



Leah Waring NESAY CEO

This has been a year of great drive and focus for the NESAY family. As you are able to read in this report, the team have provided nearly 600 episodes of care plus supported 155 students to remain connected to school through SFYS initiatives. We remain committed to holding no waiting lists and working with the strengths each person has.

Our young people and their families continue to motivate us to work harder and aim higher. They trust us to hold them safe and we hold their potential for them until they can see their brilliance and capability. They are inspiring and resilient and we learn from the gifts they give us each day.

Alongside working with our young people, our team has been an active member of 26 networks across the Central Hume area this year. This does not include network meetings that are program related. This is a significant commitment and investment from NESAY to a place-based community

driven response. An investment that is not funded – or counted, but one that we believe fosters success, resilience, care and kindness. Communities that are enabled to care for its members thrive. Our role is to strengthen its capacity.

This year we have created and launched a 10-year vision that has inspired and directed our work. The vision “To be the best provider of transitional services for young people in Australia and internationally”. We are committed to achieving this and have established strong and resourced plans to get there.

We have welcomed new NESAY friends this year with new community sponsors and through the auspice of the Central Hume Primary Care Partnership.

Our NESAY family is a dedicated and exceptional team. I am truly proud of the work and innovation that we achieve; which is reinforced by the awards and results we have received over

the past few years. Every day I am inspired and motivated – motivated not only to keep working hard, but also to create and agitate for change.

Together we remain committed to the concept that all people are entitled and should get services based on what they need – not where they live.

In a world where we are busy and where the clock ticks faster, it is our responsibility as leaders to lead with kindness, care, genuineness and with integrity – and resist the spot fire approach. If we support others to succeed and be the best they can be, we will all be winners.

Let's use our positions and influence to build communities that have trust, opportunities and the ability to be self-determining.

Go team NESAY!

Leah Waring

NESAY would like to thank and acknowledge the support and donations we have received from all of our local community supporters.

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 through 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.

WANGARATTA

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

E: info@nesay.com.au
T: (03) 5720 2201
F: (03) 5721 8185



nesay.com.au



Alison Maclean NESAY PRESIDENT

Congratulations team NESAY on a wonderful year! Your Board is so proud to be part of the NESAY family.

2018/19 has been another year where young people and their families in our community have needed support from NESAY. This report provides details around the episodes of care we have provided, the partners we work with and our goals for the future.

Our report is also a story of trust and hope. NESAY continues to be welcoming to all young people and their families and our team provide meaningful expertise so young people can stay engaged, while building trust and hope for a great future. We congratulate every young person and their family who work with the NESAY team. Your achievements are amazing and you are the reason we exist. We are very proud of you.

NESAY has a 10 year vision and it matters to us. In addition to

providing excellent services; we strive to improve the service sector and our community, to make it easier for young people and their families to navigate the transition points of their lives. We are especially excited about our emerging research work with the University of Melbourne to evidence base our innovative programs. We also look forward to improvements in the ways some of our state funded government services are funded. Reform is essential to continuously improve the way we do business.

We have been delighted this year to welcome a number of other agencies to our NESAY home in Wangaratta. It is very pleasing to know that this simple co-location builds stronger referral pathways, demonstrates our values around inclusivity and provides opportunities for innovation. We look forward to continuing to grow this space, including our consideration of similar arrangements in other towns in Ovens Murray.

Our Board is vibrant and skills based. We have accredited, strong governance and processes and provide strategic direction and oversight to the team at NESAY. NESAY is fiscally responsible, and can provide financial reports upon request. Our work as volunteers is meaningful, and supported by training and ongoing self and Board appraisal.

In closing I would like to thank our communities and our local media. We thank every person who has signed our Pledge, brought a sausage and had a chat, or written or produced an article about NESAY. We encourage you to follow us on Facebook and Instagram. And if you want to learn more, or can help - please be in touch. Together we can help everyone understand what youth homelessness is, here in Northeast Victoria.

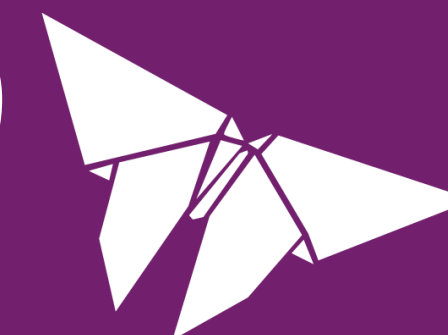
Alison Maclean

NESAY Board of Governance Members:

- Alison Maclean - President
- Nicola Marsh - Vice President
- Amelia Hartney - Secretary
- Simon Crase - Treasurer
- Steve Thornycroft - Board Member
- Rebecca Bourke - Board Member
- Ann Wearne - Board Member
- John Haddrick - Board Member

2019 YEAR IN REVIEW

INSPIRE & CREATE CHANGE



YOUTH & FAMILY

RECONNECT (REC)
Funded by the Department of Social Services (DSS), the Reconnect program provides support for 12-18 year olds, who are at risk of homelessness and disengagement from school. Through early intervention strategies, Reconnect case practitioners work alongside the young people and their families to address areas causing barriers within their lives. Through this, we aim for an increase in strategies and skills, school attendance, community engagement, social connectedness as well as strengthening family relationships. There has been a **36.58%** increase in support provided to young people and their families compared to the previous 2017-18 financial year.

ADOLESCENT SUPPORT PROGRAM (ASP) & FINDING SOLUTIONS (FS)
Funded by the Department of Health and Human Services (DHHS), both programs provide support to young people 12-17 years and their families. ASP provides services to young people living at home or independently to prevent/minimise the need for ongoing child protection intervention. Finding Solutions supports young people aged 12-17 years and their families, providing a rapid response in order to prevent family breakdown and entry into Child Protection and out of home care systems.

LEARN, LEAD, LIVE (TRIPLE L) - FEE FOR SERVICE
Triple L aims to assist young women to address behaviour that is causing conflict in different aspects of their life. It aims to support the development of positive sense of self, positive peer relationships, as well as improvement in communication and engagement in education. NESAY received a grant from the Rural City of Wangaratta to facilitate the program for students from Galen Catholic College and Wangaratta High School this year.

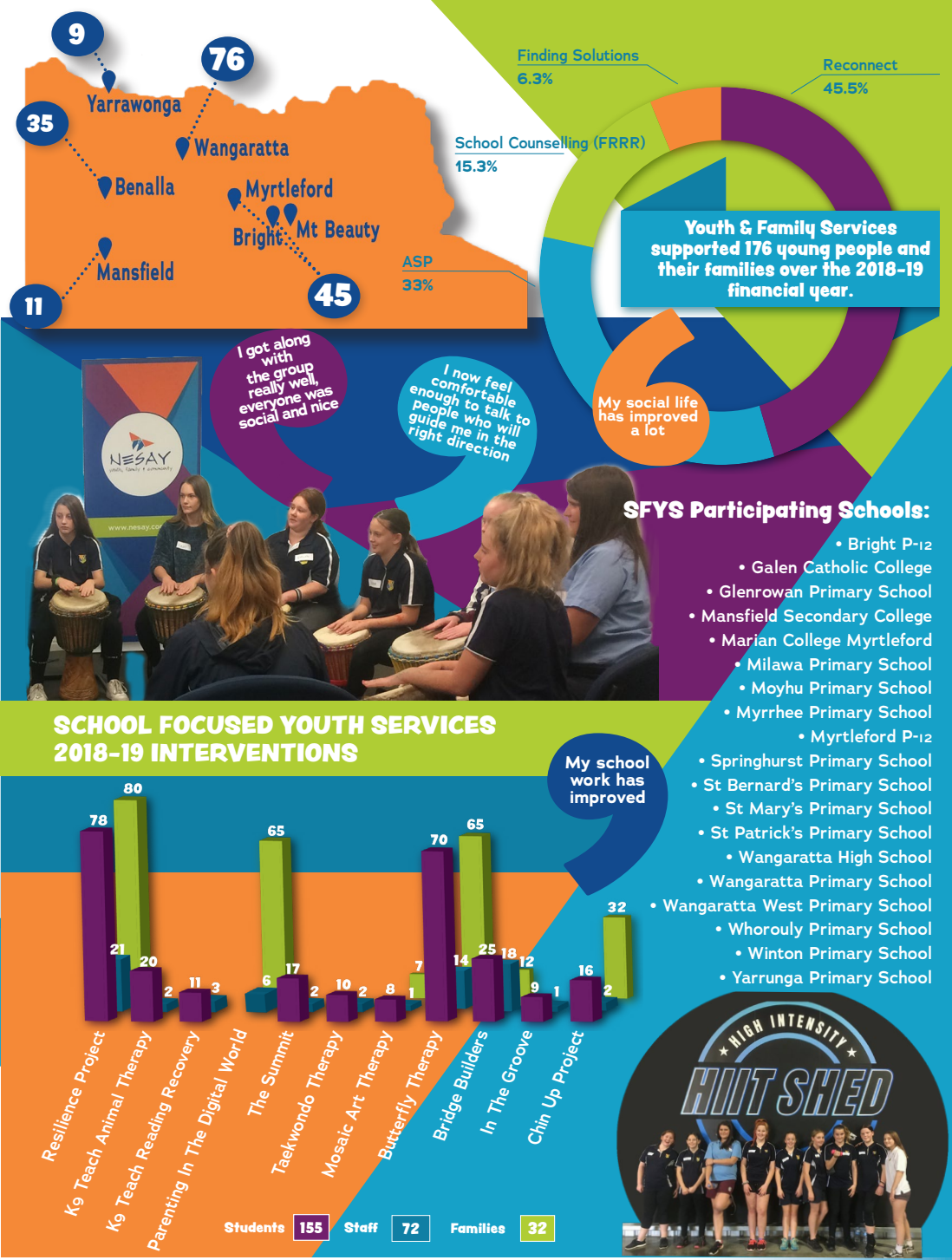
INDIVIDUALISED CARE
NESAY has been providing mentoring and care coordination support to young people living in kinship care through individualised care plans. This enables the building of resilience, life skills and emotional wellbeing to support the longevity of the kinship placements.

SCHOOL COUNSELLING
This program was funded by FRRR (Foundation for Rural & Regional Renewal) for students in the Alpine Shire two days per week for a period of 12 months. Participating schools were Bright P-12, Myrtleford P-12 and Marian College. The outcomes achieved observable improvements in student engagement and an overall increase in school attendance rates; with some students achieving 100% attendance upon the conclusion of counselling support.

SUPPORT, HOLISTIC, INFORM, NETWORK, EDUCATE (SHINE)
NESAY has commenced a group program called SHINE. This program provides accessible and holistic support for LGBTQIA+ young people and their allies in Wangaratta to remain connected and supported in their community.

WALK THE TALK (WTT FEE FOR SERVICE)
NESAY delivered WTT in the Alpine region for a group of young men. The program was funded by Foundation for Rural & Regional Renewal (FRRR). WTT is an early intervention approach that covers:

- Emotions:** How to recognise and manage strong emotions
- Consequences:** Impacts and consequences of behaviour at home, community, family and friends
- Conflict resolution:** How to manage conflict to achieve a positive outcome



COMMUNITY SERVICES

L2P PROGRAM
The L2P Program supports young people who do not have access to a car or supervising driver to achieve the required 120 hours of supervised driving experience, mandated under the Victorian Graduated Licensing System (GLS). The program has dedicated mentors who are matched with learners to help them complete their required driving hours in a safe and supportive environment.

HEALTHY EATING AND LIVING PROGRAM (HEAL)
The HEAL program is run over five weeks in a group or individual setting. The program covers many topics including cooking, menu planning and preparation. Information is also provided on sexual health, mental health as well as drug and alcohol awareness. Education is provided about community services, including guest speakers and visits to services. The program helps young people develop skills and knowledge about how to live a healthy and positive lifestyle.

PRIMARY HEAL - FEE FOR SERVICE
Primary HEAL runs as a 10-week evidence-informed program designed to provide an interactive approach to building independent living skills for primary school children in a fun and unique format. The primary HEAL program is facilitated over a term in a school environment. It covers topics including the importance of food as fuel for play and learning, sleep, physical activity, water, personal care, hygiene practices, financial awareness, managing strong emotions, cyber safety, healthy relationships and body image.

SUSTAINING TENANCIES AT RISK (STAR)
STAR program works to sustain tenancies and stop the cycle of homelessness for people who may be at risk of losing their home. The program is for people who live in private rental and whose tenancy is at risk due to rental arrears or other issues with their property. This program assists both the tenant and the landlord to maintain positive tenancies.

TRANSITIONAL ASSISTANCE PROGRAM (TAP)
The Transitional Assistance Program provides case management based on an advantaged thinking practice model to support young people who are at risk of, or who are experiencing homelessness. TAP assists young people to move through homelessness toward sustainable independence, while addressing the barriers that are impacting them to experience homelessness or the risk of homelessness.

LEAVING CARE (LC)
Leaving Care services are for young people aged 16-21 years, who have been under Department of Health & Human Services (DHHS) care and who need assistance in their transition to reach independence. NESAY supports young people in reaching their independent living goals by utilising their talents and strengths.

CREATING CONNECTIONS (CC)
Creating Connections works with young people who are experiencing, or are at risk of, homelessness and have multiple and complex needs. Intensive and holistic case management support is offered for a longer period of time. CC focuses on growing the young person's capabilities by recognising and encouraging their skills and aspirations.

FAIR FEED
The Fair Feed Program provides meals to young people in local cafes, as an alternative to traditional food relief and delivers much more than just a nutritious meal. The program has shown to enhance confidence and social skills while also fostering a sense of community connectedness. The Fair Feed program is a strong example of cross-sector coordination between the not for profit sector and the profit sector. The participating cafes are enthusiastic about supporting vulnerable youth and the wider community supports the program through the donation jars. In 2018, the program was one of five finalists in the Youth Affairs Council of Victoria (YACVIC) awards in the 'Innovative Youth Project or Programs in a rural area' category.

