

Connect, Innovate & Celebrate



year in review



Alison Maclean - President

2020 has been a year of challenges for young people and their families, our team and our community.

It is very pleasing that we have continued to deliver our services as COVID-19 changed the way we work and live. The Board has been reassured that through this time that our services continue to be accessed and delivered in meaningful and effective ways. A proactive survey that was completed this year (with responses from 60% of those we support) provided clear advice on how services are best provided. This progressive and evidence-based approach to understanding the 'new normal' has enabled us to refine our service delivery model.

In addition to enhancing our corporate services capacity and spending money on keeping our Rowan Street home in good nick, we have returned a modest budget surplus. Based on our careful resource management the Board supported the establishment of a new Benalla office, although COVID-19 has slowed this progression. Our decision to fund an office in Benalla reflects our ideal of having accessible service points where young people and their families need them. We are grateful to other agencies who support our adoption of this approach. Friends of NESAY was launched this year, a display of greater community support. We deeply thank our Friends for their support and commitment to help all our community understand the issues impacting youth homelessness. We remain humbled by those businesses and people with 'some change in their pockets' who support Fair Feed - a program with such a practical way of offering dignity. Thank you.

Welcome to our YAC! 2020 is a great year when you can say that a new Youth Advisory Committee is now part of our NESAY family. Not only have we a great membership, but in the first months the YAC developed a COVID-19 resource for other young people - and it's brilliant - have a look on our website by [clicking here](#).

And finally thank you to our departing Board members Simon Crase and Nicola Burns, their dedication and contribution will be missed. We thank them for being part of our NESAY family.

All the best,

Alison

2019 - 2020 NESAY Board of Governance

- Alison Maclean - President
- Nicola Burns - Vice President (resign Jan)
- Simon Crase - Treasurer (resign Aug)
- Amelia Hartney - Secretary
- Ann Wearne - Board Member
- Jason O'Keeffe - Board Member
- Rebecca Bourke - Board Member
- John Haddrick - Board Member

Youth Advisory Committee - YAC



Leah Waring - CEO

2019/2020 has been a year that has provided risk and other challenges for our people and communities. There have been times when things have been particularly tough, however what has remained clear through this is the tenacity and resilience of our people – this has continued to shine bright. It provides inspiration and accountability for our team to ensure that we are always striving for more and agitating and advocating for change.

As Benjamin Franklin stated,

“Out of adversity comes opportunity”,

and for us this has meant the establishment of a new service model for NESAY. Since COVID, our team consulted with near 60% of people who use our services and listened to their reflections about what they need, what they value and how they would like to see our services provided.

The Friends of NESAY program provides the opportunity for businesses to show their support of our young people. Each business has taken the pledge “We will raise awareness of homelessness and advocate for all young people in our community.” NESAY currently have 34 Friends of NESAY.

[Click logo for full list of our Friends of NESAY.](#)

We have asked our team and our Youth Advisory Committee the same questions. As a result, we have an evidence-based model of service delivery that will mean greater flexibility in when, where and how we meet with our people.

The establishment of our Youth Advisory Committee (YAC) this year has been one of our greatest achievements. We have seven outstanding young people on the YAC who provide the Board with the voice that represents young people in our communities and expertise to share in our strategic thinking and planning.

Finally, I want to do a huge shout out to the amazing NESAY family. This year has been a harder one than we all anticipated, however the support, kindness and dedication to each other and our young people did not waiver. Not only did our team provide direct support and programs to over 660 people and their families - we also designed and implemented a number of new initiatives that were based on need in our community. These included; Friends of NESAY, SHINE group, It Takes a Village (Community conversations) and the expansion of Fair Feed to Benalla. We also broadened our services to include the Alpine Youth Support Services (partnership with Alpine Health), MACNI and TCP.

What started as aspirational goals has led to outstanding outcomes!

Leah

Youth & Family Services



NESAY Team Christmas lunch celebrations

62

Young people & their families supported



91

Young people & their families supported

13

Programs funded & supported



It's been so easy. We had a plan in place within hours & I could stress less immediately.

Borinya Partnership

The year of 2020 has provided NESAY with the opportunity to deliver a new and innovative way of supporting young people within the community. Through an exciting partnership with Borinya, a specialist youth practitioner is able to provide students with care and support in a holistic manner, in achieving their personal and educational goals. Together Borinya and NESAY see the potential of all students and the importance of utilising our combined expertise and skills to enhance student outcomes.

“Thanks for being welcoming. NESAY is my number 1 choice to go to if I ever need help.”



Tailored Care Package (TCP):

NESAY provided support to young people in kinship care through individualised care plans to build resilience, life skills and emotional wellbeing to support the longevity of the kinship placements.

MACNI:

Multiple and Complex Needs Initiative (MACNI) this is a time limited specialist service for people 16 yrs and older, that have been identified as having multiple and complex needs.

SHINE:

SHINE is a holistic and accessible support group for LGBTQIA+ young people and their allies in Wangaratta that is facilitated by NESAY

Walk the Talk (WTT):

NESAY's WTT Program is an early intervention program for young men, that explores the causes of aggressive behaviour, anger, conflict, communication, and self-esteem; then seeks to empower participants with strategies to manage strong emotions. Walk the Talk is a flexible and adaptable program that meets specific identified needs of its referred participants.

Learn, Lead, Live (Triple L):

Triple L aims to assist young women to address behavior 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.

Reconnect

Adolescent Support Services (ASP) & Finding Solutions

School Focused Youth Services (SFYS)

Individualised Care

Community Services

My experience with NESAM was extremely supportive and positive, and definitely helped me greatly through dealing with, and coping through stressful and hard times. So I would like to say a big thank you for helping me so much.



Transitional Assistance Program (TAP)

117 Young people supported

\$2,189.35 donated by the community
 76 Young People Supported
 366 Meals Provided

589

NESAY's total number of active referrals for 2019-2020

Just a massive thank you to the STAR worker for saving my life.

Fair Feed Program

Healthy Eating & Living - HEAL



6 Learners' obtained their 'P' plates

23 Active mentors

41 Hours of professional driving lessons

40 Active Learner Drivers



681

Hours logged by learners through L2P

Better Futures

133

Hours of support for young people

Creating Connections

15

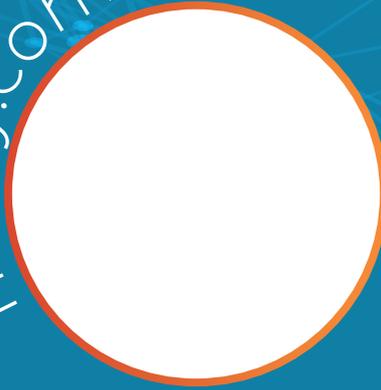
Young people supported

Sustaining Tenancies At Risk (STAR)

146

People supported

nesay.com.au



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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.



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.



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.