

**PALMERSTON & RURAL YOUTH SERVICE PROVIDER NETWORK
(PARYS)**

ACTION PLAN

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OUR MISSION

To deliver a range of professional service options
to young people & their families
in the Palmerston and Rural area.

OUR VISION

The achievement of sustainable social, emotional and personal wellbeing outcomes for young people
through the development of a range of flexible service options that meet the complex needs of the youth community.

THEMES FOR SERVICE DELIVERY

Professionalism

Integrated Service Delivery

Accessibility

Client-focused

Flexibility

Co-ordination

Introduction

Young People aged 13-25 form in the region of 17% of the population in the combined Palmerston and Litchfield areas (2001 Consensus – ABS statistics). They are active and valuable members of the community, consumers of goods and services, current and potential members of the workforce, and some are providers for their own families.

Some young people live within traditional households and/or are self-sufficient, however others are partly or heavily reliant on support services to access income, housing, health services, legal services and general support. Other young people are in urgent need of support services but do not, or cannot, access them for a number of reasons including lack of awareness of options, shame, fear, location or lack of appropriate, affordable services or adequate public transport in the Palmerston and Rural areas.

The provision of effective, accessible, affordable and appropriately located services for young people is crucial to the social and economic development of the region. The presence of large numbers of young people and a high proportion of children in the 0-12 year age group (23% of the combined Palmerston and Rural area- 2001 Consensus – ABS statistics) places further pressure on the need to strategically address local youth issues.

The development of purpose-built facilities, youth-relevant activities (especially entertainment and other recreation options) and support services was highlighted in the 1998 Palmerston Social Plan as the “first and foremost” area of need. Similar needs were again identified during community and industry consultations that contributed to the content of “Palmerston: A Place for People. Integrated Community Plan” in 2003. The signing of the NT Government/Palmerston City Council Partnership Agreement in 2003 lays a very strong foundation for the exploration and development of a range of exciting new initiatives for young people, and indeed the whole of the Palmerston community.

P A R Y S

The Palmerston and Rural Youth Services (PARYS) Network

The Palmerston and Rural Youth Services (PARYS) Network provides a forum for workers in the Sector to discuss local youth issues and develop strategies to deliver a range of services for Palmerston and Rural people in the 12-25 year age group. The Network has existed since mid-1996. It comprises of workers from community and government agencies who have regular contact with young people, and representatives of agencies which provide and/or fund services for young people. Other community members who have an interest in addressing youth issues are welcome to participate. (Contact list and meeting schedule is available from Palmerston City Council's Youth Coordinator.) Although PARYS is convened through the Palmerston City Council it is not a committee of Council. This Action Plan is therefore "owned" by the Youth Sector.

PARYS is directly linked to the Northern Territory Youth Affairs Network (NTYAN). NTYAN is the body recognised by the Youth Sector as fulfilling some of the roles of a youth peak in the Northern Territory. It is linked to the National Youth Action Coalition, the national youth peak body, but neither of these bodies is funded. These peaks are highly dependent on the energy and commitment of pro-active members. Therefore although NTYAN members may comment on the content of policy and guidelines for practices that affect young people, the functions of NTYAN & NYAC are limited. (Note that NTCOSS, NT Shelter and Council of the Aging (COTA) are the only funded peak bodies in the N.T.) One recommendation of the 2003 Youth At Risk Taskforce is that NTYAN is formally funded as a Youth Peak Body.

Purpose of the Action Plan

The Palmerston and Rural Youth Sector Action Plan provides specific goals that will assist organisations and individuals within the Youth Sector target the development of services for young people and their families. It will help the Sector work in partnership to improve and develop the co-ordinated delivery of youth services, programs and other options in the Palmerston-Rural area, and enhance opportunities for the sector to work collaboratively. A collaborative approach to youth service delivery will provide more sustainable youth-focused services, and will improve young people's access to and awareness of youth-related initiatives in the Palmerston-Rural area.

The Action Plan will highlight initiatives that will directly address gaps in existing service delivery in the Palmerston-Rural area. The Palmerston and Rural Youth Sector comprises representatives of all levels of Government and workers in the Community Sector. The responsibility for resourcing and/or implementing the cited initiatives rests across all spheres of Government, the Community Sector and, where possible, the Corporate Sector. To date the Corporate Sector is not actively represented within the Network however businesspeople have historically contributed to youth-related initiatives in the form of sponsorship, financial and in-kind resources. Ongoing corporate investment in the development of social capital and infrastructure, and in youth development is to be encouraged by the Sector. This Plan can be used as evidence that the Sector as a whole has identified and prioritized the most pressing issues, and that investment in the development and delivery of Youth Services is being utilized by the Sector in a strategic, targeted, cost-effective manner.

It is understood that individual agencies and government departments have organisational plans that are often inclusive of a range of initiatives that may not specifically target "youth" but will impact on young people (e.g. early childhood programs, family programs, housing, health, employment and education, sport and recreation, financial planning etc). As each of these organisations is a potential stakeholder in the implementation of the Plan, the contents of this document should compliment their organisational and departmental plans. That said, the Action Plan should also inform and influence how these organisational plans are developed and their objectives are implemented in the future.

The Plan will prioritize responses to identified local youth and Youth Sector issues. The local Youth Sector acknowledges the diversity of young people's needs and interests, and has a thorough understanding of the complex issues confronting young people in this region. The Sector seeks to promote awareness of young people as vital participants in community life who require a range of services in order to maintain their personal wellbeing, participate in and contribute to community life, and meet their full potential. Because the strategies that assist one young person may be irrelevant to another young person, it is necessary for the Sector to have the capacity to enable their clients and other young people to access a range of service options. This Plan will highlight a number of viable strategies for addressing the relevant issues.

Finally it is for all service providers, all spheres of government, the Corporate Sector and community members to be looking to the long-term with regards to the development of facilities and services for young people in the Palmerston and Rural areas. Proper planning and effective collaboration between Government and both the community and private sectors will ensure the most effective use of increasingly scarce resources, and provide a more equitable environment for all people who live and work in the Palmerston/Rural area. Most importantly proper planning in the short and medium terms, with an eye to the future, will ensure the availability of numerous opportunities for the communities' younger residents in years to come.

Structure of the Action Plan

The Plan will outline a number of directions that have been highlighted by the Youth Sector and includes an overview of intended programs and initiatives over a 1 to 5 year period commencing early 2004. The Plan is inclusive of services that operate in the Litchfield region as many Palmerston and Darwin-based organisations service the Litchfield (rural) community, and are likely to do so on an increasing basis.

This is a “living” document that will evolve as stakeholders attract or generate the required resources to implement the projects as indicated in the Plan. Council’s Youth Coordinator undertakes to report on the progress of the Plan to the Sector however the onus for informing the Youth Coordinator re. developments and new initiatives within the Youth Sector remains with Sector members.

The projects and programs contained in the plan will fit into two (2) fields of focus;

| Youth Services Development | Sector Coordination & Development |
|---|--|
| Includes: <ul style="list-style-type: none"> • Recreation (pg 14) • Transport & Access (pg 18) • Health (pg 17) • Accommodation (Pg 13) • Education (pg 21) • Training & Employment (pg 19) | Addressing such themes as: <ul style="list-style-type: none"> • Policy & Protocols • Staff Skill Development & Capacity Building • Joint Planning & Collaboration • Representation (Peak bodies) • Outcome focus v. Client focus • Best Practice • Facility Development |

The Plan will be supplemented with a PARYS Network Audit. The Audit is continuously being updated as new programs/projects are funded. The Audit will differentiate between “one-off” projects and those that provide longer term service delivery and development.

Affecting Young People in the Palmerston/Rural Area

- Transport and physical access to services, facilities, amenities
- Accommodation *
- Recreation – access to a range of passive and active, informal and structured recreation options
- Health and wellbeing (and related issues)– access to sexual, emotional, mental, physical, family planning services
- Education, employment & training - mainstream and alternative options, and transitions
- Substance use/abuse and related issues e.g. detox. , rehabilitation, intervention, health and legal issues
- Life-skills and access to appropriate models of support
- Legal issues - rights & responsibilities of young people, and access to legal services *
- Family dysfunction and dysfunction within other significant relationships *
- Public and shared space – tensions about young people’s use of/presence in *
- The public image/perception of young people *
- Access to services and support (knowledge, affordability, location)

* Carried over from 1999 Strategic Plan

Affecting the Youth Sector

- Continually increasing client load with no increase in funding levels (real or in line with CPI indexation)
- Lack of regular opportunities for professional development for staff and management
- Interest in developing groupwork skills for staff and groupwork opportunities for the target client group
- The need to develop cross-agency case management & referral protocols between agencies
- The decreasing age of people (children) requiring intensive assistance and inability of sector to respond or refer effectively
- Development of best practice models of service delivery & practice
- The focus of funding mechanisms on short-term intervention strategies rather than client focused outcomes.
- The significant resources required to service a large geographic area in terms of travel time and transport costs/expenses.
- Developing the capacity to attract significant and ongoing Corporate investment in community services
- Disparities between funding rhetoric (e.g. “collaboration”, “partnerships” etc.) and the dominant competitive tendering funding models

The Planning Process

PARYS members met seven times between March and May 2003 to determine the content of this Plan. Outcomes of each meeting were emailed to all members of the Sector and people who were not able to attend were encouraged to provide written input/comment to the process.

The topics addressed included;

- Inter-agency cooperation, information sharing, opportunities for service co-location and building community awareness re. the youth services sector
- Awareness-building, promotion of services to & for young people & community perception of young people, & associated opportunities for collaboration (including public space issues)
- Youth access to services & recreation options, and transport issues
- Youth health issues & “invisible youth” (e.g. Indigenous, gay/lesbian & long grass youth) (including access to GPs, family planning, mental health & emotional wellbeing, dealing with bullying & harassment)
- Education, training and employment (including alternative education options, Employment Network linkages to development programs)
- Life skills (including parenting) & accommodation
- Last topic open to suggestion from members. Decision: Review of initiatives and discussion about how the Sector would like the Strategic Plan to be worded.

Topics not specifically included in 2003 Strategic Planning discussions but raised by the Sector at other times include

- Legal Issues & Crime Prevention e.g. Juvenile justice and the establishment of a Juvenile Court, crime prevention and youth safety; Increased use of Restorative Justice Models/Establishment of Community Mediation Centres/Programs; Transition programs for young people leaving detention.
- Public Space – design, management, amenities and facilities
- Generation of training/employment opportunities for Indigenous Youth Workers within the Sector
- Establishment of general social infrastructure in new suburban areas within Palmerston and in the Rural area.
- Sector access to funding for Independent Evaluation of projects/initiatives
- Insurance issues - Impact of increasingly litigious society and disproportionate rise in insurance costs on the community sector.

Principles of Development of the Action Plan

The planning and development process should;

- Retain a high level of Sector involvement. The Plan should reflect input from all Youth Sector stakeholders.
- Establish realistic objectives. The Plan should acknowledge the real capacity of existing services to meet both current and growing demands, and to implement the strategy.
- Acknowledge the diversity of the youth population. There is no one solution to any youth issue. There is a need to generate different models of service delivery to attract and sustain effective contact with a wide range of young people.
- Recognize the difficulty for some agencies to plan for the medium and/or long-term given the time constraints and financial limitations of current funding agreements.
- Reflect and promote best practice principles and practices; e.g. independent evaluation, action research, continual development, professional development.
- Maximise opportunities to share resources and capitalize on opportunities to work collaboratively.
- Support the Sector in applying for funding for issues targeted by a collaborative planning process.

Fitting into "THE BIGGER PICTURE"

Palmerston Integrated Community Plan

"Palmerston: A Place for People. Integrated Community Plan", a plan for the development of the City of Palmerston was developed at the same time as the PARYS Action Plan. Information from the seven PARYS consultations and directly from Youth Sector members was contributed to the development of the Palmerston Integrated Community Plan. There are several specific references to young people within the Community Plan and many other initiatives contained in the document will have a direct benefit for young people as general members of the community.

The six intended outcomes of the Integrated Plan are;

- A strong community
- Good access to local services and facilities
- An excellent urban environment
- A healthy local economy
- A vibrant city centre
- Planning a better place for people

Specific references within the Plan to young people include;

- Develop an Alternative Education access program including enterprise education and vocational training.
- Develop more after school activities for young people 12-15 years in Palmerston
- Establish joint initiatives to develop new projects and services including a locally based community mediation service, parent support initiatives, and youth support programs
- Enhance the amenity and attractiveness of public places and support the provision of safe night time entertainment for young people
- Provide assistance to the "Palmerston Futures" youth employment project and identify initiatives to increase the relevance of local education option to local business needs.

Other initiatives that will benefit the Community Services Sector, its client group and young people in general are listed within the Plan under such headings as;

- | | |
|-------------------------|---------------------------------|
| • Community Facilities | • Place Making |
| • Culture and Learning | • Transport |
| • Recreation | • Economic Development Strategy |
| • Community Development | • Safety |
| • Community Services | • CBD |
| | • Land Use |

Policy Development

Responsibility for policy development affecting young people in the Palmerston & rural areas rests with all levels of government & youth relevant peak bodies. The Commonwealth and NT Government Departments, and the Councils that are *most likely* to develop policies that impact directly on young people in the Palmerston/Rural area are listed in the table below. Similar portfolios across the three spheres of government are matched across the three columns. Note the previous references to the NT Government – PCC Partnership Agreement signed in 2003.

| Commonwealth Government | NT Government | Local Government |
|--|---|--|
| | Dept of the Chief Minister <ul style="list-style-type: none"> Community Engagement Unit | Palmerston City Council Litchfield Shire Council |
| Dept. of Family & Community Services (See Appendix 1) <ul style="list-style-type: none"> Family & Community Services Children & Youth Affairs | Dept of Health and Community Services (See Appendix 2) <ul style="list-style-type: none"> Family & Children's Services Policy & Partnerships Mental Health Alcohol & other Drugs | PCC - Community Services (See Appendix 3) <ul style="list-style-type: none"> Community Development Team Includes: Youth, General, Sport & Recreation and Cultural Development Regulatory Services |
| Dept. of Education, Science & Training | Dept of Employment, Education & Training | |
| Special Note: Centrelink is a service provider that is funded by a number of Commonwealth Departments to provide income and other support services to the target group. Policy developed by Centrelink has a significant impact on Young People – particularly those registered as Centrelink clients. | Dept. of Justice <ul style="list-style-type: none"> Corrections Courts Administration Legal Services Consumer Affairs Anti-Discrimination Commission Office of Crime Prevention | |
| Dept. of Immigration & Multicultural & Indigenous Affairs <ul style="list-style-type: none"> Immigration & Multicultural and Indigenous Affairs Citizenship & Multicultural Affairs | Dept. of Community Development, Sport & Cultural Affairs <ul style="list-style-type: none"> Housing Sport & Recreation Arts & Museums Libraries | |
| Dept. of Defence | Police, Fire & Emergency Services | |
| Transport & Regional Services | Dept Infrastructure, Planning & Environment | Technical Services |
| Dept. of Employment & Workplace Relations <ul style="list-style-type: none"> Employment & Workplace Relations Employment Services | Dept of Business, Industry & Resource Development | Corporate Services |

WHAT FOLLOWS

The following tables encompass key initiatives identified by Youth Sector participants during the planning process. Many of these initiatives are large scale and require a long-term timeframe and most require a multi-staged establishment strategy. To retain plan simplicity, actions required in the upcoming year have been highlighted in this document. At plan review time (i.e. November '04 – January '05), new actions will be included for the 2005 implementation period.

It should be noted that the plan only includes actions for PARYS members. Thus the “Key Agency” column does not necessarily imply a commitment on the part of that agency to undertake the initiative or any actions towards it. It does however indicate the most likely eventual source of activity and thus a pivotal body for the Sector to liaise with when seeking to establish the initiative.

Accommodation

| Initiative | Key Agency | Other Relevant Agencies | Yr 1 Strategy | Priority & Time Frame |
|---|----------------------------------|-----------------------------|---|--|
| The implementation of all four recommendations from the 2002 Anglicare Homelessness Research | Housing, DHACS, DEET - Education | Youth Sector | PCC YC to refer rec's to NTG/PCC Partnership Emergency Housing Working Party (WP) PCC YC to advocate for inclusion of related actions in the Working Party Action Schedule | Priority: High Timeframe: Med-Long Yr 1 Action: By 04.04 |
| The establishment of a centrally located crisis accommodation/detox. service for intoxicated young people with strong linkages with related rehabilitation/counselling services | DHACS | Youth Sector, Police | PARYS to present a related submission to NTG | Priority: High Timeframe: Med-Long Yr 1 Action: by 06.05 |
| Development of the Head leasing pilot and extra units allocated PLUS exploration of other accommodation models. | NT Shelter | Anglicare, Centacare & YWCA | Full evaluation of pilot including development of recommendations about furthering the service | Priority: High Timeframe: Med-Long Yr 1 Action: by 06/05 |

Recreation

| Initiative | Key Agency | Partner Agency | Yr 1 Strategies | Priority & Time Frame |
|---|---|---|---|---|
| The establishment of an after-school youth recreation program in the City of Palmerston & Rural area | DHCS & DCDSCA | Council, Youth Sector, Recreation providers | PCC YC to develop a funding submission in partnership with Sport and Rec program & Sport & Rec providers. | Priority: High Timeframe: Short-Med Yr 1 Action: by 05/04 |
| The development of Sporting competitions and workshop opportunities (particularly entry level) in Palmerston/Rural areas – or closer proximity to | Office of Sport & Recreation | Council, Sporting Associations/Clubs | PCC Sport & Rec. officer to devise | Priority: Medium Timeframe: Short Yr 1 Action: by 06/04 |
| Provision of accredited training (and RPL for existing skills) for sports and rec providers (e.g. sports club members) specifically in the area of working with (marginalized) young people | Office of Sport & Recreation - Development Officers | PCC Recreation Officer, CDU and other RTOs | See PCC Sport & Rec officer to devise | Priority: Low Timeframe: M-L Yr 1 Action: by 08/04 |
| The developing usage of school (and other community) facilities for passive and active sport and recreation opportunities in the area | Palmerston City Council | Schools, Churches | PCC YC to facilitate a submission to NTG | Priority: High Timeframe: Short-Med Yr 1 Actions: Submission presented |
| Youth participation in the consultative process regarding the development and planning of the proposed Palmerston sport and recreation facility & new library | Council/Contracted Consultants | Youth Sector | PCC YC to facilitate input at initial brief review; design review stages; and program development stages | Priority: High Timeframe: Short Yr 1 Action: Young people involved in urban design workshop 01/04 and facility design workshop 02/04, and all other key stages |

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|--|---|---|---|---|
| Collaboration on service delivery between the Youth Sectors and Sport and Recreation Providers (e.g. camps, skill development workshops, competitions, etc.) | PCC - Recreation Officer and Youth Co-ordinator | Youth Sector (e.g. Dukes, YMCA, YWCA, Tomorrow's Leaders) & PACNET & other Recreation providers | Council to ensure communication between providers | Priority: Medium Timeframe: Short-Med Yr 1 Action: by 06.04 |
|--|---|---|---|---|

Health and Wellbeing

| Initiative | Key Agency | Partner Agency | Yr 1 Strategies | Priority & Time Frame |
|--|--------------|---|---|---|
| Address cycles of chroming e.g. Support development of recreation and social options/supports that assist young people avoid the interest in chroming Restrict inappropriate youth access to inhalants (aerosol cans, petrol etc.) | DBIRD, DHACS | Council, PRBA | Scope practices elsewhere in Australia Adapt practices appropriate to local environment Present alternate marketing model to local business community | Priority: Medium Timeframe: Process to commence during 2004 |
| Establishment of a range of accessible/affordable youth-friendly modes of health service delivery – particularly in the areas of general health (i.e. access to GPs), mental health and emotional wellbeing, sexual health, drug-related intervention and education services, and nutrition. The range of services should include a 24-hour accessible youth-specific mental health service including improved crisis intervention. | DHACS | Youth Sector, Top End Division of General Practice, | Scope existing youth health service providers Work with health service providers to establish regular clinic times in the Palm./ Rural area Discuss potential for extended hours Encourage trial clinics of services not currently represented in the area | Priority: High Timeframe: Ongoing Yr 1 Action: By July. 04 Note: In 2003 Taminmin School Nurse negotiated youth clinic times at Humpty Doo doctors' surgeries. |
| The extension of visiting services to the Palmerston/Rural areas, & the broadening of service hours to enable student access | DHACS | All health service providers – Gov. & Community | As above | Priority: High Yr 1 Action: by July, 04 |
| The establishment of breakfast programs in infant and primary schools | DEET & DHACS | PCC – Community Development Worker & Community Sector | PCC Community to work with Support Worker Forum members to establish viability of such services | Priority: Medium Timeframe: By commencement of 2006 school year. Yr 1 Action: By Oct, 04 |

| | | | | |
|---|--------------------------|-----------------------------|---|---|
| The employment of School/Family Counsellors in infant and primary schools | DEET & DHACS | Community Sector | Sector to lobby Education and Health | Priority: High Timeframe: By commencement of 2006 school year. Year 1 Action: Ongoing |
| The establishment of a centrally located “residential”/ accommodation services and related support services for intoxicated young people. | DHACS | Youth Sector, NT Police | Youth Sector to: <ul style="list-style-type: none"> • Review rec.s of the NTG Illicit Drug Strategy. • Lobby NTG and C’wealth Gov. at every opportunity | Priority: High Timeframe: by 2005/06 Financial Year. Yr 1 Action: Ongoing |
| The provision of a Medicare office in Palmerston. | C’wealth Dept. of Health | PCC, Community Sector, MLAs | Support issue focused lobby groups as appropriate. | Priority: Medium Timeframe: By 2005/2006 FY Yr 1 Action: Ongoing |

Transport

| Initiative | Key Agency | Partner Agency | Yr 1 Strategies | Priority & Time Frame |
|--|------------------------------|---|--|---|
| Research of community transport needs including <ul style="list-style-type: none"> • Private and community transport services • Routing and costs • Use of alternative ID/proof of age cards on public services (including “Connecting” and Centrelink Benefits Card) • Potential for development of a community transport service • Reduction of tensions between minibus operators and some sections of the community | PCC Community Services Dept. | DIPE Public Transport Branch, Private providers | As part of regional crime prevention strategy - Council to seek funding for a review of usage/access to community facilities – including community and privately owned transport/buses/minibuses. Continue discussions with DIPE – Public Transport Branch as part of Stage II of Public Spaces Protocol. | Priority: Medium Timeframe: Complete by Dec 2005 Yr 1 Action: commence by 06.04 |
| Contribute input to the 2003 - Public Transport review | PCC - Community Services | Community Sector | | Priority: High Timeframe: Immediate Yr 1 Action: Complete |
| Improvement of timetabling and routing of bus services to the Palmerston and Rural areas | DIPE – Transport Branch | Consumers and Community Sector | Monitor outcomes of the 2003 Public Transport Review. | Priority: Very High Timeframe: By mid 2004 |

Training and Employment

| Initiative | Key Agency | Partner Agency | Yr 1 Strategies | Priority & Time Frame |
|--|-----------------------|--|---|--|
| The establishment of genuine avenues for young people into sustained training and/or employment opportunities. E.g. traineeships, apprenticeships, mentoring relationships | DEST, DEET, DBIRD | Youth Sector, Private Industry | Consideration of needs of disadvantaged/marginalized people within the PCC/NTG Partnership: School to Work Transition Working Group Establish stronger linkages between the Youth Sector and employment services | Priority: High Timeframe: By Nov '04 Yr 1 Action: by March 2004 |
| The continued development of career and training events (e.g. Career Expo, recruitment drives) and the presentation of information in a manner that is more relevant to school leavers and other young people, e.g. interactive/experiential rather than purely information-orientated | DEET, DBIRD | Youth Sector, PCC | Inclusion of Career and Training info at community & Youth-focused events such as Youth Week, Palmerston Festival, Fred's Pass Show etc. | Priority: High Timeframe: Immediate and ongoing Year 1 Action: By Youth Week '04 |
| Improve supports for young people in the workforce. e.g. Identify an agency(ies) to which employers and/or employees can be referred if they experience problems in the workplace and need an advocate or mediation | PCC Youth Coordinator | DBIRD | Promote awareness of Community Justice Centre, Employee Unions and organisations such as EAS. | Priority: Medium Timeframe: Immediate Year 1 action: Ongoing |
| The provision of broader community access (particularly parents) to training opportunities e.g. Mind Matters, Suicide Intervention, Real Justice, Seasons for Growth etc. | DHACS | Community Sector, ASSPA Groups & other Parenting Groups. | Encourage training providers to notify Sector re. training opportunities via the PARYS network. | Priority: High Timeframe: Immediate Year 1 Action: Ongoing |

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|--|---|-------------------------|---|---|
| <p>The development of a broad range of group training opportunities for young people re. a range of skills (e.g. tenancy training, living skills, personal management, resilience building, confidence/esteem building) and the development of appropriate group training opportunities for Youth Sector staff</p> | <p>Commonwealth and Territory funding Bodies - Housing, DHACS, DEET</p> | <p>Community Sector</p> | <p>Scope effective group training programs from around Australia Distribute this information throughout the Sector Assist Sector pursue funding to deliver/receive training</p> | <p>Priority: High Timeframe: Ongoing Year 1 Action: By commencement of 2004/05 Financial Year.</p> |
|--|---|-------------------------|---|---|

Education

| Initiative | Key Agency | Partner Agency | Yr 1 Strategies | Priority & Time Frame |
|--|--------------|--|--|--|
| <p>Establish of a Palmerston/Rural Education Working Group to explore</p> <ul style="list-style-type: none"> - Alternative modes of education for senior primary-aged students and junior high school aged students - the transition from primary to high school - the transition from high school to further training/education or the workforce - curriculum content and/or ways that Youth Sector activity/information could compliment or influence that curriculum. | Council | <p>DEET, Youth Sector, All local schools, ASSPAs</p> <p>Note: Implementation of rec.s from Paul Fitzsimmons research re. alternate ed. commenced in 2004.</p> <p>A Secondary Education review also took place during 2003</p> <p>NT DEET researching establishment of a full service school in Palmerston - 2004</p> | <p>In light of developments in previous column</p> <p>Generate opportunities to link alt. Ed providers with sector.</p> <p>Link relevant providers to consults re. est. of full service school.</p> | <p>Priority - High</p> <p>Timeframe: 2006/2007 F/Y</p> <p>Year 1 Action: Ongoing</p> |
| <p>Promote family and Sector involvement and engagement in the school community - e.g. family days, reading programs, sport and rec. programs, family/community education programs.</p> | DEET & DHACS | <p>Council, Community Sector, Schools</p> <p>Note: Taminmin High hosts the Mind Matters Plus program which encourages parental involvement and training around building resilience.</p> | <p>Link ASSPA committee to the sector.</p> <p>Seek opportunities to link community members to schools - e.g. community members with specific skills could be tied into the proposed after-school rec program.</p> <p>Sector to seek opportunities to run a range of workshops in the school environment.</p> | <p>Priority - High</p> <p>Timeframe - Ongoing</p> <p>Year 1 Action - Ongoing</p> |

| | | | | |
|--|---|--|---|---|
| <p>Establish sustained, intensive 1-on-1 support for moderate to high needs students in both</p> <ul style="list-style-type: none"> - the school environment - out-of-school environment (e.g. agency or home based) <p>With access to intensive support provided to clients of services such as JPET etc.</p> | DEET & DHACS | Community Sector | Push for this outcome within newly developed alt. Ed. framework. | <p>Priority - High</p> <p>Timeframe: By 2005/06 F/Y</p> <p>Year 1 Action: Ongoing</p> |
| <p>The provision of support and intervention and relationship building with families within the primary school environment</p> | DEET, DHACS | <p>Community Sector</p> <p>Note: In 2004 Moulden Park Primary School & N'hood Centre has commenced delivering the Families and Students Together. (FAST) program</p> | <p>Monitor 2004 outcomes of FAST program at Moulden P.S..</p> <p>Provide support for the development of similar programs in other schools.</p> | <p>Priority - High</p> <p>Timeframe - By end of 2004/05 Financial year.</p> <p>Year 1 Action: Ongoing</p> |
| <p>The new PCC Library facility to provide access for young people to education opportunities and is designed to enable workers/tutors to run a variety of innovative educational programs.</p> | PCC & Contracted planners/architects | DEET, DCDSCA | <p>Relevant providers to input to design of Youth Space and facilities in the library.</p> <p>Prepare application to Telstra Foundation re. youth relevant equipment for library facility.</p> <p>Council to consult with youth training providers re. training/education facility needs.</p> | <p>Priority - High</p> <p>Year 1 Action: Pre-construction planning & consultation</p> |
| <p>Youth Sector to collaborate on groupwork programs within the school environment/ school curriculum. E.g. personal safety/ bullying, personal health, preparing for a job interview etc.</p> | Youth Sector and DEET and/or individual schools | | PARYS members to communicate about school-based program development. | <p>Priority - Medium</p> <p>Year 1 Action: Ongoing.</p> |

Sector Coordination & Development

| Initiative | Key Agency | Partner Agency | Yr 1 Strategies | Priority & Time Frame |
|--|--|---|---|--|
| <p>Convene regular youth sector forums on specific issues in order for the Sector to</p> <ol style="list-style-type: none"> 1. monitor stats/data and trends 2. establish closer links with relevant stakeholders 3. consider sector response to these trends | <p>PCC Youth Co-ordinator and/or NTYAN</p> <p>Note: NTYAN involvement strongly dependent on outcome of NT Peaks Review and securing of funding for expansion of role. NTYAN involvement in this initiative would not necessarily be focused on the Palm. & Rural area.</p> | <p>Youth Sector agencies and inter-state Youth Peak Bodies & Trainers</p> | <p>Modify structure of current program of meetings</p> <p>Possible topics: school attrition, rates of unemployment among young people, youth access to training, employment, further education, youth participation in sport & recreation, public and private transport issues, youth sector presentation of issues to formal consultation processes or external networks</p> <p>Ongoing active participation of all youth-related services and workers at Palmerston and Rural Youth Services (PARYS) Network meetings</p> | <p>Priority - Medium</p> <p>Commencing in 2004.</p> |
| <p>NTYAN is funded as a peak body for youth services throughout the NT and there is more formal representation of PARYS interests/comments to NTYAN</p> | <p>NT Gov. – Chief Ministers & Council</p> | <p>NTYAN Coordinator & Youth Sector</p> | <p>Provide support for funding of NTYAN as the Youth Sector Peak.</p> | <p>Priority: High</p> <p>Timeframe: By 2004/2005 F/Y.</p> <p>Note: Peak Review in process.</p> |

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| <p>Establish greater links and facilitate the exchange of information across the Community Services Sector including</p> <ul style="list-style-type: none"> • Youth • Seniors, Children, Families • Sport & Rec • Cultural service providers | <p>PCC Youth Co-ord., Community Development Officer and Rec. Development Officer</p> | <p>Community/Youth & Recreation Service providers, NT Libraries</p> | <p>Continuation of Network meetings Provision of information & minutes across sectors by email Explore the provision of Service Provider access to the Locate Your Library website ("LYL") for the purposes of promoting their services on line via the Palmerston City Council Website.</p> | <p>Priority: High Timeframe: Immediate & Ongoing</p> |
| <p>The development of a community facility which would enable the co-location of Community Services AND/OR Establishment of a youth-focused community facility(ies) in the suburban area(s) of Palmerston</p> | <p>Council - Community Services Team Note: Research would need to include consideration of specific management models, office design, access and planning.</p> | <p>CDSCA , DHACS, Community Sector</p> | <p>Council to present this concept during development of suburban areas. Consideration of such a facility within the suburban-based full service school</p> | <p>Priority: Medium Timeframe: Facility by 2006/2007 F/Y Year 1 Action: Ongoing</p> |
| <p>The organization of an Induction Program for new staff. Proposed to occur every 6 months</p> | <p>PCC Youth Co-ord., Community Development Officer and Rec. Development Officer.</p> | <p>Community Sector</p> | <p>Explore opportunities to implement induction program</p> | <p>Priority: Low Timeframe: 2004/2005 F/Y Note – not a lot of support for this initiative.</p> |
| <p>Explore opportunities for Professional Skill Development and the accreditation of workers in the Community Sector. Including:</p> <ul style="list-style-type: none"> • Provision of tailored accredited training by RTO's for workers in the sector • Provision of RPL's for staff within the Sector • Use/Co-ordination of visiting expertise for training/workshops with the Sector Staff | <p>PCC Youth Coordinator</p> | <p>Community Sector, DEET, ANTA</p> | | <p>Priority: High Timeframe: Immediate & ongoing</p> |

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| Maintain NTCOSS membership and actively seek NTCOSS representation on sector issues as required. | Community-based Youth Sector agencies | | | Ongoing – as required |
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Adopt Best Practice Models – Sector specific

| Initiative | Key Agency | Partner Agency | Yr 1 Strategies | Priority & Time Frame |
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| Sector members to implement practices outlined in the “Working Better Together” document | Youth Sector | Anglicare Youth Services | Assist finalisation of WBT document | Priority: High Timeframe: Immediate – upon finalising of WBT document. |
| Ensure staff utilize best practice in terms of knowledge and access to cross-sector information, intake processes (i.e. of clients) and the use of good communication with clients re. the service and inter-service referrals. Sector also to research best practice models for working with Indigenous young people. | Management of Youth Sector agencies | | Each agency to ensure “Best Practice” policies are in place & include knowledge of practices through staff orientation. | Priority: High Timeframe: Immediate Year 1 Actions: Ongoing |
| Encourage staff to undertake or utilize academic work around best practice for working with marginal groups of people (e.g. Indigenous, Gay/Lesbian, NESB) | Management of Youth Sector agencies | National Post--secondary and Tertiary System | Where possible information about relevant courses provided to Sector Member | Priority: Medium Timeframe: Ongoing |
| Maximise opportunities for continual service improvement and client-focused outcomes by incorporating Action Research and Community Development approaches to service delivery. | Youth Sector | Funding agencies – C’wealth and NT | Incorporate Action and Community Development approaches within all funding proposals. Provide access to training re. Action Research and Community Development practices. | Priority: High Timeframe Ongoing Year 1 Action: Ongoing– particularly when negotiating funding agreements. |
| The objective of service delivery becomes client outcomes rather than data outcomes. This should be reflected in funding agreements and funding requirements. | All funding agencies – C’wealth and NT | Community Sector | Management/Writers of Funding Proposals & Negotiations of funding agreements to highlight this issue at every opportunity. | Priority : High Timeframe: Ongoing |

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| Adequate resource provision for group-work opportunities for clients and appropriate training for Sector staff. | All funding agencies – C’wealth and NT | Youth Sector | Advocate with funding providers for \$ specifically for groupwork delivery and staff training. | Priority: High Timeframe: Ongoing |
| Explore opportunities for increasing brokerage budgets within funding agreements for the purposes of purchasing services that cannot be offered within the agency | All funding agencies – C’wealth and NT | Youth Sector | Advocate with funding providers for \$ specifically for brokerage \$ when negotiating funding agreements | Priority: High Timeframe: Ongoing |
| Agencies to ensure they develop and adopt media policies that operate to protect their agency, staff and clients from misrepresentation in the media. | Management of Youth Sector agencies | | Review existing Media policies Those that do not have such policies to seek assistance to develop such policies. | Priority: Medium Timeframe: For annual review Year 1 Action: By Dec, ‘04 |
| Assist clients pursue processes that support and develop their ability to advocate for themselves, assert their civil rights and sense of personal identity. | All point of contact Youth Sector agencies | Community Mediation Centre & other mediation providers , ACCC | Sector to assist clients undertake grievance procedures re. gov. private and community sector service provision. request and participate in mediation/conferences. participate in at least one of a range of social/ sporting groups | As required |
| Gaps filled in academic work around best practice for working with marginal groups of people (e.g. Indigenous, Gay/Lesbian, NESB) | Individuals & Members of National Youth Network | Tertiary and Post-secondary education providers | Sector to contribute relevant and accurate information to academic research as opportunities arise. | Priority: High Timeframe: Ongoing Year 1 Actions: |
| Maintain knowledge of sport and recreation opportunities and consider referral of clients to sport and recreation opportunities/programs as part of a casework approaches to improve clients’ overall wellbeing. | Youth Services | | Seek opportunities to refer clients to recreation options. Undertake to advocate on client’s behalf for fee waivers, transportation and arrangements etc. | Ongoing |

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| Support Council/other approaches to Government for the development of a range of accessible and affordable sport, recreation and entertainment options in the Palmerston/Rural area | Youth Services | | Council to prepare application to DHACS & CDSCA and Australian Sports Commission. Sector to actively support these applications. | Priority: High Timeframe: Ongoing Year 1 Action: By June 2004 |
| Encourage/subsidize staff to undertake training opportunities which target <ul style="list-style-type: none"> - the development of facilitator/groupwork skills - skills associated with working with young people with specific interests/needs (e.g. sexuality, cultural beliefs/background, language barriers) - cross-cultural understanding/awareness. and pursue opportunities (whether academic or informal) | Management of Youth Sector agencies | NTYAN, PARYS, DARWWYN Networks & Training providers | Council to collate and circulate information re training opportunities. From time to time review Sector training requirements Sector to supply information (when able) about visiting expertise that could be utilized for Sector training purposes | Ongoing |

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| <p>Management undertakes to;</p> <ul style="list-style-type: none"> - Enable new staff to participate in an sector wide Induction Process re. local services/network within 3-6 months of their employment - Where possible employ staff that specifically trained/skilled in working with young people. (i.e. the Sector is less dependent on the possession of generic tertiary/TAFE level qualifications. - Employ suitably qualified and/or experienced staff who are able to work effectively with marginal groups of young people (e.g. Indigenous, Gay/Lesbian, NESB) - encourage staff involvement/attendance at Network meetings. Agencies with small staff sizes should be encouraged to provide an update prior Network meetings | <p>Management of Youth Sector agencies, services & projects</p> | | <p>Agencies to monitor staff engagement practices and induction processes.</p> <p>Note – Agency capacity to improve staff engagement practices is subject to the availability of suitable applicants – often due to a number of issues including – highly transient community</p> <ul style="list-style-type: none"> - Expense of advertising interstate - Capacity to pay competitive & sustaining wages <p>Council to encourage agencies to advertise via electronic means (e.g. Youthgas)</p> | <p>Priority: High</p> <p>Timeframe: Ongoing</p> |
| <p>Encourage use of innovative training techniques with the client group – particularly in groupwork situations - e.g. use of the arts, performance, music etc..</p> | <p>PCC Youth Co-ordinator and Cultural Development Officer (for information/ contacts)</p> | <p>Community Sector</p> | <p>Sector workers to share information about training delivers/educators, program designers and practitioners from a broad range of backgrounds</p> | <p>As required – particularly when agencies are successful in attracting funds for training/groupwork purposes</p> |
| <p>Utilization of local and online translation services when working with NESB and Indigenous clients.</p> | <p>Community Sector</p> | <p>Translation service providers</p> | <p>Awareness of translation services to be included in staff inductions.</p> | <p>Timeframe: Immediate</p> |

Promotion of Services

| Initiative | Key Agency | Partner Agency | Yr 1 Strategies | Priority & Time Frame |
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| The inclusion of a promotions budget within funding provisions from Territory and Commonwealth Government, & other funding providers | All funding providers | Community Sector | Funding Submission writers to include promotions budget in budget section of submissions. | Priority: High Timeframe: ongoing As required |
| Continuation and development of awareness-building strategies with the student/client population re. the location of youth-related services and the processes likely to be involved in attending a service. | Collaboration between High Schools and Youth Sector | PCC – Youth Coordinator to help facilitate | Mini- expos at Youth focused events – e.g. National Youth Week. Advocacy for appropriate funding for this awareness building. Other ideas - bus tours, plays, arts programs re. health etc. | Priority: Medium Timeframe: Ongoing |
| Implement a promotion strategy that includes; <ul style="list-style-type: none"> - a logo that identifies youth-related services in the Palmerston/Rural area - a household resource containing information re. youth-related services - information about potential publication/promotion newsletters & circulars - a community information board with the responsibility for renewing stocks of pamphlets etc. resting with community agencies - (for smaller agencies) attending Network meetings on an as needs basis to promote a program/initiative. - Agency-initiated media releases | PCC Youth Coordinator & Community Information Officer | Youth Sector Schools (in particular) to utilize promotion strategy to promote awareness of the positive activities/events that are occurring within the school/service environment | Ensure that agency contact details in Council community publications (e.g. Welcome to Palmerston” Kit) are up-to-date. Ensure Council Information Officer and other key community locations (e.g. local members) have up to date pamphlets Community Board (on Stuart Highway) erected. Encourage establishment of Central Youth Access Point in Palmerston. | Priority: Low Timeframe: by Jun ‘05 Year 1 Actions: Ongoing. |

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| Provision of up-to-date information re. services and one-off projects to <ul style="list-style-type: none"> • Networks – DARWWYN & PARYS & YARN • the proposed Central Youth Access Point, • the proposed Community Information Board and • the proposed on-line youth-related website | Community Sector | Council Community Development Unit | Service providers to continue sharing of information within relevant Networks | Priority: High Timeframe: Ongoing |
| Explore the potential use of the LATIS system in schools for promoting relevant information re. services, events etc. | PCC Youth Coordinator | Palmerston & Taminmin High Schools, & DEET | Approach to include the development of a MOU re. the content and frequency of Sector access to the LATIS network | Priority: Medium Timeframe: By Dec '04. |
| Review potential to continue/expand/modify the Palmerston Youth Card. | Council Youth Coordinator & Library | Youth Sector & Local Businesses | Consider the development of a Youth ID/proof of age card rather than a discount card | Priority : Low Timeframe: 2005: |

Commonwealth Government - Family & Community Services

The Family and Community Services portfolio is responsible for a broad range of social policy issues affecting Australian society and the living standards of Australian families, communities and individuals. The portfolio is responsible for income support, housing policy, community support, disability services, child care services and family issues, including family payments, child support and family relationships.

FaCS advises the Government on all policy issues within the portfolio, and manages the delivery of FaCS services through a range of service providers. FaCS also advises the Government on the social policy implications of wider government policy including taxation, superannuation and savings policy. As well as families, FaCS focuses on groups with differing needs such as young people and students, people living in rural and remote areas, Aboriginal and Torres Strait Islander peoples and people from diverse cultural and linguistic backgrounds.

The vision of FaCS is to create a fair and cohesive Australian society by strengthening the capacity of individual, families and communities to contribute to, and benefit from, greater involvement in all aspects of life.

FaCS has as its focus the following three key social policy outcomes:

Outcome 1 - Families are Strong

Outcome 2 - Communities are Strong

Outcome 3 - Individuals Reach Their Potential

Families Are Strong

The Stronger Families Strategic Outcome provides the framework for the development and implementation of the Government's commitment to help support and strengthen families as a fundamental unit of society. This commitment will be delivered through a combination of services and family-based approaches to income support, with an emphasis on government, community and family partnership. The Families Cluster brings together income and child support payments, support services and other assistance to families, children, young people and students, including, family relationships support, parent education to prevent child abuse and policies and services for families in transition or need.

For the Stronger Families Strategic Outcome, the key objectives and strategies include:

- Develop policy and delivery approaches for enhancing family relationships and lowering the incidence of family breakdown;
- Develop an integrated national strategy with emphasis on prevention, early intervention and fostering productive transitions for families and their members including:
 - An appropriate strategy for promoting understanding, expectations and behaviour
 - Appropriate future arrangements for child support
 - Pursue integration of all Commonwealth services and suitable interfaces to State, local and community services.
 - Promote a family orientation to the development of youth policy within the Commonwealth and in the State and community sectors;
 - Develop productive relationships and partnerships with key stakeholders within government and the business and community sectors including service deliverers;
- Improve monitoring of program performance and delivery and develop early warning systems for emerging problems.

Communities Are Strong

Building on the capabilities of communities, the department will:

- encourage the development of community capacity for self-help;
- help ameliorate the effects of pressures on and within communities;
- facilitate partnerships between business, community groups and governments to achieve well-targeted and tailored solutions.

The commitment to support and strengthen communities is delivered through a combination of services and community-based approaches, with an emphasis on bolstering partnerships between government, the community and the business sector.

The Stronger Communities Outcome encompasses rural and regional issues, housing and homelessness assistance and related support, the particular needs of Indigenous communities and people from diverse cultural and linguistic backgrounds, and issues around pressures within communities and their capacity to respond positively to changing circumstances and emergency situations. It also recognises the importance of ensuring that, as far as possible, service delivery arrangements do not disadvantage people, by virtue of their location, in their access to government programs and services.

The *Stronger Families and Communities Strategy* announced by the Prime Minister on 16 April 2000, provides an overarching framework for policy and program development under this outcome, as well as supporting some specific new initiatives in the areas of volunteering, leadership and networking.

Individuals Reach Their Potential

Economic and Social Participation is one of the three strategic outcomes for FaCS.

To maximise the engagement of all Australians in society, the department will:

- encourage increased participation by enabling access and promoting opportunities;
- foster a culture of self-reliance in the community and planning for the future, including for retirement, and provide an effective safety net;
- develop partnerships with key stakeholders (other departments, business and community organisations and service providers) to improve efficiency and effectiveness of services, to identify emerging problems and to develop appropriate policy responses.

FaCS outputs contribute to the Government's commitment to address poverty and disadvantage through a new social coalition of government, community organisations and business. This commitment will be delivered through integrated services and income support policies, with an emphasis on supporting, strengthening and maintaining the engagement of all Australians in the workforce and social aspects of community life.

NT Government Service Delivery Framework

'Building a Better Future for Young Territorians'

"My Government is committed to ensuring that young people have access to education, employment and training opportunities. Services and programs must be delivered that address their physical, social and emotional health and well-being, as well as providing sporting and recreational facilities and youth development opportunities which help them reach their goals. We will encourage young people to contribute to policy and program development and we will listen and respond appropriately to their views and concerns."

Claire Martin, Chief Minister

The five directions outlined in the Service Delivery Framework are

- Improve young people's health and well-being.
- Improve access to education and employment for young people.
- Provide more opportunities for young people to have fun and develop new skills.
- Make sure that young people are able to participate in decisions that affect their lives.
- Create communities where young people can feel safe and secure

Local Government – Palmerston City Council

Palmerston City Council Youth Policy

The Palmerston City Council's Youth Policy aims;

- To clearly define Council's role in relation to youth issues and to set a benchmark for the way the wider community regards the importance and the position of young people.
- To set a strategic direction for Council in order to identify , priorities and implement strategies in conjunction with young people, the Youth Service Provider Network (now PARYS) and community groups.
- To express Council's commitment to young people as important members of the community, to be taken into account in planning and in the distribution of resources

The Palmerston Youth Policy stipulates;

- Practical guidelines for the provision of services and other options for young residents
- Considerations of young people within Palmerston City Council's planning initiatives
- Principles regarding the treatment of young people in both public and semi-public spaces.

The Vision Statement contained in the Palmerston City Council's Youth Policy is

“Young people are valued members of the community and are encouraged to become actively involved in community issues, having their needs and opinions considered in all aspects of community life and during all stages of policy development and implementation.”

All of Council's stated goals have relevance to the Youth Strategy. These goals include;

- To be open, accessible responsive, committed and fair
- To foster an organisational environment characterised by accountability, high productivity and integration of activities
- To facilitate an organisational culture demonstrating a commitment to continuous improvement, innovation and customer service
- To promote Council as a professional organisation committed to fulfilling the needs and aspirations of the community
- To enhance the partnership of Council and staff, all sectors of the community and other spheres of government
- To develop a distinctive image of Palmerston reflecting–
 - full participation in community life;
 - a clean, green and serene environment;
 - a safe and healthy lifestyle
- To coordinate and promote economically, environmentally and socially sustainable development.