

## What do you do?

- ▶ We provide information, support, referral and advocacy to young people aged 12 - 24 years.
- ▶ Our service works to reduce the barriers young people experience in achieving their goals and in turn, assists them to address their needs at that point in time.
- ▶ We follow the Youth Work Code of Ethics and work with the young person as the primary client.

## What sort of 'information' do you provide? How do you provide this?

- ▶ We provide all sorts of up to date and relevant information that can assist young people. This includes; alternatives to mainstream education, training pathways, information on relevant services, groups and programs in their local community.
- ▶ We provide information to assist young people to understand the support services available to them, what the eligibility criteria is, how to get referred into these services and what they can expect once they are linked in with each of the services.
- ▶ We provide relevant information on the rights of young people, including leaving care plans, what to do if they get caught up in the legal system and more.

## What kind of 'referrals' can you facilitate?

- ▶ We can refer young people to any service that is suitable for their individual needs, providing consent for the referral is received.

## What sort of 'support' does your service provide?

- ▶ Our Youth Workers can be a supportive point of contact in a time of need.
- ▶ We practice active listening in order to get a sense of what the young person might be experiencing.
- ▶ Our Youth Workers provide practical support and tools to help manage the young person's current situation.
- ▶ We assist young people to outline their goals, overcome any barriers and support them in achieving these goals.

## What is 'advocacy' and how do you advocate for young people?

- ▶ Our Youth Workers can assist in providing a voice for young people by talking to services and organisations on their behalf (with relevant consent) if they feel unable to do so themselves.
- ▶ We have a strong working relationship with Centrelink, schools, alternate education providers, mental health support services, accommodation services, employment services and much more.

## How do you facilitate the service?

- ▶ We are based out of the Rockingham Youth Centre, 20 Mackinnon St, Rockingham.
- ▶ We generally work between 9am - 5pm, Monday - Friday.
- ▶ We engage with young people face to face, by phone, text and email.

## How long do you work with a young person?

- ▶ We aim to deliver short term support for young people, to address their barriers and or needs and link them with other services. If they need support in the future they are welcome to reengage.

## What's the expected timeframe to follow up on referrals?

- ▶ It usually takes us about 2 weeks to make contact with the referring agency and update the young person on the progress of their referral.
- ▶ Please note: we won't action any referral we receive unless the young person is aware of the referral and consent has been given for the referral.

## What do you expect of the young people that you are working with?

- ▶ That you are willing and able to engage with us.
- ▶ That you will let us know when you want to disengage from our service.
- ▶ That will you let us know if you need to reengage at a later date (for the same/different reason).


## Is there anything that you don't do?

- ▶ We won't take on any young person that is at extreme risk (unless they have more formal clinical support working alongside them).
- ▶ We don't provide psychotherapy and or clinical services.
- ▶ We are not a service in place of professional clinical support; we provide a supplementary service.
- ▶ Our Youth Workers are not here to just be 'mentors' or provide a mentoring service.
- ▶ We do not provide 'support worker' services.
- ▶ We won't accompany young people to recreational activities.
- ▶ We don't provide transport services.
- ▶ We don't provide accommodation.
- ▶ We are not available outside of usual business hours.

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