

IT TAKES A VILLAGE

2022 YEAR IN REVIEW



12:57


NESAY
youth, family & community



PRESIDENT REPORT

Alison Maclean

On behalf of the Board, I would like to start by thanking our NESAY family for its positive and caring culture and commitment to working with young people, their families and communities. We also thank our partners for working with us to support the people we serve. Partnerships and collaborative practices are critically important to us and we remain committed to this.

For this year's report, there are a couple of key messages I would like to share. These are:

- We are thrilled to have opened the Benalla Community Services Hub this year. We are very humbled to have joined with some of our partners to create such a vibrant and collaborative space for our community to receive the support they need in a safe and welcoming place.
- I would like to take the opportunity to draw special attention to our Friends of NESAY initiative. 'Our Friends' play a vital role in providing community leadership and support for young people in our communities and for NESAY. We are delighted to already have 37 local businesses signed up to date and we would love more. Let's be the community that proudly demonstrates a shared vision of enabling all young people in our community to thrive. If you would like to be a part of the Friends of NESAY program, please reach out to our team as I know they would be delighted to hear from you.
- This year we have had a pleasing year financially and report a surplus. We do note that the surplus is healthy, but much less in real terms than that reported due to the application of new accounting standards.
- Our Youth Advisory Committee is commended for its contribution to NESAY's governance. The Board appreciates hearing from young people through this Committee about how they experience our services and what they need. If you would like to apply to join the YAC please contact the NESAY team.

As the Board, we feel privileged to be a part of a team that creates sustained positive change for young people, their families and their communities. We know this occurs through the positive feedback we hear from our young people, our team, stakeholders and community members.

Program expansion has been experienced steadily throughout the year, particularly in mental health and counselling programs, school-based interventions, and case management models of care - and our team has grown as a result. But we know we can always do more.

And together we can - because it takes a village!

Alison

BOARD OF GOVERNANCE



Alison Maclean
President



Erin Ritchie
Vice President



Trish Merlo
Secretary of the Board of
Governance & Secretary
to the Association



Ann Wearne
Treasurer



Jason O'Keeffe
Board Member



Chris Dwyer
Board Member



Rebecca Bourke
Board Member

♥ Thank you to Amelia Hartney who retired during the year.

YAC

NESAY's Youth Advisory Committee (YAC) provide advice to NESAY from a youth perspective, to ensure that NESAY's practice is reflective of the needs of local youth. Committee members partner with NESAY, utilising their skills and knowledge that they have gained from their understanding, or a lived experience, of either homelessness, school disengagement, out of home care or family conflict. The core tasks and responsibilities of the YAC is to assist NESAY to be able to deliver the best services for young people in North East Victoria. Thank you to our dedicated members; Jackson, Nicola, Rachele, Varun, Mark and Jesse.



"We will raise awareness of homelessness and advocate for all young people in our community."

Friends of NESAY (FON) came together to create sustainable change that not only addresses systemic disadvantage but shows our young people that as a community, we care. We stand with them, we have their back, we will raise awareness of homelessness and advocate for all young people in our community. The Friends of NESAY program provides the opportunity for businesses and individuals to express their support. Being a Friend of NESAY means that you or your business has signed the pledge of commitment. "No Swag Jars" will be present at FON businesses to help raise funds for prevention of youth homelessness.

3whitehorses
Advance Motor Inn
A1 Tyrepower
Appin Street Bakery
Art Mania
Confluence Group
Councillor Ashlee Fitzpatrick
Councillor David Fuller

Borinya Wangaratta
Business Wangaratta
Cleal Constructions
Curtis Adams Pharmacy
Edgars Books & News
Edge FM/ ACE Radio
Garry Nash & Co.
Goodison Dental Services

Jacques Driving School
Lisa Bishop Studio and Art Store
LJ Hooker
Insite Real Estate
The Lunchbox
Madem Espresso
Milawa Mustards
Milawa Pharmacy

Morris Bros Real Estate
North East Media
OBrien Real Estate - Joyce
Personnel Group
Ramsay Pharmacy - Murphy St
Ramsay Pharmacy - Owens St
Rural City of Wangaratta
The Bakers Wife

Cafe The PreVue
Thyme For Coffee
Wangaratta Caravan Park
Wangaratta Mazda
Wangaratta Painting Services



GEOIREPORT

Leah Waring

2021 was a year of growth and achievements for our small but mighty team and we have lived our values and our strategic goals of "Being Bold, Being Innovative and Being Leaders".

One of the key achievements for NESAY this year was the establishment of the Benalla Community Services Hub. With seed funding from NESAY, the DFFH, CHPCP, Centre Against Violence and The Orange Door, we were able to lease and purpose fit a site in Carrier St for the Community Services Hub. We are the lead tenant in the property with 10 other agencies co-located with us.

Our young people and our communities remain the centre of our thinking and decision making. Our program data shows the work that our team have been doing over the past 12 months in creating opportunities for our young people and their families to thrive, and the program expansion we have achieved - but we know we can do more.

As we look ahead to next year, we have our eyes firmly on a couple of large goals.

- We are seeking funding for the establishment of our youth social enterprise as we now have the required planning permits, model and designs required.
- Through a partnership with GO TAFE, Uniting and Brotherhood of St Laurence, we are applying for funds to establish an Education First Youth Foyer in Wangaratta, (which will accommodate 40 young people).

To create the change we want to see, we must continue to work together. Sustainable change takes time, partnership and shared vision. Our Friends of NESAY is such an important step towards this. Together we can create new experiences and opportunities for our young people within our communities. Thank you to all of our Friends - your support is highly valued and we look forward to expanding and growing our Friend community in the coming year.

Thank you to our NESAY Board of Governance members for your commitment, vision and leadership. Being bold requires strong governance and leadership and our team is grateful for what you have provided and your confidence in what we can achieve. Thank you to our wonderful NESAY team/family. Our achievements this year would not have been possible without such a strong, flexible, committed, and resilient team.

After being formed in Feb 2020, our Youth Advisory Committee is enjoying being able to meet face to face, as many joined during COVID restricted times. The YAC are amazing young people with so much wisdom, strength, and heart. Thank you to all of our YAC members for what you have achieved to date and the amazing things that are yet to come.

"Alone we can do so little; together we can do so much"
- Helen Keller

Leah



COMMUNITY Services

TRANSITIONAL ASSISTANCE PROGRAM

121 Young people & their families supported

The Transitional Assistance Program (TAP) offers young people a holistic case management service for those young people aged 16-25, who are at risk of, or experiencing, homelessness. Support is offered to assist the young people work towards achieving their sustainable housing and independent goals by working together to find opportunities, resources and community connections, utilising the young people's strengths. Funding is provided by Department of Families, Fairness and Housing.

BETTER FUTURES

529 Hours of support provided to young people

The Better Futures program offers support to out of home care leavers aged 16-21 years in supporting them to have an active voice in their transition towards independence and providing individualised supports across a range of life areas including housing, education, employment, and community and cultural connections. Better Futures offer ongoing support to the young person and their care team to reach their goals using their talents and strengths. Funding is provided by the Department of Families, Fairness and Housing.

HOME STRETCH

225 Hours of support provided to young people

The Home Stretch program offers assistance for young people to successfully transition from out of home care to independent adulthood while enabling them to remain with their kinship, foster or permanent carers up to the age of 21, supported with case management and financial support. Young people leaving residential care (including lead tenant) kinship care, foster care and permanent care have ongoing care, coaching and financial support to assist in transitioning to adulthood. Home Stretch is part of the Better Futures and funding is provided by the Department of Families, Fairness and Housing.

CREATING CONNECTIONS EDUCATION EMPLOYMENT PATHWAYS

92 People & their families supported

Funding supports young people to develop and sustain pathways into employment, education and training. The funding is provided amongst youth agencies in the Ovens Murray/Goulburn region, with NESAY being the administrator of the funding. During the 2021 - 2022 year 23 funding packages were provided to young people to assist them in their education and employment.

FAIR FEED

The Fair Feed Program offers an alternative to traditional food relief. Fair Feed provides a meal and a socially inclusive opportunity for young people in Wangaratta and Benalla cafes. The participating cafes enjoy supporting vulnerable youth and further to this the wider community supports the program through the bench top donation jars. Young people engaging in NESAY's case management services participate in this program. Funding is provided by the Department of Families, Fairness and Housing (through Engage! funding).

This year, with the help and generosity of our community, Fair Feed achieved the following:



"I was so grateful for the service I received when I really needed it."

STAR PROGRAM

92 People & their families supported

The Sustainable Tenancies At Risk (STAR) program assists people living in private rental tenancies that are at risk. STAR is an early intervention program that aims to sustain tenancies and stop the cycle of homelessness. This program operates in partnership with Beyond Housing and The Bridge Youth Services. Funding is provided by the Department of Families, Fairness and Housing.

TAC L2P PROGRAM



ACTIVE MENTORS - 16

ACTIVE LEARNER DRIVERS - 39

LEARNER'S OBTAINED THEIR P'S - 13

HOURS LOGGED BY LEARNER DRIVERS - 977.14

The TAC L2P program assists young learner drivers to fulfill their 120 hours of driving experience in order to gain their probationary driver's licence. Young learners are matched with a driving mentor, and engage in regular driving sessions in a sponsored automatic vehicle. Thank you to our mentors, Wangaratta Mazda and A1 Tyrepower for their continued support. Funding is provided by TAC and managed by the Department of Transport, supported by the Victorian Government.



HEAL

Young people supported

Healthy Eating and Living (HEAL) is a strength-based program which enables young people to develop independent living skills and further develop their social and emotional skills. Funded by Engage! during the 2021 year, creative methods of engaging with young people to increase independent living skills were found, including individual HEAL sessions in which young people practiced their cooking skills, working alongside their case practitioner. NESAY was able to establish an edible garden on the premises, which provides our young people with easy access to inexpensive fresh foods while also promoting an understanding of foods and their source (best broccoli ever tasted!). A HEAL cookbook was created and is distributed to our young people, which provides delicious recipes and educational tips. A new oven was also installed and new aprons purchased for further HEAL sessions.



PATHWAYS PROGRAM

The Pathways Program was funded by DFFH for the purpose of building on existing relationships with tertiary training providers and employment agencies to enable greater access for young people and secondly, to deliver the NESAY RENTERS program. Two RENTERS programs were held during 2021-2022, with young people providing positive feedback and enjoying the program. Positive relationships have been built with employment agencies and NESAY.

COMMUNITY CONNECTIONS PROGRAM

The Community Connections Program works in collaboration with the Better Futures and Home Stretch Programs. It seeks opportunity to build supportive networks, pathways, and connections for the young people in their communities. These opportunities provide the young people with access to develop enabling, meaningful and sustained connections in their community, which will assist them to achieve their goals and support transition into independence. Funding is provided by the Department of Families, Fairness and Housing.

CREATING CONNECTIONS

95 Young people & their families supported

Creating Connections offers support to young people who are at risk of, or who are experiencing homelessness that require multiple support needs and coordination. Intensive and holistic case management support is offered for an extended period and focuses on developing the young person's capabilities by recognising and encouraging their strengths, skills and aspirations. Funding is provided by the Department of Families, Fairness and Housing.



Celebrating some of our wonderful TAC L2P Volunteers



B2B - NESAY took part in a walk for mental health & suicide awareness again this year

NESAY RECEIVED

534

REFERRALS DURING 2021-22

People identified as:

Aboriginal | Torres Strait Islander 7.3%

LGBTQIA+ 3%

Having a disability 6.9%

CALD 0.2%

Our son being able to talk to someone outside our family unit has been beneficial. This has helped him be able to talk through his thoughts and feelings and then discuss these things with us in a calm and constructive way.

Receiving assistance from my case practitioner was such a reassuring experience. I felt truly heard and supported. All my needs were met, thank you to my worker and NESAY, so much. Thank goodness for your organisation.

84 NESAY are funded to provide 13 weeks of care. This year, NESAY provided an additional 84 episodes of care, unfunded.

2%

53%

2%

6%

4%

WODONGA

YARRAWONGA

OTHER

WANGARATTA

MANSFIELD

1%

INDIGO

16%

BENALLA

17%

ALPINE

REFERRALS BY REGION

NESAY SUPPORTED 113 ACCOMPANYING CHILDREN

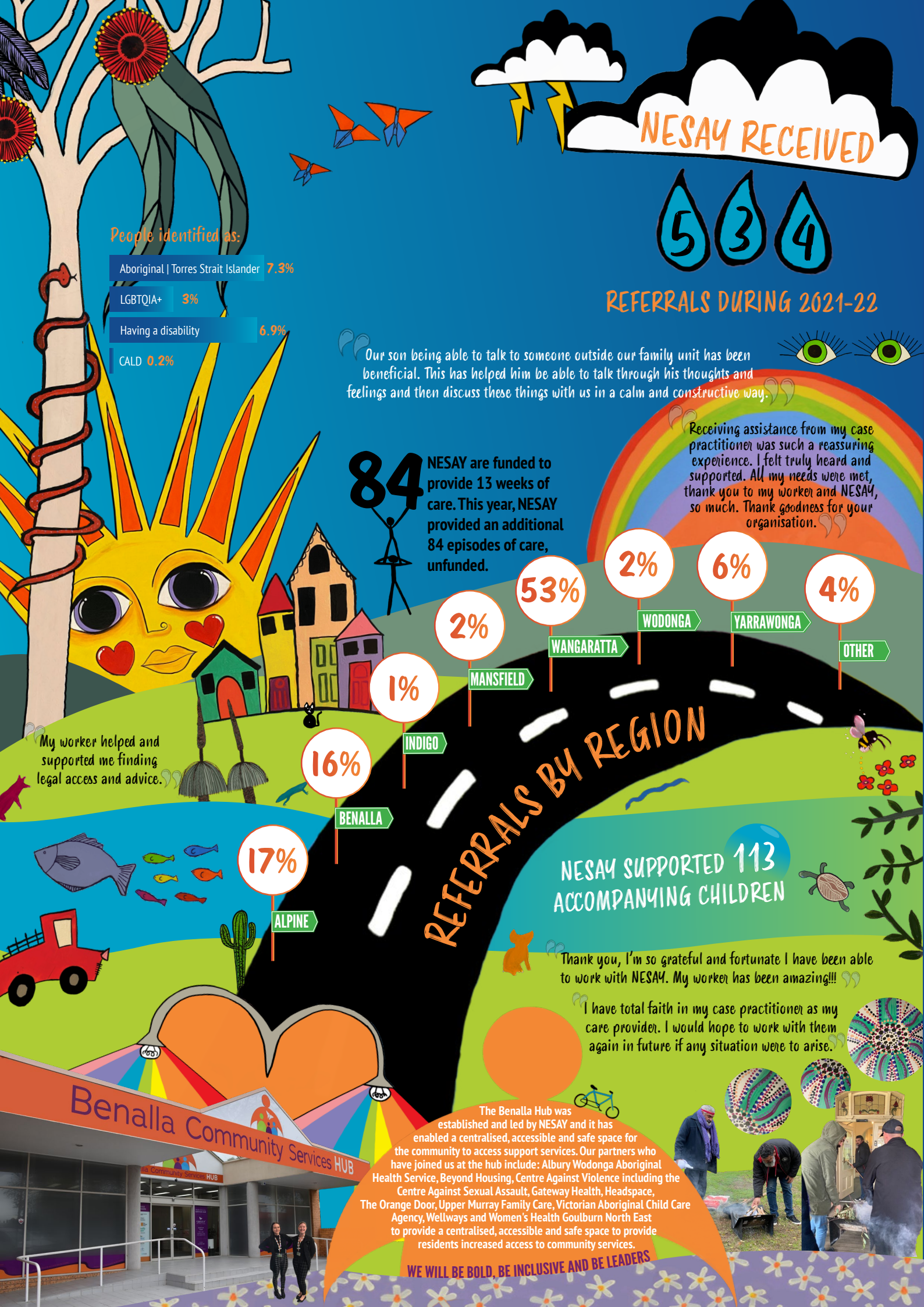
Thank you, I'm so grateful and fortunate I have been able to work with NESAY. My worker has been amazing!!!

I have total faith in my case practitioner as my care provider. I would hope to work with them again in future if any situation were to arise.

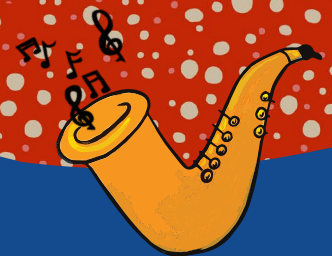
The Benalla Hub was established and led by NESAY and it has enabled a centralised, accessible and safe space for the community to access support services. Our partners who have joined us at the hub include: Albury Wodonga Aboriginal Health Service, Beyond Housing, Centre Against Violence including the Centre Against Sexual Assault, Gateway Health, Headspace, The Orange Door, Upper Murray Family Care, Victorian Aboriginal Child Care Agency, Wellways and Women's Health Goulburn North East to provide a centralised, accessible and safe space to provide residents increased access to community services.

WE WILL BE BOLD, BE INCLUSIVE AND BE LEADERS

Benalla Community Services HUB



YOUTH & FAMILY Services



ALPINE YOUTH SUPPORT SERVICE

Alpine Youth Support Services (AYSS) practitioners provide outreach counselling support in the Alpine area for students and young people from grade 5 to 21 years of age. The AYSS program is in partnership with Alpine Health and is funded through the Department of Health and Bushfire Recovery Victoria program, offering therapeutic intervention to enhance social and emotional wellbeing for individuals. Regular liaison with schools and families throughout the support ensures a systemic approach.

44 New referrals received **76** Young people supported in total **= 437** Individual sessions

RECONNECT

Reconnect is an early intervention program funded by the Department of Social Services. Young people aged 12-17 years are supported over a 12-week period to enhance family and social connections, improve educational engagement and create housing stability.

92 Young people and their families supported

ADOLESCENT SUPPORT PROGRAM & FINDING SOLUTIONS

Funded by the Department of Families, Fairness and Housing, both the Adolescent support Program (ASP) and Finding Solutions (FS) support young people aged 12-17 years for a 12-week period. Both programs provide support to young people through an intensive case management approach which allows individuals and their families to achieve common goals to improve connections to relationships, education, community and maintaining a safe home environment.

74 Young people and their families supported

BORINYA

In partnership with Borinya, NESAY provides full time, on-site support to students. Our experienced case practitioner offers an intensive systemic approach in ensuring students are supported to achieve both their personal and educational goals. The partnership between NESAY and Borinya continues to increase student life skills and strategies to enhance student wellbeing.

46 Young people supported in total **= 354** Individual sessions

SACRED HEART COLLEGE YARRAWONGA

In 2021, NESAY were provided with an exciting opportunity to deliver school counselling to students at Sacred Heart College Yarrawonga. Utilising the experience of one of our practitioners, the approach has ensured students have access to therapeutic counselling support to enhance wellbeing.

99 Young people supported in total **= 289** Individual sessions

SCHOOL FOCUSED YOUTH SERVICES

School Focused Youth Service (SFYS) is funded through the Department of Education and Training. SFYS provides support to students from year 5 through to year 12 in Wangaratta, Benalla, Alpine and Mansfield Shires. Interventions are offered to Government, Catholic and Independent schools and are targeted to the needs of students. SFYS goal is to improve student connections with school increase attendance, as well as engagement, in education.

19 Interventions implemented during 2021-22

FAMILY CONNECTIONS

Family Connections counselling provides opportunities for young people and their family to participate in targeted family therapy in order to build systems of support, enhance family relationships and long term outcomes. This program is funded by the Department of Health and Bushfire Recovery Victoria.

17 Families supported

HEALTHY MASCULINITIES PROJECT

The Healthy Masculinities Project is led by NESAY in partnership with Women's Health Goulburn North East and supported by the Dept of Education. The projects intention is to foster change in challenging stereotypical gender norms. To achieve this, the Modelling Respect and Equality program (delivered by The Jesuit Social Services) is being facilitated to provide training and support to local leaders in the Wangaratta community to create change around issues of respect and equality. This program is funded through the Into Our Hands Foundation Pitch Up event and the Dept of Social Services.



TRIPLE 'L' PROGRAM

Learn, Lead, Live (Triple 'L' Program) is delivered to a group of young females to assist in the development of a positive sense of self, including improving relationships with peers, communication skills, and engagement with education. Behaviour styles and explored and opportunities for reflection and different paths are identified in a supportive future focused approach.

5 Programs facilitated **= 54** Young females supported

"I felt really supported when I reached out for help when I needed someone to chat with."

"Our son's case practitioner was excellent and supported our son in a way that he felt comfortable."

SHINE

SHINE (Support Holistic Inform Network Educate) is a group for LGBTIQ+ young people and their allies. NESAY facilitators offer a safe space for members of the LGBTIQ+ community to share their journey and ideas in an inclusive and welcoming learning environment.



WALK THE TALK

The Walk The Talk (WTT) program is an early intervention group program for young males which provides an opportunity for enhancing communication and conflict resolution skills. The exploration of identified behaviours improves outcomes for self-esteem and the management of strong emotions. WTT is an adaptable program aiming to meet the subjective needs of its group participants.

INDIVIDUALISED CARE

MACNI

The Multiple and Complex Needs Initiative (MACNI), funded through Department of Families, Fairness and Housing, is a time limited specialist service for people 16 years and over. Individuals who are identified as meeting the eligibility criteria for complex needs have their case assessed for MACNI support and a care plan developed. The MACNI Care Plan Coordinator facilitates collaboration amongst the care team to achieve program goals with the participant.

NDIS

NESAY is working with young people who have a funded plan with the National Disability Insurance Scheme (NDIS), to provide individualised care and support through a range of accessible activities. Support will meet personal interests and abilities and where applicable engage existing NESAY programs.

TARGETED CARE PACKAGE

The Targeted Care Package (TCP) program is funded through Department of Families, Fairness and Housing, which assists young people with an individualised care plan in a kinship care arrangement. NESAY provide direct support to our young people to build their resilience, life skills and improve emotional wellbeing through engagement in a variety of community-based activities. Outcomes are aimed at enhancing the longevity of kinship placements and supporting out of home care placements.

"Our worker was amazing. They were understanding and always around to help us in both good and bad situations. They talked us through all situations, either within our house or with other services. They took their job to the next level - up and above to support my child and myself."





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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.

OUR COMMITMENT TO CHILD SAFETY

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.

Young People engaged in NESAY's Better Futures/Home Stretch and Reconnect programs joined local Artist Lisa Bishop for some art filled adventures! The accomplished aim and passion was to build supportive networks, pathways, and opportunities for young people within our community. This Art Group also provided a wonderful opportunity to foster a sense of team between agencies and an opportunity for all young people being support by NESAY, VACCA and Junction to engage in a fun and supportive activity. The completed Artwork is the large 'Honour Board - Mural' of which is to be proudly displayed in the NESAY garden in recognition and celebration of the community partnerships within the Better Futures Community Connections 'Friends of NESAY' program.



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 DFFH 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.