



# FOSTERING POTENTIAL

## 2023 YEAR IN REVIEW



## CEO's Report

2022-2023 was another year of fabulous achievements, new programs and quality outcomes for our young people, communities and our team.

We feel very privileged to be a part of the lives of many young people and their families. Through this connection, we are inspired and learn more each and every day. As George Eliot wisely stated, "those who trust us educate us" and this is definitely true. Young people, their families and the communities we serve have the experiences, wisdom and understandings that we can all learn from. Each day we aim to build this into our thinking, our actions and our work.

We take our responsibility seriously and are always looking for new ways to engage and connect with communities. This year we have been able to provide more programs of support, which have been creative and exciting. They include:

- Two community sessions with Dr Michael Carr-Gregg
- Drumming and Art workshops
- Mural project with young people from Alpine, Indigo and Wangaratta Shires
- Commencement of an Ovens Murray Executive Network to build strategic collaboration between the community services in our region
- Creative Lands Festival (Chiltern and Rutherglen communities) Stage 2 commencement, which involves the kindergarten, all primary schools and the secondary school in an arts based program focused on the pillars of persistence and resilience. The project is strongly supported by the Royal Childrens Hospital and the Indigo Shire.

And to push the envelope even further, we held our inaugural Gala Ball in November 2022. The intention of the Ball was to

create an opportunity for the community to learn more about NESAY and the ways they can assist the work we do and raise some funds to assist our young people. The night was a huge success and led to a second ball being held in late June 2023! (27 July 2024 is the next big one!)

One of the key services that NESAY provides in our communities is designed to support young people (aged 16-25 years) who are experiencing (or at risk of) homelessness.

Youth homelessness happens in our communities. It shouldn't but it does. The most common reason is family violence and/or family breakdown. No young person chooses to live without a home. Together we need to make a stand that this is not acceptable – and create discussions and safe places. It is important to note that the answer to this complex need is not just the provision of a house. We all need care and support when we start to live independently. We need to be taught independent living skills (budgeting, cooking, cleaning etc.) and when you are without a person to show you this, each of us need to step up. Together let's build the homelessness response to be holistic and respectful of all the needs a young person has – and one that is driven by young people – after all, they are the experts.

Looking towards 2023-2024, our team is excited for the future projects that will include our Youth Advisory Committee, Friends of NESAY, the installation of our Youth Foyer in Wangaratta – plus more!

*"The future of every community lies in capturing the passion, imagination, and resources of its people"*

- Ernesto Sirolli

Leah Waring  
NESAY CEO



# yac

*Sub Committee of the Board of Governance*

NESAY's Youth Advisory Committee (YAC) provides an opportunity for young people to be a representative for their peers and to provide youth voice/expertise in consultations & related activities. The YAC also informs NESAY in how we deliver our services with a youth focus. During the year, some of the things that the YAC participated in the Beechworth to Bridge walk, assisted in team interviews, took part in our AGM, were part of NESAY video montages, and were stars at the NESAY Balls. We thank the YAC for all their contributions during the past year. They are a fantastic group of leaders.



**Pictured YAC Members:**

Shayla, Varun, Jesse and Rachelle  
(Not pictured: Jackson & Nicola)



## President's Report

Congratulations all on another year of outstanding care and partnerships. 2022/2023 has seen our world settle. While COVID is still with us, our amazing capacity to adapt has been proven.

NESAY has celebrated with our community. We have hosted 2 hugely successful Gala Balls, resulting in greater engagement with our community and the people we serve. We have confirmed that our community wants to be part of the solution to youth homelessness, and we are working together to support young people and their families. With a stark position across Australia on affordable housing, NESAY is pleased to be working in partnership to create solutions and foster potential. With almost 40 years of expertise in the sector we are pleased to support others to be part of the needed change.

I especially thank our volunteers and the Friends of NESAY. You are a purposeful and kind link supporting young people and their families. You enhance the NESAY family, and we are proud of what you do. I also thank the businesses who support NESAY, and this year draw attention to the generosity of Wangaratta Mazda with their donation of a new L2P car for our young people to learn to drive in.

We have welcomed new Board members this year. We have partnered with GO TAFE, Uniting and BSL and will be delivering together the Wangaratta Youth Foyer. The Ovens Murray Executive Network has been established by NESAY, looking to work strategically with our partner agencies on future focused population-based need.

Our Youth Advisory Committee continues to lead the work we do. They are an essential part of our Board structure. Congratulations to all involved – you do an excellent job!

Thanks to our CEO and the team, without you none of this would be possible.

*Alison Maclean*  
NESAY President

*Thank you to Erin & Kim who retired during the year.*

## Board of Governance



*Alison Maclean (President), Caitlyn Walker (Vice President),  
Trish Merlo (Secretary), Chris Dwyer (Treasurer), Donna Samon,  
Brian Hargreaves & Kirsty Beecroft*



A1 Tyrepower  
Advance Motel  
Appin Street Bakery  
Artmania  
Borinya Wangaratta  
Cafe the PreVue  
Cleal Constructions  
Clean and Shiny Car Wash  
Confluence Group  
Councillor Ashlee Fitzpatrick  
Councillor David Fuller  
Curtis Adams Pharmacy  
Edgars Books & News  
Edge FM/3NE

Garry Nash Real Estate  
Goodisons Dental  
Insite Real Estate  
Jacques Driving School  
Lisa Bishop Studio and Art Store  
Madem Espresso  
Milawa Pharmacy  
Milawa Mustards  
Milawa Pharmacy  
Morris Bros Real Estate  
North East Media  
North East Real Estate  
O'Brien Real Estate | Joyce  
Personnel Group

Ramsay Pharmacies:  
Ovens & Murphy Streets  
Robinson's Truck and Coach  
Maintenance  
Rural City of Wangaratta  
The Bakers Wife  
The Hair Room Wangaratta  
Thyme for Coffee  
Wangaratta Caravan Park  
Wangaratta & Indigo Computers  
Wangaratta Mazda  
Wangaratta Painting Services  
3whitehorses





# Transitional Services

"My confidence has improved which has helped lots of other areas in life improve"

67

ACCOMPANYING  
CHILDREN  
SUPPORTED

## BETTER FUTURES

The Better Futures program offers support to young people aged 15-18 years, who have been in out of home care as they transition to independence. Better Futures offers ongoing support to the young person and their care team to reach their goals and foster their potential. Funded by the Department of Families, Fairness and Housing.

1337

Hrs of support  
provided to  
young people

## COMMUNITY CONNECTIONS PROGRAM

Working in collaboration with the Better Futures and Home Stretch Programs, the Community Connections program has a community development approach which focuses on creating opportunities for young people who are leaving care. The program fosters community capacity through activities like Friends of NESAY. Funded by the Department of Families, Fairness and Housing.

## CREATING CONNECTIONS

Longer term case management is provided to young people who are at risk of, or who are experiencing homelessness through the Creating Connections program. Working with the young person, case practitioners focus on goals and strengths. Funded by the Department of Families, Fairness and Housing.

32

Young people  
& their families  
supported

## CREATING CONNECTIONS EDUCATION EMPLOYMENT PATHWAYS

This program provides funding to support young people at risk of, or experiencing homelessness, to develop and sustain pathways into employment, education and training. NESAY administers this program on behalf of the youth agencies in the Ovens Murray/Goulburn region. Funded by the Department of Families, Fairness and Housing.

22

APPROVED  
APPLICATIONS



HEAL  
Healthy Eating & Living

## HEAL

Healthy Eating and Living (HEAL) program has been designed to assist young people to develop a variety of healthy independent living skills. The program is facilitated in Wangaratta, Wodonga, Alpine and Indigo regions. NESAY offers Group HEAL, Primary HEAL, Family HEAL and individual HEAL programs. Funded by Emergency Recovery Victoria.

## FAIR FEED

The Fair Feed Program is an alternative to traditional food relief, offering a meal and a socially inclusive opportunity for young people in Wangaratta, Benalla and Myrtleford cafes. Young people engaging in NESAY's services participate in this program. Fair Feed has been funded by Rural City of Wangaratta, community donations and NESAY.



A special thank you to the Rural City of Wangaratta for their donation to the program of \$7,000.



## Thank you to our partnering cafes:

**Wangaratta:** • Appin Street Bakery • Chips R Us  
• Flagpole Cafe • West End Cafe & Convenience Store

**Benalla:** • Dumpling Kitchen • Ruby Blue Cafe  
• Spot 4 Coffee • Thomas St Fish Shop

**Myrtleford:** • Alpine Gate Cafe • Burgerville  
• Myrtleford Bakehouse • Ruby's Takeaway

## HOME STRETCH

The Home Stretch program offers individualised packages to young people to successfully transition from out of home care to independence, or supporting them to remain with their kinship, foster or permanent carers up to the age of 21. Support includes case management and financial assistance. Funded by the Department of Families, Fairness and Housing.

720 HOURS OF SERVICE PROVIDED TO  
YOUNG PEOPLE



The TACL2P program assists eligible learner drivers to gain the 120 hours of required driving experience required. Learners are matched with trained driving mentors to gain driving hours in the L2P car, sponsored by Wangaratta Mazda and A1 Tyrepower. L2P is funded by TAC and Department of Transport.

Volunteer Mentors:

19

48

Learner drivers

L

L

Hours logged with  
support from their mentors:

1181

14

Learners obtaining

P

L

Hours of professional  
driving lessons funded:

86

## STAR PROGRAM

The Sustainable Tenancies At Risk (STAR) program is an early intervention program that aims to sustain private rental tenancies and stop the cycle of homelessness by providing advice, information and brokerage. Program operates in partnership with Beyond Housing and The Bridge Youth Services and is funded by the Department of Families, Fairness and Housing.

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PEOPLE SUPPORTED  
to sustain their tenancies

## TRANSITIONAL ASSISTANCE PROGRAM

The Transitional Assistance Program (TAP) provides young people aged 16-25 years, who are at risk of, or experiencing homelessness, with support to work towards achieving their sustainable housing and independent goals. Funded by Department of Families, Fairness and Housing.



YOUNG PEOPLE  
SUPPORTED  
THROUGH TAP

## PEOPLE IDENTIFIED AS:

9% ABORIGINAL

3% LGBTQIA+

13% DISABILITY

1% CALD

499

REFERRALS  
RECEIVED IN  
2022 - 2023

REFERRALS BY REGION:

ALPINE 11%

BENALLA 24%

INDIGO 2%

MANSFIELD 1%

WANGARATTA 57%

WODONGA 1%

YARRAWONGA 2%

OTHER 3%

"My worker gave me the confidence  
to apply for work."



2023 Beechworth to  
Bridge Walk



# Wellbeing Services

## ADOLESCENT SUPPORT PROGRAM & FINDING SOLUTIONS

Funded by the Department of Families, Fairness and Housing, both the Adolescent Support Program (ASP) and Finding Solutions (FS) programs support young people (12-17 years) over 12 weeks. Both programs provide intensive case management support to young people and their families to achieve common goals and improve connections, education, and a safe home environment.

**77** YOUNG PEOPLE SUPPORTED

## ALPINE YOUTH SUPPORT SERVICE

Alpine Youth Support Services (AYSS) practitioners provided outreach counselling support in the Alpine area for young people from grade 5 to 21 years of age. The AYSS program was in partnership with Alpine Health and was funded through the Department of Health and Bushfire Recovery Victoria program. AYSS enabled therapeutic intervention for young people to enhance social and emotional wellbeing. Funded by Emergency Relief Victoria until 30th June 2023.

**SUPPORTED 44** YOUNG PEOPLE

**495** INDIVIDUAL SESSIONS

## FAMILY CONNECTIONS - THERAPEUTIC

Family Connections counselling provided young people and their family the opportunity to connect through targeted family therapy, to increase systems of support, enhance family relationships and long-term outcomes. Funded by Emergency Relief Victoria until 30th June 2023.

**25 Families Supported**

**248 Total Sessions**

## RECONNECT

Reconnect is an early intervention program funded by the Department of Social Services. Over a 12 week period, young people aged 12-17 years are supported to increase family and social connections, enhance engagement with education and establish housing stability.

**55** YOUNG PEOPLE & THEIR FAMILIES SUPPORTED

## BORINYA

In partnership with Borinya, NESAY provides both a Specialist Case Practitioner and a Family Engagement Practitioner to support students and families. Our experienced Specialist Case Practitioner offers an intensive systemic approach in ensuring students are supported to achieve personal and educational goals. Our experienced Family Engagement Practitioner provides intensive outreach support to families to create opportunities to understand and address the barriers to their young person's engagement at school. (The Family Program commenced in January 2023).

## SPECIALIST CASE PRACTITIONER SUPPORTED:

**55** YOUNG PEOPLE **430** INDIVIDUAL SESSIONS

*"I go to see my worker regularly which makes me feel supported. It's nice having someone to talk to".*

## FAMILY ENGAGEMENT PRACTITIONER SUPPORTED:

**11** FAMILIES **27** INDIVIDUAL SESSIONS

**21** FAMILY SESSIONS **33** PARENT SESSIONS

## SACRED HEART COLLEGE YARRAWONGA

In partnership with Sacred Heart College Yarrawonga (SHCY), NESAY provides on-site School Counselling to students. Utilising the experience of one of our practitioners, the approach has allowed for students to have access to therapeutic counselling support to enhance social, emotional and mental wellbeing.

**45** Young People Supported

**167** Individual Sessions

## SHINE

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

## 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 individually targeted to the identified needs of students. SFYS aim is to improve student connection to school and enhance attendance and engagement in education.

**20** Interventions during 2022 - 2023

## TRIPLE L PROGRAM

Learn, Lead, Live (Triple L Program) is a group program delivered to young people across 6 sessions. The program aims to support the development of a positive view of self, including improving relationships, communication skills, and engagement with education. Behaviour styles are explored and opportunities for reflection and different paths are identified in a manner that is supportive and future focused.

**7** Programs Facilitated

**81** Individual Sessions

*"L L L was amazing. I learnt a lot about how to manage myself. It was a lot of fun."*



NESAY established the Benalla Community Services Hub in 2022. The Hub aims to provide a centralised, accessible, safe space from which community agencies can provide better-quality services to Benalla and Mansfield and district residents through improved collaboration and coordination of services.

- Albury Wodonga Aboriginal Health Services (AWAHS)
- Beyond Housing
- Calvary Health Care
- Centre Against Violence
- Gateway Health
- headspace Shepparton
- headspace Wangaratta
- NESAY
- The Orange Door
- Upper Murray Family Care (UMFC)
- Wellways
- Women's Health Goulburn North East
- VACCA

## FAMILY CONNECTIONS - COMMUNITY (ALPINE & WANGARATTA)

With funding received from the Victorian Government through Emergency Recovery Victoria, our program was able to provide workshops and seminars for the communities, that were designed to build and strengthen family connections for sustainable outcomes, whilst also having fun.

Building happiness and resilience in young people and their families, with Dr Michael Carr-Gregg.



Connect the lines through Cartooning, with SPLAToons Cartoon Shop



Family Connections through Art, with Lisa Bishop



Rhythmic Drumming Together, with Into the Groove



## Education First Youth Foyer

The establishment of the Wangaratta Education First Youth Foyer is a large project NESAY is involved in. Together with GO TAFE, Uniting and the Brotherhood of St Laurence, the Foyer will provide 40 semi-independent rooms for young people who are engaged in education/work to reside. NESAY will be onsite 24/7 at the Foyer, providing support and guidance for the young people who live there. Our goal is to provide the skills, education and confidence to live independently with success. The foyer is expected to be open in 2024/25.







NESAY.COM.AU

## WANGARATTA

### HEAD OFFICE

86-90 ROWAN STREET

WANGARATTA VIC 3677

## BENALLA

### COMMUNITY SERVICES HUB

52 CARRIER STREET

BENALLA VIC 3672

## GENERAL ENQUIRIES

**T: (03) 5720 2201**

**F: (03) 5721 8185**

**E: INFO@NESAY.COM.AU**

### 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.

### 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 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 DFFH Quality Standards and the relevant sections of the Quality Improvement Council Health and Community Services Standards.

North East Support & Action for Youth Incorporated Association Registered Office - Wangaratta | A.R.B.N - 666 491 381

