

Annual Report 2015-16

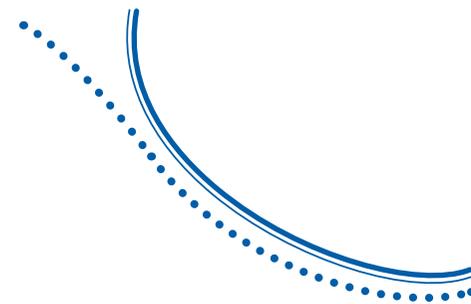




the drum respectfully acknowledges the Kulin Nation as the Traditional Owners of the land. For the Wurundjeri, Boonerwong, Taungurong, Djajawurrung and the Wathaurung groups, the City of Melbourne has always been an important meeting place for events of social, educational, sporting and is of cultural significance.

We acknowledge Aboriginal and Torres Strait Islanders as the first people of Australia. They have never ceded sovereignty, remain strong in their connection to land, culture and in resisting colonisation.





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Our young people – Carlton & Parkville

The inner Melbourne suburbs of Carlton and Parkville, just north of the CBD are characterised by a relatively young, and markedly diverse population.

Known the world over as a tourist hotspot, Carlton has a long history of Italian migration alongside the many and subsequent waves of economic and humanitarian migrants. With its Italian coffee and cake shops and designer boutiques, Carlton may appear to be primarily affluent. But alongside the Lygon street attractions are high levels of public and social housing, as well as student housing, reflecting the contrasting socio-economic status of inner city life.

Carlton, like many inner cities is becoming increasingly gentrified and stratified. It is a tale of two cities – a collision of high-income professionals, international students and local students with limited disposable incomes and little or formative social and family-like

connections. This impacts on social and economic opportunities, and results in high numbers of young people striving for better lives whilst living with extreme disadvantage, high rates of unemployment, early school leaving and marginalisation.

- Nearly 50% of residents aged between 12 & 25 years
- Youth population is highly diverse
- More than 50% of the area's young • people are born overseas
- Nearly half speak a language other than English at home
- Carlton is home to large numbers of students (incl. international students).

Nearly one third of Carlton and Parkville residents have a personal income of less than \$300 per week (CoM, 2013).*

Our young people, our challenge, our potential

The drum youth service has a wide brief in supporting the diverse population we serve. The histories, experiences, aspirations, barriers and potential of our young people is there to realise. United in their experience of growing up in the 21st Century, our youth share a time, but very different dreams and opportunities.

Our work aims to be both inclusive and supportive and provide some much needed safe and connecting spaces for the diversity of our young people. Central to our mission is to provide opportunities to connect young people with one another in pro-social and positive environments and to provide access to support when needed.

Feeling safe, supported and connected has been a key and persistent theme for **the drum** over the last twelve months. Many of our young people express concerns in response to broader social and community discourses that marginalise and exclude so many young people. For many of our LGBTQI+ youth, the recent attention regarding "Safe Schools"

Our approach is to build protective factors and respond to risks.

in the public arena has left them feeling under siege. They fear and are experiencing increased homophobia and transphobia. Our young people feel that attitudes are legitimised by many of our National and political leaders and media figures. Similarly, our young African and Muslim Australian's are experiencing rising Islamophobia resulting from negative media coverage of young Muslims (i.e. the "Moomba riots"). They also express broader concerns around the social correlation between Muslims and terrorism. This results in many young Muslims feeling that they are being viewed with ever more suspicion.

Our young people have the right to be concerned. They are growing up and navigating tumultuous social, economic and political changes. Youth unemployment is at record levels, and many young people who continue with further education find themselves unemployed, under-employed or ill-equipped to meet the demands of the current and future labour markets.

Our programs are providing a space for young people to discuss their concerns and engage with others who provide positive regard. We also provide opportunities for them to imagine a different social landscape and take steps to create social change.

the drum youth service

Engaged by the City of Melbourne (CoM) since July 2009, **the drum** delivers youth services for the diverse range of young people (aged 12 to 25) who live, work and play in Carlton and Parkville. Our youth service operates within the community's leading family mental health and wellbeing services provider, drummond street (ds) services. Evolving to meet the real and contemporary needs of young people and their families, the drum is building protective factors and strong relationship connections with families, peers and other pro-social young people. It also serves as a support and advocacy service for young and *different* voices, who seek to provide positive leadership within the community.

Universally our young people are concerned about diminishing social cohesion and opportunities to engage positively with people of different backgrounds – but they strongly want to participate in change.

Our unique approach

the drum delivers responsive, intentional and evidence based services within a public health framework to build protective factors and resilience amongst young people, their families and communities.

With three types of interventions, achieving three outcomes for young people in Carlton/Parkville, our interventions target four domains for positive youth development:

1. Health and wellbeing
2. Education, training & employment
3. Positive engagement & recreation
4. Community connection & capacity building

Our care and delivery model delivers both engagement activities and individual therapeutic supports with the intention of establishing rapport and positive relationships. Ultimately, our aim is that young people will have the confidence to access supports when they encounter challenging times and build on their own resilience as they transition into adulthood.

	INTERVENTION	OUTCOME
1	Promotion & Prevention	That young people accessing the drum feel more connected to their community and its services. This will be demonstrated by increased confidence in their capacity to reach their potential and to influence their personal, social and educational environments.
2	Early Intervention	That "at risk" young people have positive help-seeking experiences and feel supported and empowered through access to services within the drum and its partners. This will be demonstrated by young people seeking help, and discussing and addressing potential risk issues.
3	Intensive Interventions & Treatment	That vulnerable young people accessing support or treatment within the drum and its partners are more resilient and report improved mental health and wellbeing.

Engage. Challenge. Grow.

We acknowledge that many *poor* outcomes are not due to the failings of our young people. Rather, systemic marginalisation, racism, sexism, transphobia, homophobia and socioeconomic disadvantage shape the opportunities and choices available. We understand that many young people are negotiating intersecting social differences, compounded by multiple sites of oppression and discrimination. It is important to acknowledge this disadvantage in the service context and to be able to name and dismantle these barriers. We are aware that many young people successfully and deftly negotiate social disadvantage and that these negative experiences do not define, or limit them. Subsequently, we are seeking to assertively engage young people who are known to have poorer life outcomes.

Assertive engagement interventions

As part of our public health framework, **the drum** delivers services in the context of 'universal proportionalism'. This requires us to deliver assertive engagement activities that target community members known to be more 'at risk'.

Our early intervention and prevention focus has informed which communities we target in our work. What makes a young person 'at risk', coupled with analysis of demographics in Carlton/Parkville drives our assertive engagement and program development.

'At risk' sub-populations we seek to assertively engage are:

- Culturally and Linguistically Diverse (CALD) and refugee young people
- International students
- Lesbian, Gay, Bisexual, Transgender, Queer and Intersex (LGBTQI+) young people
- Public housing residents

1. Promotion and prevention

Aiming to engage **all** young people, we aim to foster a sense of connection between our youth and their community and services.

Activities used to engage all young people in our community include:

- Community events (V2K16), Harmony Day, Family Fun Day)
- Attending Pride March, celebrating International Day Against Trans and Homophobia

Honouring our ethical and moral obligation to build and transform the communities we work within, we provide capacity building opportunities and affirmative employment pathways.

Including:

- Our Youth Peer Leader Program
- Student placements (work experience through to Postgraduate)
- Youth Leadership opportunities including Carlton Youth Advisory and Voice Fest
- Volunteer opportunities

LGBTQI+, refugee/CALD, public housing residents and international students are prioritized for these opportunities. These activities have additional benefits of ensuring responsive leadership opportunities and positive role models for our targeted 'at risk' populations.

2. Early intervention

Designed to build protective factors and engage young people "at risk" of disengagement the drum and its partners offer:

- The Underground (All Guy'z and All Girl'z nights)
- Friday Night Jam
- Holiday Program
- Homework Club
- Primary to Secondary School Transition Program
- Excursions with international students
- Omnis
- Holiday Programs for public housing residents

Complementing our engagement activities are targeted interventions for those communities we seek to assertively engage. In the last twelve months this has included:

- Galileo program for Year 9 students at University High (a key transition point)
- Reward Fast Forward Kicking Goals Program
- Gender Diverse Holiday Pilot Program

Such activities are focused on prevention and early intervention. They build pathways into therapeutic individual support (counselling and case work) for young people that might not otherwise seek assistance.

3. Intensive interventions and treatment

A Family Service agency at its core, we deliver services that engage with young people within the context of their family. Drawing on the expertise of our wider organisation to utilise family and relationship counsellors and psychologists, we work to improve outcomes for young people. With time-limited interventions, the importance of working within, and for families, is critical to achieving long-term outcomes.



Our people

With a multi-disciplinary skill set and strong theoretical training our people are able to assertively engage diverse communities. We draw upon professional training, personal qualities, lived experience and passion for social justice.

Amira Idris, *Peer Leader*

An emerging practitioner, Amira is excited to be applying her skills from a Certificate III in Fitness instructing. With a passion that began at age 15, Amira is a dedicated and passionate soccer enthusiast who can't stop playing. Motivated to inspire an excitement about sport in others, Amira is enthusiastic about the potential of sport in creating friendships, fostering self-discovery and learning and growing fit and healthy bodies. It is Amira's dream to play for the Matilda's one day.

Anoushka Wotton, *Youth & Family Practitioner*

Currently undertaking a Masters of Social Work, Anoushka is committed to social inclusion, equality and creating spaces and platforms for *all* voices to be heard. Passionate about promoting mental health and wellbeing for individuals, communities and their families, Anoushka facilitates youth activities that raise the voice of local community. Anoushka is also developing her practice as a youth and family focused counsellor with specific knowledge in gender and sexual identity and mental health.

Anyaa Abiel, *Youth Practitioner*

An experienced community organiser and program planner, Anyaa has held several paid and volunteer roles in the community. Anyaa's practical experiences are complimented by studies in Justice alongside an innate passion for social equality and engaging young people in innovative programs. Anyaa is an active leader in our community, with involvement in SAYAG, Shout Out and the African Student Association at RMIT to list a few. Delivering important cultural insights and cross-cultural wisdom to his peers, Anyaa is a valuable contributor to the youth sector.

Chantelle Higgs, *Manager of Youth and Community*

Drawing on the learning's of working alongside young people experiencing marginalization, Chantelle brings a true bottom-up approach to leadership. With over 10 years of experience co-developing, delivering, and coordinating innovative social change activities and campaigns, Chantelle follows an innate curiosity for the creative and sophisticated ways young people negotiate social differences. Completing a Masters in Sociology (by research), Chantelle is a passionate lecturer in Youth Policy at ACU where she seeks to encourage the next generation of youth workers to realize the power of connection between individuals and the systemic.

Erik Ly,
Youth Peer Leader

A passionate advocate for young people, Erik uses he/him or they/them pronouns. Driven by a desire to see all young people have full and rich opportunities, Erik is currently studying an Arts undergraduate degree and is developing his knowledge and expertise about gender, sexuality, intersectionality and social change. A keen participant in leadership and volunteering opportunities available at Ygender, Minus18 and z, Erik runs social events for Trans and Gender Diverse (TGD) young people and delivers workshops, training and events on trans101, inclusive practice, and TGD rights.

Eve Breitzke,
Youth & Family Practitioner

Contributing extensive experience from her work in refugees and youth justice, Eve works across the drum and African Family Support Programs. Excited and optimistic about enriching the drum's practice with those youth the system often fails to provide positive outcomes for, Eve employs an advocacy approach, connecting people to opportunities and supports. With a strength for creating relationships and nourishing their growth, Eve has qualifications in Youth Work and loves music, film, table tennis, reading and being informed.

Idil Ali,
Youth Peer Leader

A passionate advocate for the local African and Muslim community, Idil seeks to ensure others have the opportunities she had growing up in Carlton. An undergraduate student bringing 'lived experience' to our team, Idil crystallised her passion and commitment for ensuring young people have access to leadership and participation opportunities and that organisations delivering these provide inclusive and affirmative pathways at a young age. Committed to leading the development of solidarity across communities marginalised by imposed social categories, Idil is making a sustained difference to our community.

Jerome Perrot,
Senior Youth Development Practitioner

With a passion for adventure, learning and teaching, Jerome is eager to support youth and community initiatives. Jerome's work has ranged from building canoes with young people, to teaching Mix Martial fitness with dads. A lifelong learner with more than twenty years of teaching in various settings, Jerome welcomes the opportunity to share his knowledge. Jerome is continuing to develop his diverse skills which include commercial sailing and certification as a Yachtmaster and master scuba instructor.



Sarah Nega,
Family and Community Development Practitioner

Pivotal to our engagement and therapeutic relationships within the local African Australian population, Sarah has a unique capacity to create change. Leveraging on a community development qualification and supreme communication skills, Sarah is able to reach and engage families and individuals that other services struggle to engage, or worse, have failed. Sarah builds trusting relationships in order to undertake fearless advocacy, case management, and incidental counseling to achieve outcomes for some of our most vulnerable and marginalized women, children and elders.

Tara Willersdorf,
Youth Development Practitioner

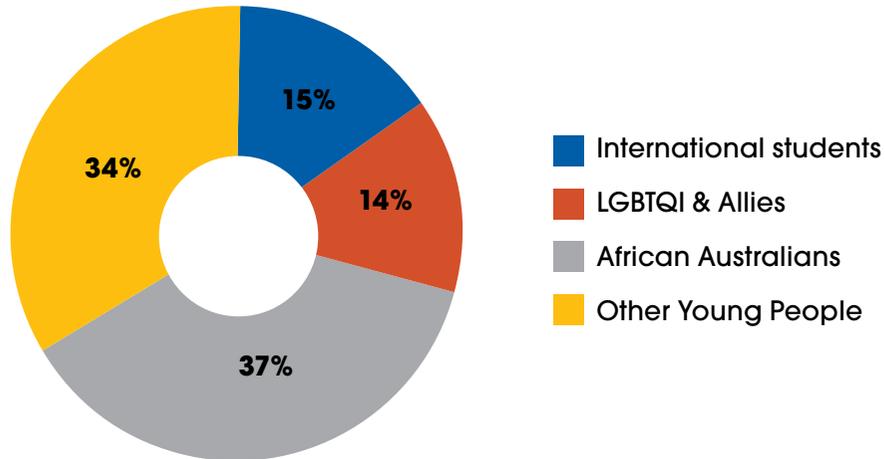
Responsible for developing training for the drum's Youth Peer Leader program Tara utilises more than seven years of experience working with young people from CALD and refugee backgrounds. Having previously coordinated the youth media program, the Fitzroy Computer Clubhouse and the first Adobe Youth Voices program in Australia, Tara is passionate about supporting strong education and training pathways for young people. Tara holds a Diploma of Community Development and a Bachelor of Communication (Media).

Wafa Musa,
Peer Leader

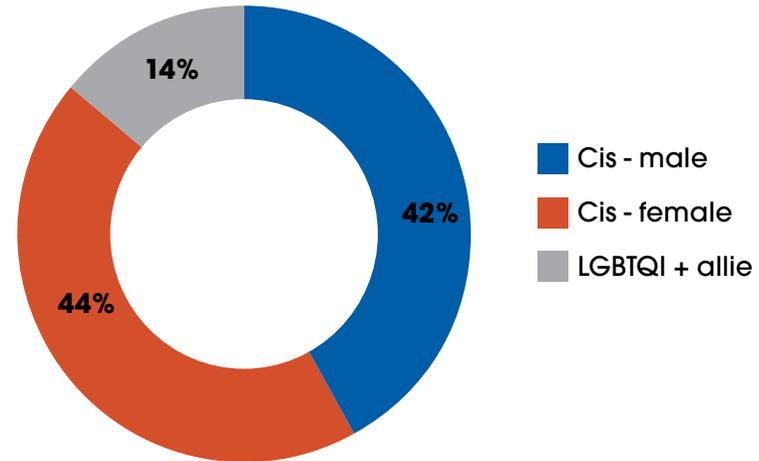
Joining our youth peer leader team in 2014, Wafa's involvement has been pivotal to the success of the All Girlz program. Seeking to engage young women of African and Muslim background, the All Girlz program is a powerful reminder of what is possible in community. A recent graduate of Early Childhood Studies, Wafa's skills are useful in ensuring our programming is family friendly. Wafa's skill and expertise in child development has given many parents the confidence to trust our service.

Who we've engaged

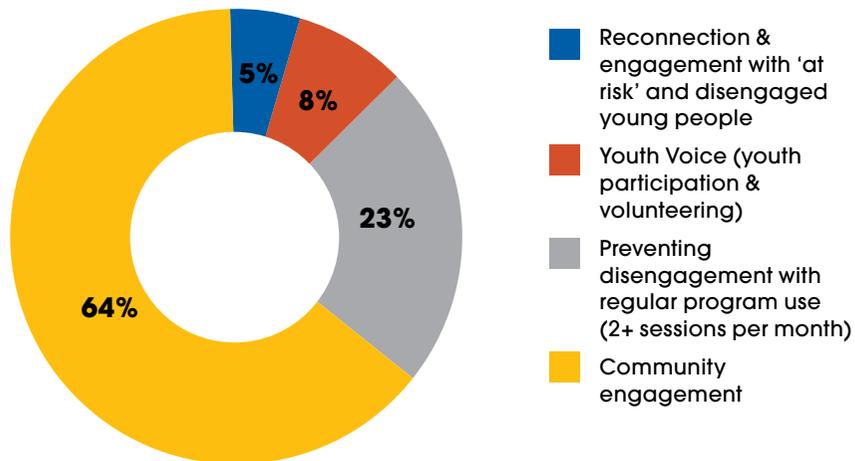
Diversity of young people
(across all interventions)



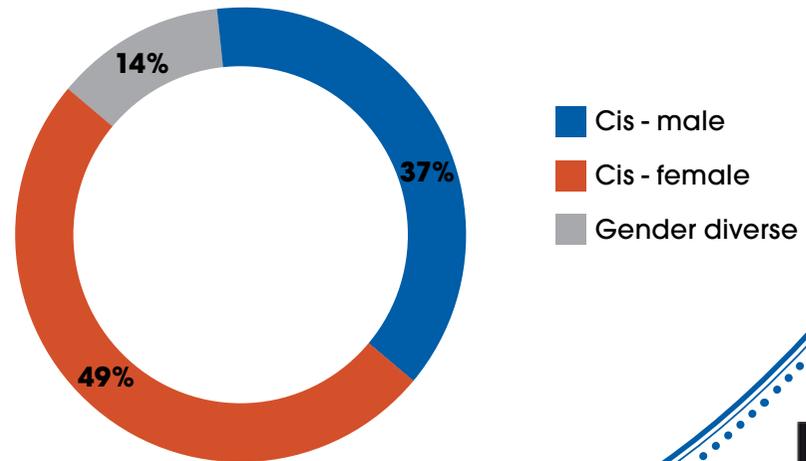
Engagement activities - gender identity



Types of engagement with us



Individual support gender identity



Note: our programs collect gender identity data in those instances where young people self-identify. Broadly speaking, engagement programs that assertively engage the LGBTQI+ community also encompass allies as we don't ask participants to nominate their gender identity.

Type of contact with young people and the community	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Annual total
Reconnection & engagement with 'at risk' and disengaged young people	33	36	37	33	139
Youth Voice (youth participation & volunteering)	50	72	68	44	234
Preventing disengagement with regular program use (2+ sessions per month)	189	215	99	97	600
Other participation (public health campaigns, large community activities etc.)	68	59	139	416	682
TOTAL	340	382	343	590	1655

1655 points of contact with young people, including parenting/community engagement events and the delivery of our first VK216.

Median age is **14** of young people participating in our preventing disengagement activities.

young people provided with individual support via case management, counselling and activities focused on preventing educational disengagement.

130

Youth voice participant's age range is

15-20

Presenting needs for young people were:

1. mental health
2. parenting
3. family violence
4. trauma
5. gender questions

* The majority of these young people presented with more than one need.

Case management median age is **17**

4 youth peer leaders – including 2 who graduated to peer leaders

3 local young people co-delivered engagement programs (non-peer leaders)

25

- volunteers contributed more than 452 hours across the Homework Club and our Gender Diverse Holiday Programs
- student placements ranging from work experience through to post graduate
- professionals trained on gender diversity at Melbourne Youth Services. *Session co-facilitated by two drum team members in partnership with the Zoe Bell Gender Collective

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Undergraduate youth work students at ACU learnt about youth development practices in a community setting

We continued to engage families in our programs. In 2015/16 this included: Gender Diverse Holiday Program, Transition to Secondary School and Holiday Programs and Case Management services and Community Events & Safety Initiatives

Community connection & capacity

Driving change with change leaders – Youth Peer Leaders

Acknowledging the unique and valuable experimental knowledge of our young people, the drum's innovative Youth Peer Leaders (YPL) program provides 12 month paid positions to local young people.

The YPL program provides leadership and employment pathways for the communities we seek to assertively engage including:

- Young people living in public housing;
- LGBTQI+;
- CALD young people; and
- International students.

The YPL program builds on the individual skills, knowledge, confidence and pathways to further opportunities of people employed under the program. But its value is doubled by the program's reach into the communities of our Youth Peer Leaders. Through the sharing of information, and increased knowledge of the pathways to support, the program also provides invaluable positive role models for other young people.

Beyond these benefits, the YPL enriches our service by providing a 'main line' to young people often considered hard to engage. Youth Peer Leaders ensure we know where to find 'at risk' young people, what their interests are and how to respond to them. Co-designers of our programs and services, the expertise of our Youth Peer Leaders sits at the centre of our work and informs our planning and recruitment.

The Youth Peer Leader program works to build skills, knowledge and influence of the employed young folks and their community. Symbiotically, the youth service's capacity to engage meaningfully with communities of 'at risk' young people and respond relevantly to their expressed need is met.

Anoushka Wotton,
Youth & Family Practitioner

Aiming for greatness

YPL programs aim to assertively engage the young people who live, work or play in Carlton & Parkville to:

- Build skills, knowledge, confidence and capacity to influence their environments
- Gain opportunities to influence their community
- Gain knowledge of support opportunities available to them, their peers, their families and community
- Influence the drum programming
- Develop knowledge and confidence within the workplace
- Gain skills and pathways to future employment

YPL programs aim to deliver outcomes for the drum youth services including:

- Providing the voice of young people to influence the drum programming
- Increase relevance and improved attendance of drum programs
- Create awareness of the drum's support, activities and opportunities
- Develop meaningful relationships with new and diverse groups of young people in Carlton and Parkville

Summary of YPL's achievements in 2015/16:

- Employed four young people from the local community
- Voicefest 2K16 – a youth led festival bringing together diverse communities of young people to share and learn from each other's expression
- Piloting and subsequent integration of the Gender Diverse Holiday Program into our 'mainstream' youth services programming

Two Youth Peer Leader graduates become Peer Leaders and were recontracted for another 12 months.

Youth Peer Leader Program 2.0 - An impact statement by Erik Ly

I've been privileged to be a Youth Peer Leader at the drum Youth Services. Primarily working on the Gender Diverse Holiday Program and VoiceFest, the Youth Peer Leader program is a really important and ground-breaking initiative by the drum.

It's really empowering and affirmative as a young person to work closely with my community in a paid position. It's allowed me to strengthen my work within the community, enhance my skills and professional networks and build on my personal practice. Developing skills in consultation, written and verbal communication, time management, organisation and planning I've been able to further enhance my volunteer work at Ygender and Minus18, and I now see myself being able to more effectively influence my community.

As a trans/gender diverse young person, I've helped to pilot and maintain the Gender Diverse Holiday Program and send a really strong message around the drum's whole-hearted support for trans and gender diverse young people to be who they are. Delivering the program affirmatively by a trans/gender diverse young person demonstrates that the drum is more than happy to employ young people from the community and sends a very affirming message that we value young people's voice, and that they should be paid for the great work they do and contribute to their communities.

The drum's Youth Peer Leader program really emphasises the importance of recognizing young people for their hard work and empowers them to support their community.- Erik Ly

Leading the way for change

In the middle of the youth unemployment crisis, the drum showed extraordinary leadership in affirmative practices. Tied closely with the saying 'Nothing about us without us', the drum recognises that paying young people for their contribution sends a strong message about the value of young people, their voices and the contribution they can make to the drum staff team. It also serves as a valuable solution to youth unemployment.

Their journey, our leaders

Amina Farrah, one of our first YPLs in 2013/14, testifies to the power of the YPL program. Now studying Youth Work, Amina is doing her Youth Work Placement with the drum. Reflecting on her journey into our Youth Leader Program and subsequent further education, Amina is aiming for greatness.

The journey of Amina Farrah (and many other YPL's like her) into our service, the wider community sector and indeed our society is changing things at a local level.

As a child I was part of virtually everything ds has done within the community. I recall being a part of the yearly camps, the holiday programs, drop in centres and the homework club. I always loved participating in their programs because it fostered a sense of connection and togetherness within our community. In saying that, I truly believe that's why I started working with young people.

I wanted to positively impact the community the same way ds had done for me over the years.

In the past three years, I've undertaken both volunteer and paid work with ds. In 2013, I was given the chance to work at the annual family camp. As a team member, I was given the opportunity to lead and implement various camp programs. This position allowed me to gain an insight into youth work and strengthen my leadership and organisational skills.

In the same year ds had another opening, but this time it was a leadership program that lasted a year, as a 'Youth Peer leader'. I worked alongside the youth service team brainstorming ideas,

speaking to youth about their needs, helping young people make the most of their time and skills, and running the weekly homework club.

Fast forward three years and I'm back at ds but this time on my placement for my Youth Work course! If it wasn't for my time at ds I would never have found my passion for youth advocacy. My drive for making a difference in my local community was jump-started by my working relationship with ds. They have given me the tools and knowledge to effectively work and engage with young people. - Amina Farrah

Driving change with leadership opportunities - youth committees

Over the last 12 months we have initiated two youth committees aimed at ensuring we not only consult, but co-design our activities *with* young people.

VoiceFest was attended by approx. 400 people and had more than 6 types of performances/activities

VoiceFest

A super-dynamic group of young people drawn from all the communities we assertively engage, VoiceFest was the brainchild of Youth Peer Leader, Idil Ali. Asked to think big, Idil had a vision for a festival that would allow young people to *hear* each other, and *learn* from each individual voice.



A platform for differences to be viewed and experienced as something that makes our community strong, VoiceFest collaborations are now planned across the City of Melbourne. Drawing on the strengths of diverse youth backgrounds including local African Australian's, LGBTQ+ and international students, the events are conceived of, planned and delivered *by young people – for young people.*

Carlton Youth Advisory (C'YA)

Noting that very few of our public housing residents were participating in our VoiceFest Committee, the drum established the Carlton Youth Advisory (C'YA). This group is delivering activities that empower young people to respond to local concerns in a project called Carlton 3053.

Established in early 2016, C'YA is a group of six young people that meet monthly to discuss *their* concerns. With increasing concerns about substance mis-use in their area, C'YA's members presented their concerns at a community meeting organised by the drum. Attended by CoHealth, the Department of Health & Human Services, Victoria Police, Wilson's Security and the Church of all Nations, this group is learning the potential of collaborative action.



Amazing community outcomes

The drum is providing tangible and supportive pathways for young people facing insurmountable barriers to reaching their potential. In turn, Youth Peer Leaders are providing positive role models to their peers by demonstrating how we can all work towards a safe and inclusive society. Individual young people benefit, our community wins and our service is responsive to young people's needs.

Service innovation highlight: The Gender Diverse Holiday Program

With funding received from the HEY Grant Program, ds was able to deliver a three-day holiday program for young TGD people aged 12-17.

The Gender Diverse Holiday Program (GDHP) was designed to address the gap in service provision for age-appropriate, service-supported, family focused, pro-social activities specific to young people with TGD experience and their families.

Peer developed. Peer Led.

Peer-led programming is considered essential to the engagement of young people with trans and gender diverse experience (Blues to Rainbows, 2014). Peer-led programming offers the opportunity to develop the skill and capacity of both the peer leader and the peer leader's community, contributing to their belief and actual ability to influence their environment. Moreover, such opportunities enable young people to develop confidence and resilience within their communities. In recognition of this, a young person with TGD experience was employed as a Youth Peer Leader to lead the GDHP from consultation through to evaluation.

Recent research highlights the direct correlation between positive social connectedness and the mental health and wellbeing for TGD young people (Blues to Rainbows, 2014). For young people with TGD experience, the ability and wish to be socially connected can be complicated by transphobic discrimination and cissexism.

Positive. Affirming. Experience.

The Youth Peer Leader, supported by members of the drum's team, designed a program that provided activities in a safe and comfortable space. It specifically targeted young people with TGD experience aged between the ages of 11 and 17 years. Its intention was to build social connections with other young people with similar experiences. Overwhelmingly, young people and their families let us know that the GDHP was a positive, affirming experience. Moreover, young people let us know that they find it difficult to connect with other young people with similar experiences. They also indicated they wanted more social connection activities. Caregivers and parents disclosed concerns around isolation and the mental health and wellbeing of their child. They also expressed their support for the program. Some young people identified as having unsupportive caregivers/parents who acted as active barriers to their attendance of the program.

GDHP Outcomes

- 17 young people registered to attend
- 10 young people attended the program over three days of activities
- A morning tea was attended by parents of participants
- Two information sessions were held for parents, carers, guardians and workers
- the drum youth service embedded the GD HP as part of our general holiday program.



Supported collaboration & connection.

Assertive engagement of families and communities, and provision of pathways for education and support is vital to these young people to access support and health care needed. The pilot highlighted the importance of supporting not only the young person, but their family as a whole.

Consultation undertaken during the GDHP supports the idea of a forum for the family and caregivers of young people with TGD experience. They said this would assist them to build connections and gain vital information in support of their young people. Further consultation and collaboration is integral to the process of building future family-focused programming

Systemic advocacy – creating opportunities & safe experiences

As part of the drum's commitment to support TGD young people, we advocate for TGD young people. Focussing on our sphere of influence, we presented the planning process and outcomes of our GD HP pilot at the City of Melbourne's Youth Services' (MYS) Forum.

With the support of Gary Lee at CoM, we were able to co-facilitate a training session with the Zoe Belle Gender Collective. This culminated in the delivery of a trans101 and inclusive practice training workshop. Forum attendees comprised of youth support workers from across and within the CoM and focused on enabling them to better support trans and gender diverse young people coming to their services.

Committed to sharing our experiences of engaging young people, the drum compiled and distributed a GDHP report to various services and organisations to highlight the importance of holiday programs designed specifically for gender diverse young people. The report also encourages our peer organisations to take on board similar initiatives to support trans and gender diverse young people in our community.





Program highlight: responding to community need

Rewind fast forward kicking goals

In 2015/16 we brought sharp focus to the safety of our young public housing residents and their families. Young people and their families share a common concern about increased drug use and activity on the public housing estates. With reports of frightening incidents of anti-social behaviour and drug taking, our community is experiencing increasing safety fears in their homes, public spaces and amenities. This in turn has led to an increase in requests by families for support to relocate from the estate.

Drawing upon partnerships with CoHealth, Carlton Primary School and YMCA Carlton Baths, RFFKG was funded by a Department of Justice

Community Safety Grant. Focussing on individual safety and issues of inclusion and resilience for the young residents of Carlton's Public Housing Estate, it is designed to develop critical life skills and employability with youth experiencing concentrated social, economic and cultural disadvantage.

As a sports leadership program promoting positive recreational opportunities and gender equality, RFFKG is an evidence-based response (ARACY, 2010: 40) focusing on 12- 15 year olds. It focuses on individual safety and behavioural change, and seeks to address issues of inclusion and resilience for young people within the context of their families and community.

RFFKG offers a means to fully engage young people at a local level, respond in a targeted way and address the risk-factors that undermine young people's positive participation in the community.

Kicking goals

Responding to the need for social-developmental training that would increase the ability of young people to resolve interpersonal conflict in non-violent ways, RFFKG uses a shared passion for soccer to engage young people.

Drawing on critical referee/coaching skills, program participants receive training and capacity-building activities in mediation, conflict resolution, problem solving, and communication. These skills are invaluable to young people exposed to violence and threats to their own safety, and that of others.

Work with young people at an individual level is used to influence safety at a community level in two ways. Firstly, the young people have been designing and delivering a community event that utilises the new sports ground on the Carlton PHE (Neill Street Reserve). The Family Fun Day (January 2016) was the first opportunity for them to apply their skills and to confidently use the new sports facilities in safe ways. This was important for both young people generally, but particularly for the young cis-female. Having these spaces used for positive activities will also promote a greater sense of safety on the estate. It will also promote a sense of belonging and empowerment, critical ingredients for community safety as identified by CoM (Beyond the Safe City, 2014).

Outcomes so far:

- Young people met with ds CEO, Karen Field to discuss their concerns
- Family Fun Day organised by the drum and local young people, attended by more than 70+ people including MP Ben Carroll
- Carlton Youth Advisory Formed bringing together six emerging young leaders
- Young people made a movie about safety concerns on the estate and what safety means to them and their families
- Community safety meeting held at Carlton Primary School, attended by 30+ people including DHHS, Victoria Police, Wilsons Security
- 10 young cis-females rebuild bikes and home them
- Community Safety meeting attended by 39 people
- Melbourne City Football Club workshops start sessions for young cis- females



Our future goals - youth oriented space

For several years now, young people in Carlton have rallied to advocate for a youth specific space. This year, the issue again emerged as the major concern for the young people we engaged.

But the issue isn't just about 'space'. The need is related to feelings of belonging and the connection young people experience with others. Young people are seeking a space free of the negative perceptions adults often hold of them.

A youth-specific space has the ability to provide opportunities for young people to creatively organise themselves and convene in a safe, resourced environment. Wifi and general amenities are among the essential ingredients young people to engage and empower them.

Advocating for all

Dynamic youth spaces in other local government areas have led to significant and positive impacts in the lives of young people in those areas.

A youth specific space is particularly relevant to the young people we engage with including CALD young people (particularly those of African and Muslim background who can be very visible), cis- visibly different males¹ and young people of LGBTI+ background and those negotiating racialised stereotypes.

Impressed by the incredible resilience and tenacity of our young people for this cause, the drum is seeking to assist our youth to organise themselves and participate in youth leadership opportunities beyond our service to undertake important advocacy to realise their own space.

Our young people leading the way

As part of Future Melbourne, a CoM initiative, local young people generated and presented some incredible ideas for a space of their own.

Our young people recommended CoM have spaces run by young people for young people. They suggest these provide positive recreational opportunities, alongside employment and social enterprises. To live up to its reputation as one of the world's most liveable cities, our young people called on Council to lead the creation of a 'world class' youth space that caters to all, regardless of culture, gender, sexuality or other differences.

By supporting our young people to champion this issue, and leveraging on our relationships and partnerships, we hope to achieve a space that meets the needs of our unique community.

"I see young people walking around, in big groups, with no where to go. They can't afford to hang out in cafes, or shopping centres. They don't really have enough opportunities to feel welcomed as young people. A youth space is needed for young people to chilli out and connect"

- Anyaak,
Youth Development Practitioner

Dr Bike – partnerships of profit

The 2015/16 financial year saw a progressive shift towards more collaborative approaches to our programming.

Our sector continues to scramble to respond to increasing demand and ever diminishing resources. We have moved to strengthen our capacity to respond by forming strategic relationships to complement our skill set, community interest and need.

Such partnerships are highlighted in Dr. Bike. Delivered in collaboration with Good Cycle, the Dr. Bike program was born in 2012 with funding from City of Melbourne for the Carlton Bike Club. The program introduces young public housing residents to the great outdoors through mountain biking.

Teaching cycling and safety skills alongside bike maintenance, the program gives young people the opportunity to learn and teach skills with their peers while earning points towards owning a second-hand bike.

Our partnerships in this program have lead to Good Cycle's involvement in the public estates more broadly, including community events such as Family Sports Day and VoiceFest.

1. Visibly different refers to those who do not fit with the image of Anglo-Australia which remains at the centre of our national identity and public discourse about this.



Our supporters

We are honoured to have worked alongside many incredible young people, families and community members over the last twelve months. Our thanks go out to them for their trust, passion, resilience, and the lessons they have taught us.

The work we do with our young people and their families is made possible by the kind and generous financial support of community minded organisations who place the future of our young people at the centre of what they do.

This funding augments that contributed by our largest supporter, the City of Melbourne.

We extend our gratitude to all our community supporters, families who contribute to our service and the broader community for enabling us to respond to the strengths and challenges of the young people, families and targeted communities we serve.

Carlton Football Club
City of Melbourne (YS and AFSP)
City West Water
drummond street services
Grill'd Carlton
Grill'd QV
Melbourne Storm
Rotary Club
State Government –
Community Safety Fund
State Government – FreeZA
State Government - HEY Grant



Our Partners

Aboriginal Housing
African Family Support program at ds
Athletics Victoria
Austin CAMHS
Brotherhood of St Laurence
Brunswick Community Health
Capital City LLEN
Carlton Baths (YMCA)
Carlton Local Area Network
Carlton Neighbourhood Learning Centre
Carlton Primary School
Centre for Multicultural Youth
Church of All Nations
City of Melbourne
City of Yarra Youth Services
City West City Water
CLAN
Co- Health – Carlton Office
CoHealth – Bunclie Street
Youth Service team
Crepes for Change
Deathproof Promotions
Department of Health and Human Services – Carlton Office
drummond street
Drummond Street
Family Wellbeing Services
Embrace Education
Family Planning Victoria
Footscray Community Legal Centre
Foundation for Young Australians
Front Yard
Fusion Crisis Accommodation
Gateway Reconnect
Goodcycle
Handball Victoria
headspace Collingwood (at ds)
Holmesglen

Inner Melbourne City LLEN
Inner Melbourne Vet Cluster
Inner Metro Youth
and Community Partnership
Islamic Youth Group
Kathleen Symes Library
and Community Centre
La Mama
Lake Dewar (YMCA)
Melbourne Victory
Melbourne Family Relationship Centre
Minus18
Northside Clinic
Orygen Youth Health
Parks Victoria
Poison City Records
Prahan Market Clinic
Princes Hill Secondary College
Queerspace (at ds)
RMIT
Royal Children's Hospital
Safe Schools Coalition
Salvation Army (the Couch)
Sarina Russo
Sports Without Borders
Turning Point
University High
University of Melbourne
Victoria Aids Council
Victoria Police
Victoria University
Wombat Housing
Wurrundjeri Council
Yarra Community Housing
Yarra Youth Services
Ygender
YMCA
Youth First
YSAS
Zoe Belle Gender Collective



I really enjoyed coming to the homework club sessions - I'm just kicking myself I didn't start earlier when I had a lot more free time!
- Mohammed

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Ricconi at drummond street services

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Lyn Dundon at CoHealth

MP Adam Bandts office

MP Ben Caroll

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at CoHealth Buncle Street

Our Youth Peer Leaders & Peer Leaders

Amira Idris

Erik Ly

Idil Ali

Kelvin Tran

Michael Komaech

Wafa Musa

Zackaria Aden

Volunteers

Alistair Sluiter

Amal Orabi

Ayah Bulle

Aymen Abdulkreim

Beatrix Kamadjaja

Chloe Johnston

Chris Annette Mendoza

Darius T Kedros

Fiona Shiyun Cheng

Gamachu Midakssu

Gavin Mandrelle

Helen Ye

Henry Howard

James (GDHP)

Jessia Woller

Jessica Woller

Jiayu Shi

Joanna Pidcock

Joseph Byrne

Kang Stai

Kathryn Chalmers

Kendall Allsop

Kira Shi

Matthew Eddy

Mengtong Xia

Mohamed Yasine

Najah Ali

Puji Faitna

Raveena Foneska

Reem Mohamed

Sahardid Sahardid

Salah Abdirahman

Sam Campaign

Sanjeevini Reddiar

Sheena Rochiramani

Trang Nugyen

Wenjin Feng

Yan Liu

Student Placements

Abdishakur Qalinle

Andrea Kettle

Annabelle Jeffreys

Barry Berih

Ben Tamplin

Billy Dib

Cassandra Lee Muir

Dorothy Bertrand

Elizabeth Black

Emily Trotman

Gemma Walters

Hala Nur

Joshua Bendat

Lisa Pisani

Maija Okeeffe

Molly Ahern

Molly Madigan

Molly Reynolds

Patrick Grace

Ria Mooney

Samir Dzeladin

Shomika Kishor

Stephanie Olsson

Tristan Lawler

Yasmin Moslih



2015/16 Key performance indicator report

KPI 1: Service provider(s) will deliver a neighbourhood high-quality integrated, responsive service to at risk young people aged 12 to 25 who live in, or visit Carlton and Parkville neighbourhood areas	
PERFORMANCE MEASURE	OUTCOME
A minimum of 720 young people accessing the youth service per annum	✓
• Total number of points of contact (including large community events)	1655
• Number of young people accessing our service	1055
Level 1: Preventing Disengagement	
Provision of services/program targeted at vulnerable young people who are at risk of disengagement from family, social supports, community education and employment.	
150 young people access or attend youth services or programs per annum	
Level 1 prosocial engagement programs/services:	
• Reflect community need	✓
• Based on sound research/evidence or successful evaluated similar programs	✓
• Outcome focused	✓
• Input from young people in the design, running and evaluation	✓
• Evaluated beyond client satisfaction	✓
Engagement	<ul style="list-style-type: none"> • Underground –Tuesday • All Girlz • Homework Club • Omnis • Friday Night Jam



Youth Voice	<ul style="list-style-type: none"> • Student placements • VoiceFest • Youth Peer Leaders • Carlton Youth Advisory • Volunteering opportunities
Level 2: Reconnection & Engagement	
Provision of services/programs targeted to at risk young people already disengaged from family, community, training, education or employment and who may or have already entered tertiary systems such as juvenile justice or child protection	
30 young people attend youth services or programs per quarter	130
Level 2 programs/services will provide:	
• Individual case management and dedicated case support	✓
• A case plan with actions, progression and outcomes	✓
• Ongoing feedback from the young people on outcomes achieved	✓
• Able to be externally scrutinized and audited by CoM	✓

KPI 2: Financial Management & Reporting

Provide accurate and timely reporting on financial management performance budgets, tasks, and requirements as directed by City of Melbourne

PERFORMANCE MEASURE	COMPLETED
Reports provided quarterly and to be received by the 20th working day after the end of the quarter	✓
Business Plan developed annually and received by the 20th working day of the month after the end of the financial year	✓
Annual Report including annual financial statements received on 20th working day after the end of the financial year	Annual audited statement for 2015/16 to be sent to CoM by 30.10.16
Timely, accurate and informative reporting on all financial and budget issues with all rectifications to take place within 2 business days to maintain 100% accuracy	✓
Creditors paid with 30 days	✓
All requests for documentation actioned within 48 hours	✓

KPI 3: Data Management

Timely and accurate data is reported re client information, service use and outcomes achieved

PERFORMANCE MEASURE	COMPLETED
Level 1 & 2 Service provision to young people will include data, outcomes achieved and emerging trends	✓
Data templates to be collated and reported on quarterly and will be 100% accurate	✓
Reporting on programs/ services should address community need, evidence base, evaluation framework and have input from young people such as case studies, focus groups, participant feedback, written evaluation	✓

KPI 4: Responsiveness, Flexibility & Innovation

Identify and rapidly respond to the changing needs of young people as they arise

PERFORMANCE MEASURE	COMPLETED
Utilise data and feedback from young people, families, communities, networks and partnerships to identify and respond to young people's needs	✓
Conduct a yearly survey of young people to determine their needs/aspiration and incorporate survey results into Annual Work Plan	✓
Design and implement at least 2 innovative service/programs per annum based on survey results, data, research and best practice	✓
Feedback Collected via:	<ul style="list-style-type: none"> • Survey of program participants • Survey conducted by youth peer leaders of young people & community service providers • Surveys at community events • Participation in key networks such as Carlton Local Area Partnership, Carlton Local Area Partnership
Innovative Service Services Included:	<p>The following were initiated and led by youth leadership opportunities</p> <ul style="list-style-type: none"> • Gender diverse holiday program • VoiceFest • Rewind Fast Forward Kicking Goals

KPI 5: Risk Management

Commitment to managing risk and compliance through a robust framework.

PERFORMANCE MEASURE	COMPLETED
Risk Management Plan developed annually that complies with Australian Standard and the City of Melbourne's approach to risk management (Risk is managed in accordance with organization's risk and quality frameworks)	✓
Risk Management Assessment of 'core' program deliverables conducted, including of the Holiday Program, Homework Club, Underground and Friday Night Jam	✓
Risk Register regularly maintained and 100% accurate	✓
OH and S incidents reported monthly and no more than one incident of a similar nature reported per quarter	0 issues reported
Incidents to be reported within 2 working days	✓
Submission of compliance reporting on quarterly basis (Drummond Street Services has a robust governance framework and is fully compliant with all relevant requirements, accountabilities and obligations)	✓
Awareness of current regulatory regime and industry trends and initiatives, and changes at national, state and local levels	✓

KPI 6: Partnership Development & Service Delivery Integration

Engage with youth service system and young people to define needs, develop innovating programs, strengthen collaboration and advocate for systems change

PERFORMANCE MEASURE	COMPLETED
Attend 100% of service provider meetings held every two months	✓
Attend 100% Melbourne Youth Services Forum and formally report back on service delivery	✓
Annual client satisfaction survey undertaken with 85% of clients satisfied with service and results documented in annual report	✓
Evidence that survey results have informed practice, service and program development	✓
Evidence that young people have benefited from internal and external partnership development	✓
Identify needs and service system gaps and advocate for resources	✓
Identify ways to improve service delivery and advise Council of issues and trends affecting young people	✓

KPI 7: Inclusive and accessible youth specific services and spaces

PERFORMANCE MEASURE	COMPLETED
Designated youth friendly spaces	✓
Young people provide input into program planning, service delivery and evaluation	✓
Services and programs focused on engaging local communities and providing culturally specific programs addressing local needs	✓
Young people have opportunities to develop leadership skills and decision making abilities	✓
Ongoing professional development of staff on issues affecting young people	✓
Designated youth spaces include:	<ul style="list-style-type: none"> • The Underground (150 Palmerston Street) • 480 Community Space (480 Lygon Street Carlton) • ds head office (100 Drummond Street Carlton)
Young people's input into our program planning, service delivery and evaluation include:	<ul style="list-style-type: none"> • Youth peer leader program • Using local young people as contract staff to specific projects • Providing leadership and advisory groups as a platform for young people input • Young people participating in our planning and evaluation activities
Services and programs focused on engaging local communities and providing culturally specific programs addressing local needs include:	<ul style="list-style-type: none"> • Programs on the Carlton Public Housing Estate • Cis-female and cis-male only programs • LGBTQI+ allies specific programs • Engagement of international students

Young people have opportunities to develop leadership skills and decision making via:

- Youth Peer Leadership
- Voice Fest committee
- Carlton Youth Advisory
- Student placement with priority access for local young people (from work experience to undergraduate)
- Volunteering opportunities at all levels

Professional development of staff on issues affecting young people included:

- Affirmative practice with gender diverse young people
- BEST Mood
- Critical Incidents
- Disengaged Youth and Schooling
- Family Service Model
- Family Violence and the African Community
- First Aid Certificate
- FreeZA training
- Managing Challenging Behaviours
- Mandatory Reporting
- Sports Without Borders Conference
- Telstra Imaginarium (digital design and young people)
- Visiting academics and the Family Commission in New Zealand undertaking research on cultural safety in evaluation and program co-design
- Workplace, Health and Safety talks
- Youth participation
- YSAS Annual Youth AOD Conference

