child First
- Child Protection Intake

Outreach is provided to Alpine, Benalla, Mansfield, Yarrawonga and Wangaratta.

“I COULDN'T HAVE GOTTEN THROUGH WHAT I WENT THROUGH WITHOUT THE SUPPORT OF MY WORKER!”

School Counselling (SC)

This program is funded by FRRR (Foundation for Rural & Regional Renewal) School & Beyond. Currently servicing the Bright and Myrtleford secondary schools to increase school attendance, self-esteem, confidence and address trauma related issues that impacts a young person's ability to effectively engage in training and education.

Targeted Care Packages (TCP)

Targeted Care Packages are an opportunity to be more innovative, flexible and client centred to the living arrangements and care needs of young people transitioning from residential care to alternate living arrangements. This program also aims to prevent the entry of a young person to residential care.

All Targeted Care Packages are individualised to the young person.

Reconnect (REC)

Reconnect is a community based early intervention program funded by Department of Social Services for young people aged 12-18 yrs, who are homeless or at risk of homelessness and their families.

Reconnect case practitioners use early intervention strategies that assist young people to stabilise their living situation, family reconciliation (where practicable), and improve level of engagement with work, education, training, employment and the community. Reconnect is a flexible service that can adapt to the needs of both young people and their families.

Outreach is provided to Alpine, Benalla, Mansfield, Yarrawonga and Wangaratta.

School Focused Youth Service (SFYS)

SFYS works with schools to support young people aged 10-18 yrs who are vulnerable to or showing signs of disengagement from school. SFYS is available across all school sectors (Government, Catholic and Independent) in Victoria.

SFYS providers connect schools to a wide range of services, including direct interventions for young people, capacity building for school staff and partners and local planning to identify and address disengagement.

SFYS provides outreach to the Alpine Shire, Benalla, Mansfield and Wangaratta.



2018 Community Service Group of the year.



NESAY team celebrating the 2018 Business Awards win!

1 Stop Driving School key tag event winner, Ben Bray



PRESIDENT'S REPORT

Congratulations to team NESAY for a very successful year. It is wonderful to reflect on our success and our challenges and how we have continued to improve the way we support young people and their families in North East Victoria. These successes are reflective of a whole team commitment and approach. Our team includes our staff, our volunteers, our partners, our Board and our communities. We are especially grateful for the support our local media give NESAY and a voice to young people experiencing homelessness in our towns.

2018 saw NESAY refresh its vision and commit to a 10 year transformational plan. Our plan is ambitious and achievable. We will enhance the way we support young people and their families through stages of transition (change) in their lives. We will validate our practices through credible evaluation and share our success and our failures transparently. Our amazing positive culture is the foundation stone for our vision and I thank each of you who contribute to this.

NESAY staff are extraordinary. A small group who are professional, purposeful, dynamic and flexible who centre their work on supporting young people to live safe and happy lives. Our staff are well supported through strong practice frameworks, training and supervision models. Innovation is cherished - it is truly remarkable to watch such a positive workforce in action.

Strategically we are focusing on creating and sustaining partnerships that enhance our work, recognising that our service system is better when we truly integrate. We will continue to develop this through co-location and other meaningful forms of partnership such as our role on the Central Hume Primary Care Partnership.

This year saw NESAY achieve a financial surplus, no mean feat for a business our size with limited corporate recovery options. Within a responsibly fiscal plan, the Board will support NESAY to deliver our 10 year vision.

All said and done, it's been a great year. We have welcomed and farewelled fine folks who have been part of our great team. Thanks you all for your contribution and your faith in NESAY. And a big thank you to the young people and their families who trust NESAY to work with them, you are our inspiration.

Regards,

Alison Maclean

NESAY Board Members:

Alison Maclean (President)
Nicola Marsh (Vice President)
Suz Christison (Secretary)
Simon Crase (Treasurer)
Amelia Hartney
Steve Thornycroft
Kasey Holyman
Clyde Hawkins (Retired)

MY
SOCIAL
LIFE AND
COMMUNITY
INVOLVEMENT
IMPROVED.
I GOT OUT
MORE AND
STARTED A
BOXING
CLASS.



FAIR FEED PROGRAM 2017-18



Fair Feed provides meals to young people in socially inclusive ways, while increasing engagement with the wider community, friends and family and the young person's worker.

Fair Feed has the ability to bring about positive change in young people's lives through the simple, but powerful act of eating as part of the community in which they live. Fair Feed is an alternative to traditional food relief. Fair Feed reduces the young person's exposure to chronic homelessness and it creates an opportunity for preventative case management of young people at risk of homelessness.



Meals
provided
to young
people



\$2,956.05
Donated by
the local
community!

The program has been a positive, engaging tool for both workers and their young people.

The Fair Feed program has given young people a sense of belonging, being able to attend their local cafes in an environment which they feel accepted.

Young people commented on now having the opportunity to order meals that were filling and healthy. A great first 12 months to the program!



CHIEF EXECUTIVE OFFICER'S REPORT

Our NESAY family has achieved significant outcomes and impacts this year. We remained committed and inspired by the young people and their families we have the privilege to work with and learn from. My heartfelt thanks go to all that have been a part of the NESAY family this year, either as a person who has accessed the services, a team/board member, peer agency, visiting services or a funder. Some facts and achievements we have achieved together include:

- Together we have provided support to 579 young people (and their families) across the local government areas of Wangaratta, Alpine, Benalla, Mansfield and parts of Indigo and Moira
- We have completed 554 hours of professional development to ensure our team is supported and skilled to provide the services
- We have been members of 31 networks across 6 local governments and state wide representation (this doesn't include program specific meetings etc.)
- We were awarded by the Wangaratta Business Network the "Community Service/Group of the year" with an achieved 98.1% score by the judges. This is the second consecutive year we have been awarded this honour

- We have launched our new website
- Our quality external accreditation was completed with no recommendations for improvement. To provide a sense of the scale of this audit; there are: 11 standards with 16 criteria and a total of 160 criterions that we were assessed against
- Reviewed our strategic plan and created a 10 year vision which is "to be the best provider of transitional services for young people in Australia and internationally". We are committed and driven to achieve this
- Financially we have been able to secure a surplus this year which will assist us to work towards achieving our 10 year vision

All of this has been achieved by our small and dynamic team who have done this whilst providing a caring environment for our people through delivering holistic case management, community engagement and advocacy work

Thank you to our Board of Governance who have enabled our team to operationalise, thrive and innovate to meet the needs of our communities

Go team NESAY!

Leah Waring

WANGARATTA

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ENQUIRIES

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OUR MISSION:

Supporting young people and their families in our community to achieve their goals and aspirations.

OUR 10 YEAR VISION:

To be the best provider of transitional services for young people in Australia and internationally.

NESAY is committed to promoting and

enabling all children and young people to feel safe, have their voices heard, be empowered and have their diversity valued and respected.

At NESAY we do not tolerate any form of child abuse and take all allegations of child abuse seriously and we will respond to any concerns of abuse in an informed manner.



NESAY acknowledges the Traditional Custodians of the land on which we work and live. We pay our respects to their Elders – past, present and future.



NESAY welcomes all people, irrespective of faith, ethnicity, sexual orientation, gender identity and lifestyle choice.



Registered Charity

NESAY is a registered charity and has Deductible Gift Recipient (DRG) Status as determined by the Australian Taxation Office. All donations to NESAY over \$2 are tax deductible. Donations can be done online on our website, in person at NESAY or via our postal address.



Quality Endorsed

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