



**CITY OF KARRATHA**  
**YOUTH SERVICES STRATEGY**  
**2019 – 2023**

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## 1. Forward by the Mayor and CEO

This strategy is about empowering our young people. It provides a framework that will guide how we support youth in our community over the next five years.

In the City of Karratha, young people under 25 years of age make up 36% of our population, a significant proportion of our community and one that is expected to increase by over 60% in the next 20 years. This framework will help us to ensure that the services we provide young people enable them to contribute positively to our society, ensures they are given opportunity to be involved and offers them an integral role in decision-making for our future community leaders.

The City of Karratha has a vision for young people in our region; to give them the tools they need to reach their full potential and actively be part of and contribute to all aspects of community life. Our strategy focuses on improving and building the existing relationships we already have with young people in the City of Karratha and they have been consulted throughout the development of this document.

Our ongoing work with young people and further development of the services and programs we will provide over the next five years aligns with the specific needs of our community as well as Council's vision to see the City of Karratha become the most liveable regional city in Australia.



Cr Peter Long  
Mayor



Chris Adams  
Chief Executive Officer



## 2. Executive Summary

The City of Karratha has a vision for young people in our region; to give them the tools they need to reach their full potential and actively be part of and contribute to all aspects of community life.

Council's Youth Strategy 2019 – 2023 will set out the road map for our approach to Youth Services in the region and ensures that we continue to be a local government organisation that values the contributions and opinions of our young people.

Demand for growth in the youth sector is being led by young people and the community themselves. Results from our Annual Community Survey show that more people are choosing to call the City of Karratha home, with 40.7% of those surveyed in 2018 indicating they had no plans to leave compared to 14% in 2011.

There are over 8,000 young people under the age of 25 living in the City of Karratha and almost 50% of those are youth between the ages of 10 – 24. There is a higher proportion of youth in the City of Karratha compared to the rest of Regional Western Australia. With our youth cohort forecast to grow by 60% over the next 20 years, Council is committed to achieving its vision for its young people.

The Strategy will build on the many successes achieved to date and provides a holistic, shared vision and framework for the future.

This Strategy is grounded in evidence and was developed through widespread consultation with young people, the wider community and the youth sector, including education professionals and other stakeholders. The feedback received, combined with extensive literature review, best practice research and local considerations has informed its development. It is widely acknowledged throughout the West Australian Youth Sector that consultation with target groups should direct and inform program development and service response, to maximise positive outcomes for young people and their communities.

Accordingly, Six Key Priority Areas for Action have been developed to guide Council's efforts in its support for young people and the wider youth sector into the future.

Similarly, a large number of recommendations have been made to better address these six key actions.

A 2019 – 2023 Action Plan will outline the key activities that need to be undertaken to achieve our agreed outcomes and enable positive impact within the identified priority areas for action. Our actions, will be reviewed regularly to ensure we stay on track and periodic evaluation will ensure we adapt our approach as necessary, stay relevant and deliver on our commitments.

Figure 1 details the six identified Key Priority Areas for Action for young people in the City of Karratha locality.



Figure 1: The 6 Key Priority Areas for Action for Youth in the City of Karratha locality.

It is apparent that there is no clear agreement about the role of Local Government either across providers or in government and there is a wide range of delivery approaches currently in place. Well-regarded services can be either outsourced or insourced, with reflections of local context being the major consideration informing service delivery models. Specific considerations include service providers operating in the area and their resources, unique youth population profile and characteristics, identified Priority Areas for Action, available funding sources and other place-based information.

The City of Karratha must decide on a level of commitment to its youth services programme. This involves decisions on resources and structure, responsibilities and priorities of staff, level of involvement in “non-traditional” areas and the degrees of co-location and partnerships required.

### 3. Introduction

The City of Karratha is located in the Pilbara region, approximately 1,600 kilometres north of Perth. The town of Roebourne was gazetted in 1867. In 1871, the North Districts Road Board was formed and the Nickol Bay District was gazetted. In 1887, the District of Nickol Bay was abolished, Cossack was declared a Municipality and the Roebourne Road Board was formed as an administrative body for the area. In 1910, following the decline of Cossack as a port and as a centre for the pearling industry, the Municipality of Cossack was dissolved and amalgamated with the Roebourne Road Board.

In 1961, the new local Government Act proclaimed Roebourne Road Board the Shire of Roebourne. The centre of administration changed from Roebourne to Karratha in 1975, with Karratha officially recognised as the regional centre for local government administration.

The municipality experienced unprecedented growth in the period 2005 to 2015 responding to the significant expansion agenda of the mining sector and transitioning from a remote mining town to a liveable regional city. This culminated with the Shire of Roebourne becoming the City of Karratha in July 2014.

Along with very strong economic development and growth, there was a parallel increase in community infrastructure, social services and recreational opportunities. As the total population increased by more than 70% in the period to 2014 there was a normalisation of the demographic profile and a more than proportionate increase in the number of young people residing in the area.

As part of the infrastructure provision, a dedicated youth facility was established in the Karratha CBD. “The Youth Shed” as it is known, was opened in 2012 and designed to provide immediate improvements to public amenity and lifestyle for local residents. It has proven to be one of the main catalysts for improved Youth Services within the City of Karratha and continues to be well frequented by youth and stakeholders within the region.

Additionally, through community discussions and partnerships with Industry, the City of Karratha expanded its role in the delivery of Youth Services in the Eastern Corridor (Roebourne, Wickham and Point Samson) through operation of the Wickham Youth Group Facility (now The Base) commencing in March 2014.

The Base greatly expanded the City’s reach and engagement with young people in its eastern towns and with additions to the Youth Services team allowed the exploration of new partnerships and stakeholder relationships in these towns. The Base will relocate to a new purpose-built youth facility within the Wickham Community Hub in early 2019 and herald a new era for youth service provision in the eastern corridor.

The City of Karratha Youth Services team program provision has grown from delivering approximately 12 hours of weekly drop-in style, broad programming at one venue in 2012, to in excess of 30 hours of registered and drop-in style, youth services type programming across two dedicated youth venues in 2018, as well as locations via outreach across the City. This increased activity, together with Council’s commitment to delivering the Wickham Community Hub has also created a new range of expectations and challenges.



As a leading stakeholder of youth service provision in the region, it's Council's job to listen to young people. The 2019 – 2023 Youth Strategy commits to authentically hearing the voices of youth, community and stakeholders, and is a direct response to the information received and researched.

The Youth Strategy is the road map for youth services in the City of Karratha for the next five years and in addition to being the result of extensive consultation, the Discussion Paper deliberates policy review and benchmarking across the youth and community services sector. This paper considers the aspirations and hopes of our young people, the current challenges and issues that they face and current gaps in service delivery, providing a focus for potential future servicing, funding and advocacy.

## 4. Why do we need a new plan?

Young people have been surveyed annually by the City over the past 4 years, with the aim of identifying their interests, values and issues. In 2017, the survey was broadened to include the aspirations of young people and the wider community as well as to identify the key issues or barriers faced by the Youth sector.

*The Youth Services Strategy 2019 – 2023* will ensure the City of Karratha fulfils a number of key functions, including:

- Providing a holistic, shared vision and framework;
- Describing the principles by which we will operate and make decisions;
- Providing guidance for Council in its advocacy with all levels of government and industry;
- Providing clarity in the pursuit of funding and other resources to address service gaps, priority areas for action and maintain alignment with community expectation and need; and
- Enabling a better understanding for stakeholders and the wider community about the issues facing young people within our region.

It is now time to set the direction for the next five years as we continue to mature and evolve towards Council's vision to be *Australia's most liveable regional city*.

### 4.1 Methodology

#### 4.1.1 Key Guiding Principles

The following principles have guided the development of this plan and will underpin our decisions and actions during the implementation phase of this strategy. This list is not exhaustive; rather they are considered the starting point for our continued servicing of and engagement with young people and other stakeholders:

- **Safe and secure** – the safety, security and wellbeing of our youth is a priority. We will provide spaces, services and opportunities for youth to be and feel safe.
- **Meaningful engagement** – we respect and value the opinions, contributions and skills of all young people within our community, regardless of their background.
- **Accountability** – decisions will be evidence-based and youth-centred.
- **Outcomes-focused** – we will be flexible, innovative and adaptable in our responses, and the past will not dictate our future approaches.
- **Partnerships and collaboration** - we will work in a coordinated and collaborative way to complement existing services, not duplicate, and we will leverage existing networks to achieve our outcomes.
- **Accessibility and Inclusivity** – this youth strategy is for all youth from all walks of life, and the strategy inspires youth-friendly, person-centred approaches to services for young people.

- **Empowerment and Advocacy** – we will enable young people to be leaders and decision makers about matters that affect them and the community they live in.

The following approach was used to develop the Youth Strategy:

#### 4.1.2 Literature review

A review of published documents that centre on youth needs and service delivery strategies in a variety of contexts was undertaken to identify contemporary themes and approaches and map the views and aspirations of the local youth community against wider sector experiences. The reference materials are listed in the [Bibliography](#).

#### 4.2 Consultation

The consultation strategy included the BE HEARD online survey (one youth-specific and one for the wider community), one-on-one stakeholder interviews and workshops with the region's Youth Stakeholder Network.

In total, 629 stakeholders were consulted as follows:

- 359 young people (aged 10 – 24 years)
- 208 community members (defined as aged 25 years+)
- 65 youth sector personnel

Further detail regarding the consultation series can be found at [Appendix 1](#).

##### 4.2.1 Analysis

Using the base information captured through the literature review and consultation phases, the City of Karratha Youth Services team began the analysis phase. The first process was to understand the characteristics and demographic profile of our local young people. Secondly, youth wishes, needs, and issues were identified and quantified. Following this, 6 Priority Areas for Action were confirmed, each Priority Area consisting of multiple, possible strategies and required outcomes. The Priority Areas for Action are in relation to the locality, the City of Karratha.

##### 4.2.2 Strategies, actions and recommendations

Pulling all the learnings together enabled the Youth Services team to detail the necessary approaches and strategies required to address the 6 Priority Areas for Action, and improve outcomes for young people in our area. During this phase, the City of Karratha's local government role as an organisation was considered. This phase also gave rise to a series of recommendations for additional work not specifically addressed by this Youth Strategy. A youth services consultant is required to further explore the best approach to youth services delivery in our local context.

## 5. Strategic Alignment and the Bigger Picture

### 5.1 Defining the practice of working with Young People

It is important to define youth work in Australia, as the practice is relatively young as a recognised field of work and there has previously been an absence of a national shared identity for youth workers. In 2013, the Australian Youth Affairs Coalition worked alongside State Youth Affairs bodies and young people themselves to develop a definition, that is as follows;

*‘Youth Work is a practice that places the young people and their interests first. Youth Work is a relational practice, where the youth worker operates alongside the young person in their context. Youth Work is an empowering practice that advocates for and facilitates a young person’s independence, participation in society, connectedness and realisation of their rights.’*

Youth Services are those, which complement broader service systems, and include varied interventions that aim to assist a young person’s transition to adulthood, encourage positive participation in the community and support their holistic wellbeing. The objectives are similar/same as those of Youth Work.

Youth Work is the practice within Youth Services.

### 5.2 The Youth Affairs Council of Western Australia

The Youth Affairs Council of Western Australia (YACWA) is the peak advocacy body for the youth services sector in Western Australia. YACWA focuses on young people’s varied needs, working to enhance positive community attitudes towards young people. In October 2018, YACWA hosted ‘Un-Fair Ground’, a WA Youth Sector Conference. Un-Fair Ground 2018 acknowledged that the reality for many young people in WA isn’t improving, and focused on 6 key areas of disadvantage for young people; Education, Mental Health, Homelessness, Youth Justice, Unemployment and Young People Leaving Care.

Hundreds of youth sector professionals worked together to create a *Manifesto for Change* outlining key actions and efforts required to enable positive improvements for young people in Western Australia. Of the six areas of disadvantage focused on at Un-Fair Ground 2018, Education, Mental Health, Youth Justice and Unemployment correlate with some of the Six Key Priority Areas for Action identified for the City of Karratha; Mental Health and Wellbeing, Education, Training and Employment, and Community Safety.

#### **‘TRUTH BOMBS’ – HIGHLIGHTS FROM THE YACWA MANIFESTO FOR CHANGE**

The actions from Un-Fair Ground 2018 unearth universal ideas relevant to any priority area:

- Co-design with young people is critical to achieving successful outcomes. This includes listening authentically to youth and hearing them on topics that affect them;
- Early intervention is key, and this is done through effective Youth Work;
- Employment and education should be a right for all, not a privilege for some;
- Youth services and programs need to be person-centred, holistic and flexible;

- More Aboriginal speakers need to be present when talking about issues that face Aboriginal people and systems that continually fail them;
- We need true collaborative partnerships. Get rid of silos by reducing competition for funds. Allow collaborative solutions that allow for individual differences; and
- Increased and improved training for youth sector professionals.

The City of Karratha Youth Strategy 2019 – 2023 and the associated 5-year Action Plan will consider the relevance of the ‘Truth Bombs’, key actions and efforts required to create improvements for young people in WA, in our local context. YACWA’s Manifesto for Change official document is currently under development, however the information and excerpts were provided upon request and can be viewed in Attachment 3.

In addition, YACWA’s Strategic Plan was extensively researched and can be found in the references.

### **Youth Affairs Council of Western Australia Strategic Plan 2014 – 2017<sup>1</sup>**

YACWA’s mission is:

*To be the leading peak body working to ensure that young people and the workforce that support them are valued, informed and have opportunities to influence public policy.*

YACWA’s vision is:

*We seek to develop a Western Australian community where all young people are empowered and have their human rights maintained. A community that values young people’s skills and knowledge and engages them in decision-making.*

### **5.3 National, State and Local Youth Strategies and Plans**

To deeply understand the bigger picture concerning young Australians, we have looked at the National Strategy for Young Australians and State Government’s Our Youth - Our Future strategy. These strategies identify specific priorities, target areas, visions, missions and goals regarding youth. They provide context and perspective, enabling strategic alignment of our local City of Karratha area and the Pilbara region. A snapshot of the City of Karratha organisation’s Strategic Community Plan, which highlights four strategic themes, is also included in this section.

#### **5.3.1 Australian Government - National Strategy for Young Australians 2010<sup>2</sup>**

The Australian Federal Government National Strategy for Young Australians is “part of the Australian Government’s ongoing process of giving young people a better deal and a voice in decisions that affect them.” The eight priority areas are:

1. Health and wellbeing;
2. Education;
3. Families and wellbeing;
4. Communities;

<sup>1</sup> <https://www.yacwa.org.au/about-us/our-purpose/>

<sup>2</sup> The National Strategy for Young Australians, Commonwealth of Australia, 2010



5. Online;
6. Work;
7. Early intervention; and
8. Safety.

### 5.3.2 State Government – Our Youth – Our Future July 2012<sup>3</sup>

The Western Australian State Government's Framework is a "commitment to young people in Western Australia to build opportunities and provide support to achieve their goals and reach their full potential." The four targeted areas are:

1. Health, happiness and safety;
2. Learning, work, future financial independence;
3. Living life to the full; and
4. Making a difference.

### 5.3.3 City of Karratha Strategic Community Plan 2016 - 2026<sup>4</sup>

The City of Karratha Strategic Community Plan 2016 – 2026 identifies the organisational vision as "Australia's most liveable regional city."

The City of Karratha's Mission Statement reads, "To provide community leadership and excellent local government services in an innovative and efficient manner to enhance our City's social, cultural, economic and environmental wellbeing."

City of Karratha staff will work within the Values of include leadership, teamwork, integrity and innovation.

The Plan also highlights the organisation's four strategic themes, which are:

1. Our Community (Diverse and Balanced);
2. Our Economy (Well Managed and Diversified);
3. Our Natural and Built Environment (Thriving and Sustainable); and
4. Our Leadership (Responsive and Accountable).

These documents can be viewed in full as attachments to this Youth Strategy.

## 5.4 Conclusions:

- All of the 6 Key Priority Areas for Action identified in this Youth Strategy Discussion Paper are aligned with those identified at a State and National level. Specifically:
  - health and wellbeing,
  - youth empowerment and advocacy,
  - communities,
  - safety,
  - Education, learning and work.
  - Accessibility

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<sup>3</sup> <https://www.dlqc.wa.gov.au/Publications/Pages/Youth-Strategic-Framework.aspx>

<sup>4</sup> <http://karratha.wa.gov.au/plans-strategic-business-community>

- To act and respond to the 6 Key Priority Areas for Action, it is acknowledged that the local and personal context of a young person needs to be understood, and the response centred on this.

## 6. Best Practice Approaches to Youth Services

### 6.1 Participatory Design

Participatory design, also termed co-design or human-centred, is the process of putting the people that you are designing for at the centre of your design process. In the context of youth, it requires ongoing, active engagement with young people, stakeholders and the wider community to ensure that programs, activities and services are designed with the end user in mind and meets their needs.

This method is widely considered as a best practice approach to designing services and programs for the community.

### 6.2 Integrated Youth service delivery – “Co-location”

There is a strong move towards “joined up” services that consider the different elements of youth wellbeing (social support, health and education) and there are many examples of this approach throughout the world/Australia, for example headspace centres, youth facilities operated by PCYC and YMCA in various locations including Cockburn and Belmont, the YIC in South Hedland, and the proposed Roebourne Family Support Hub.

The co-location model seeks to put the young person as the central focus aligning services to their needs, breaking down silos and assisting inter-agency referrals. This model does require strong inter-agency collaboration and commitment however; and there is a risk of failure if the agencies involved aren’t fully committed. There are also resource implications in managing and maintaining the collaboration as it does require considerable time and effort.

The City of Karratha has the capacity to enable co-location of services for young people in City purpose built youth facilities (The Youth Shed and spaces within the Wickham Community Hub), and such an approach could be considered for the benefits mentioned above, as well as improving the accessibility to services for young people.

### 6.3 Mentoring <sup>5</sup>

Mentoring and peer relationships are important avenues to connect with young people – a strong research base confirms that young people who have mentors are more likely to report engaging in productive and beneficial activities than those without a mentor. Benefits can include healthier relationships and lifestyle choices, increased school attendance and enhanced self-esteem and self-confidence.

In the City of Karratha, there are limited, structured mentor mentee programs that currently exist. Most mentoring is occurring informally and ‘on-the-run’. Looking at options to structure a mentorship program, ensuring dedicated time and space for the mentor and mentee would be beneficial. Adult and peer mentorship is a current focus of the Regional Youth Stakeholders Network and options are being explored to implement new mentoring programs, or attach mentorship elements to existing programs.

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<sup>5</sup> Bruce, M & Bridgeland J, 2014. The Mentoring Effect, Young People’s Perspectives on the Outcomes and Availability of Mentoring, Washington, DC.

## 6.4 Intervention and prevention <sup>6</sup>

Early intervention and prevention programs and services work on the premise that getting the right support to the right young people at the right time can prevent the need for tertiary engagement in later years. It is not to be confused with diversionary programs in a criminal justice sense; rather it refers to addressing a range of social problems, including educational disengagement, risk taking behaviours and mental and physical health issues to prevent future problems such as substance abuse and criminal behaviour.

This approach to intervention and prevention is seen as a missing link in the services offered in the City of Karratha area. Across all youth sector stakeholders, the provision of early intervention and prevention programs for young people is limited in number. In addition, existing prevention and intervention programs could be improved through ensuring the staff delivering the programs are suitably trained to appropriately respond to youth needs and issues, thus avoiding escalation or referral for further acute intervention. To enable this, frameworks and policy supporting the practice of working with young people are required (as with any youth work practice).

## 6.5 Youth Empowerment

Young people across the globe cite the need to be heard and valued for their contribution to society. It is important that all youth have access to a range of programs and activities that build their skills and confidence by providing the space and opportunity for youth-led initiatives, meaningful engagement (authentic listening) and youth representative/advisory groups. This approach largely relies on focusing on strengths based participation, rather than deficit based intervention. The City provides some opportunity in this area and is looking to expand the focus to include a structured youth advisory committee in both Karratha and Wickham townships to begin with. It is the intention that these township-based advisory committees will feed into a City of Karratha youth advisory council, who will be the representative voices of young people in our area, and be the voice on issues and decisions that affect them by engaging with the existing City of Karratha Council.

## 6.6 Collaborative Funding

It is generally accepted that funding for not for profit/community sector organisations is becoming increasingly difficult to attract and almost universally requires the demonstrated intention to collaborate with others to achieve service delivery outcomes. Federal and State grant opportunities now increasingly encourage applications from collaborating agencies and this is becoming commonplace across funders. By necessity, providers in the sector need to develop partnerships and collaborative work methods to ensure their future.

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<sup>6</sup> Australian Government National Strategy for Young Australians 2010





## 7. Youth Population Demographics and Characteristics

### Who our Young People are and where they live

In 2017, it was estimated that 15.85% of City of Karratha's population were aged 10 to 24 years. There is a total of 3519 young people living in our City.

Of the total of estimated young people living within the City of Karratha, 72% of our young people live in Karratha, 11% in Wickham, 6% in Roebourne, 5% in Dampier and 1% in Point Samson.

The following information is a snapshot of the demographic profile of young people in the region.

How old are we?

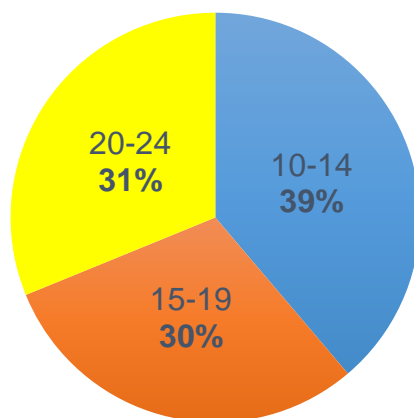


Figure 2. City of Karratha Youth Population by age

Where do our young people live?

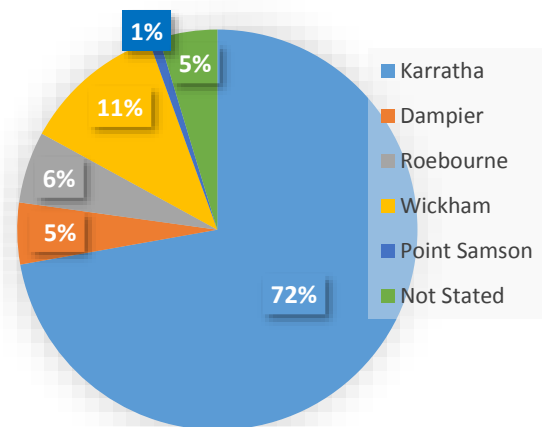


Figure 3. Youth Population Density per locality

### Distribution of Youth by Gender and Age

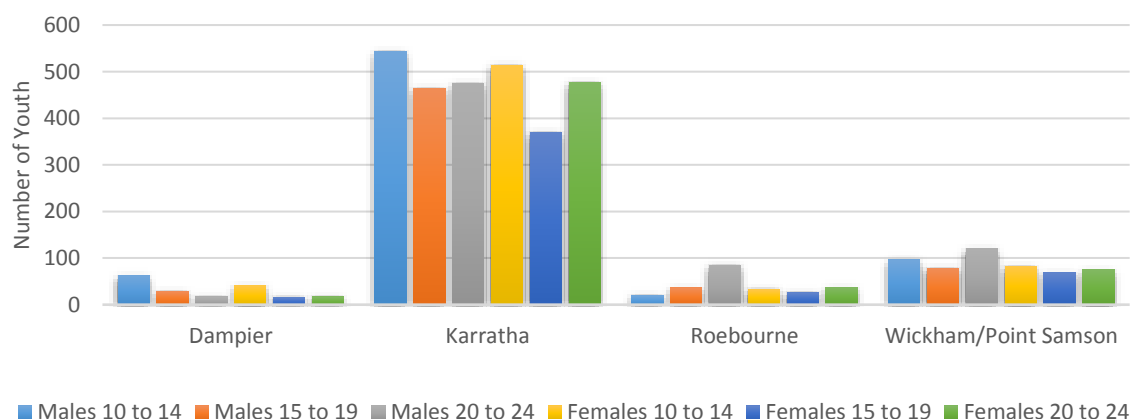


Figure 4. Youth Population Distribution per Gender and Age

### 7.1 Our Languages

According to the 2016 Australian Bureau of Statistics, the City of Karratha is home to many people of diverse backgrounds; however, 89% of people only speak English at

home. Other languages spoken at home include Australian Indigenous Languages 3%, Filipino 3.0%, Mandarin 1% and Afrikaans 1%.

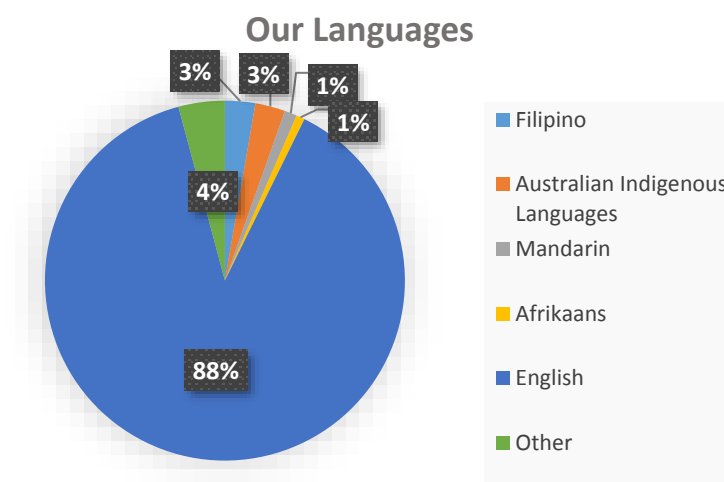


Figure 5. Languages spoken by people within the City of Karratha

## 7.2 Our Indigenous Youth and Community

Indigenous people make up 13.1% of the total population within the City of Karratha.

- 22% of young people (10 – 24 years) in the City identify as Aboriginal and/or Torres Strait Islander.
- 26% of young people aged 15 – 19 are Aboriginal, followed by 21% of 10 – 14 year olds and 20% of 20 – 24 year olds.
- There are 3,891 children under 10 years in the City, 18% of which identify as Aboriginal and/or Torres Strait Islander.

In summary, the City of Karratha has a significantly higher percentage of Aboriginal youth than the state average particularly in the 15 - 19 age cohort, and they represent a greater percentage of the population in Roebourne compared to other townships.

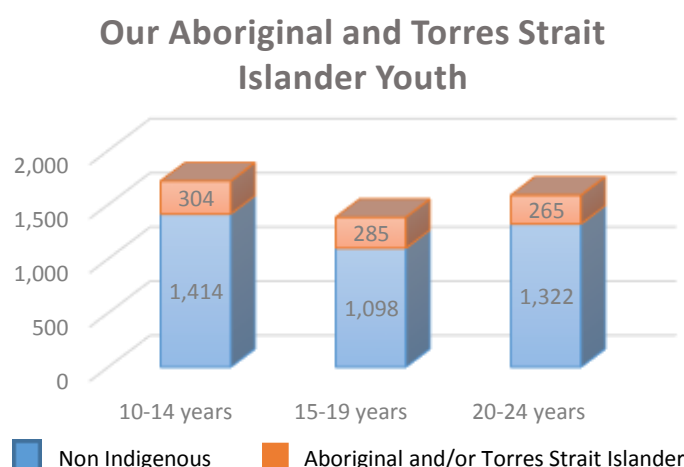


Figure 6: Percentage of Young People who identify as ATSI within the City of Karratha.

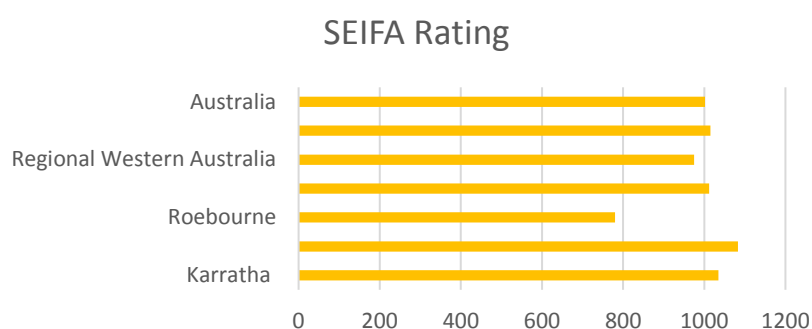
## 7.3 Socio-Economic Indexes for Areas - SEIFA

The Australian Bureau of Statistics (ABS) developed the socio-economic indexes for areas (SEIFA), which are a suite of four summary measures created from the 2011

Census information. For each index, every geographic area in Australia is given a SEIFA score, which shows relative advantage and disadvantage compared with other areas in Australia.

SEIFA uses a broad definition of relative socio-economic disadvantage in terms of people's access to material and social resources, and their ability to participate in society.

Figure 7 below shows the SEIFA scores for the four localities within the City of Karratha, along with their Australian, Western Australian and Regional Western Australia decile rankings. The lower the score the higher the level of disadvantage. As it is very apparent in this table, Roebourne Western Australia is in the bottom 3% of rankings showing its high level of disadvantage.



*Figure 7: Rankings on SEIFA index of relative socio economic advantage and disadvantage*

## Our Education and Learning

- The City of Karratha has three secondary schools within its locality of which two fall below the average Index of Community Socio-Educational Advantage (ICSEA) - Karratha Senior High School and Roebourne District High School. There is also St Luke's College in Karratha, which rates above the national benchmark in ICSEA. Karratha also has six primary schools within its locality, with other primary schools in Dampier, Roebourne and Wickham.
- Karratha Senior High School and Roebourne District High School offer alternative education pathways for youth that are not engaged with the mainstream education system and vocational education options within their curriculum. Karratha Senior High School currently has over 1100 youth enrolled, Roebourne has 152 and St Luke's has 352.
- According to data from the Australian Curriculum Assessment and Reporting Authority attendance rates of ATSI youth within the region is significantly lower than that of non-indigenous students.

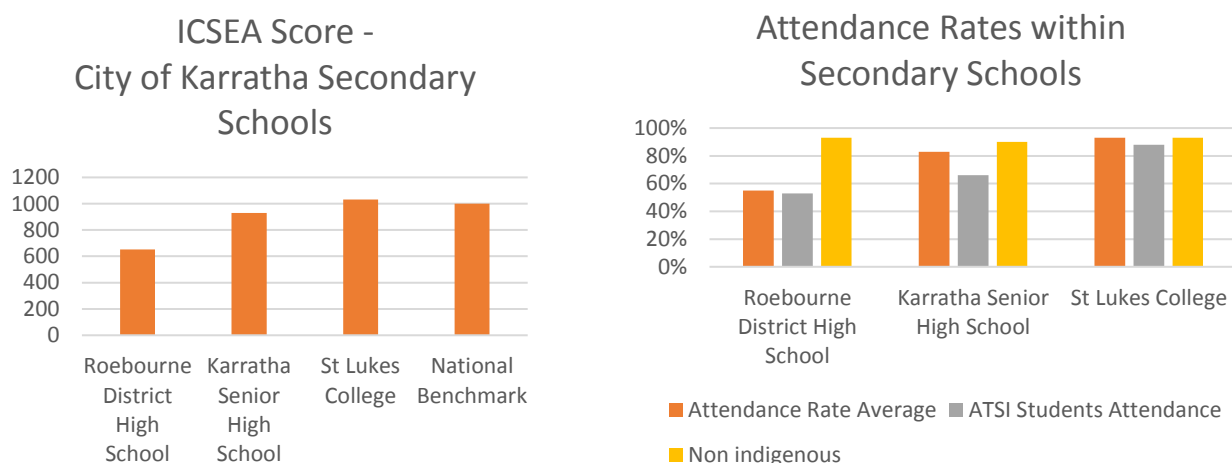


Figure 8. The average value of all schools' ICSEA values is set at 1000.

Figure 9. Attendance Rates in Secondary Schools in the City of Karratha

This represents the 'middle ground' of educational advantage levels among Australian school students.

## 7.4 Our Young People and Crime

### Karratha Profile

- Since 2014, **46%** of all known offenders for burglary related offences were males aged 10 -19 and 15% were females aged 10-19.
- Since January 2012 a total of 4,857 charges have been laid, 1,508 being juveniles (under 18) which equates to 31% of all charges laid in Karratha under the *Criminal Code*. (i.e. not traffic).
- From January to September 2017 in Karratha, the number of offences committed by juveniles decreased by 28% on Saturday and increased by 12% on Sunday (compared to the average number of offences per day). Of those offences committed on Sundays in Karratha 48% are committed between 6pm and 9pm.

### Roebourne/ Wickham Profile

- Since 2014, **66.5%** of all known offenders for burglary related offences are males aged 10-19 and **16.8%** are females aged 10-19.
- Since January 2012 a total of 2,214 charges have been laid, 1,252 being juveniles (under 18) which equates to 56.5% of all charges laid in the Roebourne Police Sub-District under the *Criminal Code*. (i.e. not traffic)
- From January to September 2017 in Roebourne/Wickham the number of offences committed by juveniles increased by 32% on Saturday and 21% on Sunday (compared to the average number of offences per day)

## 7.5 Youth Interests, Wishes and Aspirations

Through consultation, young people across all age groups told us that recreational activities, such as organised sports, water based activities and general outdoor activities were of high interest to them, followed by arts and culture and hanging out with friends.

Recreational programs and activities also featured highly as to what young people wish for in the future, with respondents citing more programs around outdoor sports

and water activities, more recreational youth activities and improved accessibility to youth programming.

The other main aspirations for our youth were:

- **Health and Wellbeing** - wanting safe spaces to congregate, no bullying, drug and alcohol awareness and cyber safety;
- **Youth Empowerment** - a desire to be heard, to be part of decision-making and to actively contribute to the community; and
- **Development** – opportunities to gain further training and skills to enhance employment prospects, and aid transition to adulthood.

## 7.6 What Young People Value

Throughout the country and across all spectrums of research (federal, state and local governments, not for profit and community advocacy groups) young people place significant importance on supportive environments such as families and peer groups. This result was confirmed with our local young people, 70% of whom have told us they value family relationships as extremely important.

Comparatively, about 45% of young people in the City of Karratha value Physical and Mental Health as extremely important.

It is interesting to note that a significantly higher percentage of our local young people value Employment and Financial Security as extremely important, compared to National results asking the same question.

These results are now being used to inform our program design, and indicate that in any support intervention for a young person, family is a critical consideration. Programming and services for young people need to be youth-centred, and focused around positive health and wellbeing outcomes as well as the provision of services and programs that focus on assisting youth in their transition to adulthood. Transition to Adulthood type programming would provide opportunities for skill development, basic life skills, assistance with acquiring identification and other documentation required as an adult.

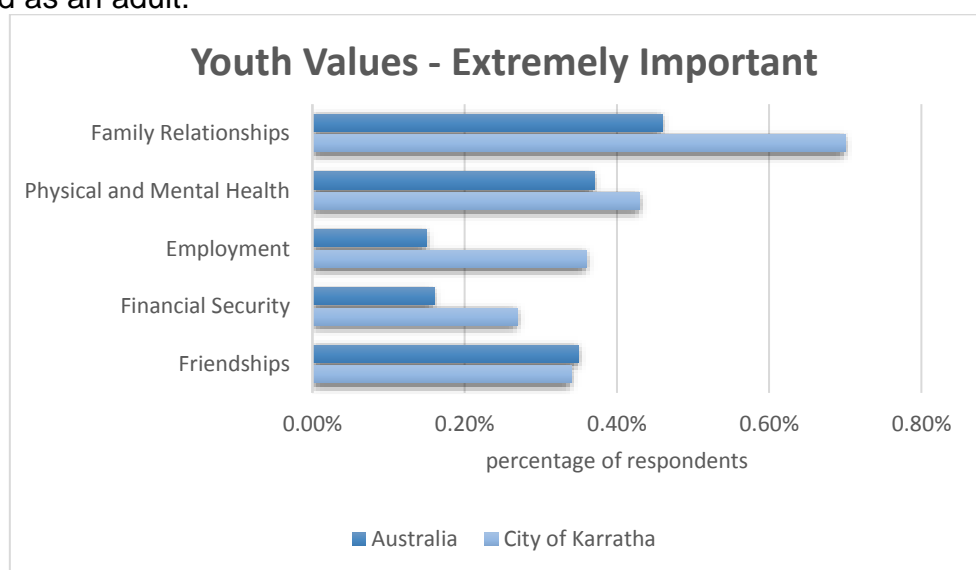


Figure 10: What Youth Value - Australian Nationwide results from Mission Australia's 2016 Youth Survey & City of Karratha's 2017 Be Heard Youth Survey results



As mentioned, the youth population profile, demographic characteristics and learnings from young people themselves enables holistic, relevant, and appropriate responses to meet youth needs in our local area. Youth wishes, aspirations and values link directly to the identified 6 Key Priority Areas for Action in this Youth Strategy Discussion Paper. Youth interests (as well as wishes) give us information about *how* young people in our area could be engaged, to address the 6 Key Priority Areas for Action.

To add to and to support our consultation data, Mission Australia's 2018 Youth Survey results were released on 28 November 2018. Not surprisingly, young people were consistent in their feedback. To further paint the picture of who our local young people are, their characteristics, needs, issues and aspirations, Mission Australia Pilbara Midwest Report contains all this information, data and statistics (Refer References).

## 8. Youth Needs Analysis

### 8.1 Who we talked to

As discussed in the Methodology, the consultation strategy included the BE HEARD online survey (one youth-specific and one for the wider community), one-on-one stakeholder interviews and workshops with the region's Youth Stakeholder Network.

In total, 629 stakeholders were consulted as follows:

- 359 young people (aged 10 – 24 years)
- 208 community members (defined as aged 25 years+)
- 65 youth sector personnel

Further detail regarding who we talked to can be found at Appendix One.

### 8.2 Consultation Report

Feedback detailed in Appendix One Consultation Report, informed the development of the 6 Key Priority Areas for Action outlined in Figure 1. The expressed worries, concerns, issues, interests, wishes and aspirations of youth, community members and youth sector stakeholders provides direct linkage to the 6 Key Priority Areas for Action. Some consultation feedback has already been discussed in the Population Demographics and Characteristics section so as to understand who our local young people are. Further detail can be found in Appendix One Consultation Report.

#### **Consultation Report Highlights**

##### **Youth:**

- Youth in all age groups rated Family Relationships as Extremely Important, above all other multiple choice categories.
- The top five things that Youth worry about are Coping with Stress, School and Study Problems, Mental Health, Relationships and Bullying.
- When asked what they wish for, youth across all age groups made statements pertaining to Recreational Activities, Health and Wellbeing, Youth Empowerment, Education.

##### **Community:**

- Community members rated Alcohol and Drugs as the number one perceived issue for young people, followed by Mental Health.
- When asked what they wish for for young people, community members made statements pertaining to the same emerging themes as Youth did; Recreational Activities, Health and Wellbeing, Youth Empowerment, Education.

##### **Stakeholders:**

- Three clear emerging themes from collation of all feedback; Empowered Youth, Education, Training and Employment, Health and Wellbeing.
- Prominent feedback was garnered from youth sector stakeholders regarding constraints and limitations of service delivery. Feedback pertained to the areas of Funding, Staffing and Organisational Support, addressing the under 11 service gap, and the need for improved collaboration at all levels.

Across all consultation with youth, community and stakeholders it was clear that there were three strong synergies:

1. Empowered youth;
2. Education, training and employment; and
3. Mental Health & Wellbeing.

Further detail regarding the consultation series can be found at Appendix One.

### 8.3 Other consultation relevant to our local area, local Youth and this Youth Strategy Discussion Paper

#### 8.3.1 Mission Australia Annual Youth Survey

Mission Australia's Youth Survey 2018 results were released on 28 November 2018. With almost 30 000 respondents aged 15-19, it is critical to understand this data when it comes to servicing this age group. Mission Australia also released Pilbara Midwest report that specifically portrays the feedback from young people aged 15-19 who reside in the Pilbara or Midwest WA.

Interestingly, the top 3 personal concerns for young people aged 15-19 nationally in 2018, are also true for the cohort of young people residing in the Pilbara and Midwest WA who completed the survey, and are the identical top 3 that the same age group locally reported to us during the BE HEARD Youth Survey 2017. These are:

1. Coping with Stress;
2. Schoolwork and Study Problems; and
3. Mental Health.

These personal concerns are all interlinked, as one can cause or be the result of another. The good news in terms of addressing these personal concerns is that programs that promote and build resilience in young people, and provide them with mechanisms to overcome adversity will assist young people in tackling these personal issues and others.

As discussed previously, our consultation feedback has directly informed the development of the 6 Key Priority Areas for Action in the City of Karratha. Similarly, Mission Australia have developed some recommendations for governments and organisations, based on their 2018 data;



Figure 11: Excerpt from Mission Australia's Youth Survey 2018 Infographic. Full infographic can be viewed as Attachment 7 to this document.

These recommendations are relevant nationwide, and are synonymous with our 6 Key Priority Areas for Action, specifically relating to;

- Education, Training and Employment;
- Mental Health and Wellbeing;
- Accessibility to Services.

The Pilbara Midwest Report produced by Mission Australia detailing area specific 2018 Youth Survey data is available as Appendix Eight.

### 8.3.2 Key Insights to Headspace Pilbara

Anglicare WA, the lead agency for the headspace Pilbara two-year trial, consulted the community in the City of Karratha in 2017. This was during the co-design phase for headspace Pilbara, and a series of Key Insights were developed. These are used by headspace Pilbara as their guiding principles, by which all decisions are filtered. Of the 17 Key Insights, there are many which are consistent with the recommendations discussed in this Draft Youth Strategy. These include but are not limited to *(the text below has been edited from the original source)*;

- Service responses to young people have to be immediate, or may not happen at all. There is a small window in time to provide support to a young person.
- Family matriachs and Elders play an essential role in a young person's wellbeing. Young people look to their family and peers for support.
- Mental Health is one part of a holistic view of health and wellbeing. Health of whole families and communities is a consideration.
- Challenges involved in the coordination of services. Disparate, dispersed and diverse region.
- Activity based programming rather than 'talk-based' clinical interventions are preferable. Opportunity for improved wellbeing through increased civic participation.

The original and full Anglicare WA - Key Insights from the Community Consultation is available as Attachment 9.

## 9. Local Government and Youth Service Delivery

To determine the City's approach to youth services over the next five years, it is necessary to understand contemporary youth strategy approaches across all levels of government and within the wider sector. The following strategies to be discussed have previously been mentioned for Strategic Alignment purposes in this document, and here further detail and dialogue will be provided.

The Australian Government published the National Youth Strategy (NYS) in 2010<sup>7</sup>, intending to provide direction for government policy development through its then operational Office for Youth.

The intention of the NYS was to enable young people to have the skills and opportunities to meaningfully engage in all aspects of community life whilst recognising the issues and challenges that young people face today.

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<sup>7</sup> The National Strategy for Young Australians, Commonwealth of Australia, 2010

Through its consultations, key areas of importance as identified by young people emerged, including:

- Young people have said that it is important to participate and be included on things that affect them;
- Education, work and training pathways should be flexible to cater for diverse needs;
- Youth-friendly and people centred services are required; and
- Safety in all areas of a young person's life, including online, is important.

To address these areas of importance, the strategy identified eight priorities, including improving health and wellbeing, equipping young people to shape their own futures through education and empowering young Australians to take an active part in their communities.

Although NYS lists a range of existing (at the time) and proposed programs, it does not mandate or outline a national framework, either through policy or legislation, to achieve more effective, integrated services for young people. Currently there is no Commonwealth strategy for the sector as a whole. It appears that this responsibility is largely left to each state or territory or even local government to determine.

In 2012, the Government of Western Australia published the five-year strategy document *Our Youth – Our Future*<sup>8</sup>, developed as a whole of government framework to guide youth programs and service planning in an integrated way into the future. The framework was developed in collaboration with 14 state government agencies, to highlight the diversity of young people and to enhance partnerships between agencies to support all young people and respond to their diverse needs. The Strategy also highlights the importance of government working in partnership with the non-government sector, community groups and families to:

- support young people to actively participate in all aspects of community life, including through sport, recreation, culture and the arts and involvement in decision making;
- Provide opportunities for young people to learn, develop life skills, find work and get to where they want to be; and
- Create environments and options for young people to connect with programs and services that best meet their needs and promote lifelong healthy lifestyles.

## 9.1 Conclusion

It is apparent that there is no clear agreement about the role of Local Government either across providers or in government and there is a wide range of delivery approaches currently in place. Well-regarded services can be either outsourced or insourced, with reflections of local context being the major consideration informing service delivery models. Specific considerations include service providers operating in the area and their resources, unique youth population profile and characteristics, identified Priority Areas for Action, available funding sources and other place-based information.

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<sup>8</sup> <https://www.dlhc.wa.gov.au/Publications/Pages/Youth-Strategic-Framework.aspx>



Of course, within each of the different models for service delivery, each local government/regional area experiences varied limitations, constraints, benefits and outcomes. What works in one local area, may not work in another.

Local Government, in particular City of Karratha, has traditionally provided facilities, services and programmes in the Youth Engagement Field. Whilst successful at times, these generalist Youth programmes must now expand to include the changing needs of our youth as described in the analysis.

Issues such as Mental health and resilience are new terminology to the traditional youth providers, who must, re-align, re-educate and refocus resources and services to capture these changing needs.

To thoroughly and best understand what service delivery model could be applied in our local context (the City of Karratha locality), a Youth Strategist or youth-specific consultant would be best placed to analyse the available resources and propose area-appropriate, youth-centred, best practice solutions.

## 10. Understanding Youth Services, and Broad, Mainstream Services

The WA Department of Communities published the Discussion Paper *Better Choices: Youth in WA*, which broadly describes three types of services within the youth service system. It is important to understand the difference between broad, mainstream services, and the youth service system, so that service gaps and any duplications or over servicing can be identifiable.

There are three types of services within the youth service system:

1. Access and engagement services – designed to help people access mainstream services (such as school, education, hospitals, recreation) or engage in positive social activities. These services are generally accessible to all young people. Examples in our area include: any youth centre drop-in style programs such as Chillz N Skillz run at The Youth Shed, or the Skate Park and Pool Outreach programs.
2. Targeted intervention services – provide targeted intervention to a sub-set of young people who may be vulnerable or at risk. These services operate in greater isolation from other service sectors and focus on early intervention across a range of issues for vulnerable and at-risk young people. Examples in our area include any responses to youth crime, community safety, youth mental health and suicide, including diversionary, prevention and early intervention programs, such as City of Karratha run City Hoopz Youth Basketball Diversionary Program, Young Guys program, Girls Crew and Young Empowered Women term programs, and Yaandina Roebourne Youth Services and programs.
3. Redirection and re-entry services – these services provide highly targeted services that are designed to re-direct people away from crisis (tertiary) services or to enable re-entry for young people from crisis services. Examples in our area include Yaandina Karratha Youth Services, Crossroads West Transitional Accommodation Support Service, Hope Community Services Youth Mentor role, and Youth Crime Intervention Officers (WA Police).

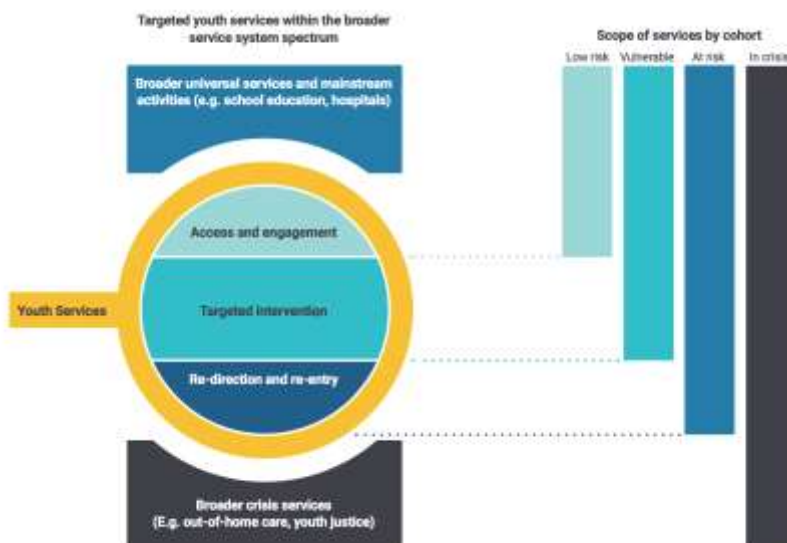


Figure 12: Youth services intervention spectrum within the broader service system.

Source: Department of Communities, Analysis of Youth Services May 2017, as cited in *Better Choices for Youth*, Government of Western Australia, 2017.

### 10.1 Broad, universal and mainstream services accessible for young people – delivered by the City of Karratha

The City of Karratha, with support from key local industry partners, provides a range of services, programs and events accessible to youth as outlined in the table below. Programs listed are considered broad, universal and mainstream. They occur at almost all community facilities across the municipality.

SERVICE AREA	PROGRAM OR SERVICE
Youth Centres, Services, Engagement and Support	<ul style="list-style-type: none"><li>• Computer and internet access/study spaces for youth aged 18-25yrs (within dedicated youth centres)</li><li>• WA Youth Week celebrations (events)</li><li>• Engagement in local high schools</li><li>• Academic Achievement Award (Walkington Award)</li><li>• Annual primary and secondary school award sponsorship</li><li>• Quarterly and Annual grant rounds (not youth specific)</li></ul>
Recreation Services	<ul style="list-style-type: none"><li>• Youth Triathlon category</li><li>• Teen fitness sessions</li><li>• Teen gym</li><li>• Youth Entry Parameters</li></ul>
Library Services	<ul style="list-style-type: none"><li>• After school media, tech and robotics programs (youth aged 11 and 12yrs only)</li><li>• Computer and internet access/study spaces</li></ul>
Arts and Culture	<ul style="list-style-type: none"><li>• Cinema screenings of movies – accessible to young people based on film classifications.</li></ul>
Additional Facilities	<ul style="list-style-type: none"><li>• Five skate parks across four towns</li><li>• Three recreation/aquatic centres</li><li>• Three BMX/pump tracks</li><li>• 14 sporting ovals, 32 parks/reserves and playgrounds</li></ul>

Table 1: City of Karratha broad, universal and mainstream Services for young people

### 10.2 Youth Services delivered by the City of Karratha

The youth service system specifically focuses on areas that complement broader systems (school education, hospital systems or crisis services) such as out of home care and juvenile detention. In the context of the City of Karratha as an organisation, the Youth Services department focuses on areas that complement broader service provision by departments such as Libraries, Recreation, Arts and Culture. Similarly, City of Karratha Youth Services complement a range of external youth service providers and external broad systems.

City of Karratha Youth Services and programs are designed to help young people access broader, mainstream services, or engage in positive social activities. With reference to Table 2 below, City of Karratha Youth Services deliver Access and Engagement and Targeted Intervention Services at present.

These services, programs and events occur not only at the City's youth facilities (The Youth Shed, Karratha and The Base, Wickham) but also in an outreach capacity, at

other facilities and locations across the city. Existing youth services and programs of this nature are listed in Table 2, many of which are delivered in collaboration/partnership with a range of internal and external stakeholders.

SERVICE AREA	PROGRAM, SERVICE OR EVENT	SCOPE OF SERVICE BY COHORT
Access and Engagement	<ul style="list-style-type: none"> <li>Term programs such as Chillz n Skillz, Dribble Beat Collective, Late Nights, Friday Feed, Movies and Milkshakes</li> <li>Outreach programs such as Cool off at the Pool, Lion's Park BBQ, Skate park activation, youth fitness programs</li> <li>Examples of types of engagement activities: arts, digital, music, sports, boxing, yoga etc.</li> <li>Designated youth venues in Karratha and Wickham providing a supervised drop in space</li> <li>School holiday programs</li> </ul>	No risk Low risk
Targeted Intervention	<ul style="list-style-type: none"> <li>Youth Diversionary program - City Hoopz Basketball Program</li> <li>Term programs such as Girls Crew, Guys Day, Youth Empowered Women, MA 15+, Monthly Disco 11-13yrs, Monthly Party 14-18yrs</li> <li>How to Adult program for 16-25yrs (life skills, transition to adulthood)</li> <li>Partnerships with local schools and Education Department to deliver alternate and vocational education programs/training</li> </ul>	No risk Low risk Vulnerable At-risk

*Table 2: Youth Services delivered by the City of Karratha*

### 10.3 External Services for Young People

There are numerous external service providers that support young people in the City of Karratha. These include health and wellbeing support services, education services, recreational clubs/groups and church groups. Across the range of providers, there are Youth Service and Mainstream Service providers.

These services are detailed further in Appendix Four.

## 11. Critical Analysis of Youth Service Provision

### 11.1 State Government involvement

At a state level, three key underlying issues are identified as prohibiting the cohesion of WA's youth service system<sup>9</sup>:

1. **Fragmented Funding model** – funding has traditionally been across multiple youth agencies, resulting in disjointed policy, service delivery and numerous funded agencies. The machinery of government changes in 2017 have reduced the number of agencies currently funding youth services, with the aim to reduce fragmentation across the sector.

There are multiple agencies operating in the youth services sector in the City of Karratha, each with their own funding model, imperatives and targeted outcomes and frequently operating independently or in silos. Introducing policy to mandate (at least in some part), or processes to encourage the necessity for joint/collaborative funding submissions that require a human-centred approach, rather than a focus on meeting organisational objectives, could be an effective strategy to mitigate this issue. The establishment of a Regional Youth Stakeholders Network (RYSN) with a Strategic Focus, in addition to the existing RYSN operational group, could coordinate service delivery strategies and collaborative funding initiatives.

2. **Limited Visibility of Services** – The current system requires young people to largely know what services are available and where and this can be challenging and complex to navigate, particularly in regional and remote settings. Linkages between services are often unclear, limiting the effectiveness of service providers and access by young people.

A shortage of skilled and experienced personnel on the ground working directly with young people, along with geographical spread of personnel across the City of Karratha and beyond, adds to the inaccessibility and limited visibility of youth services in our area.

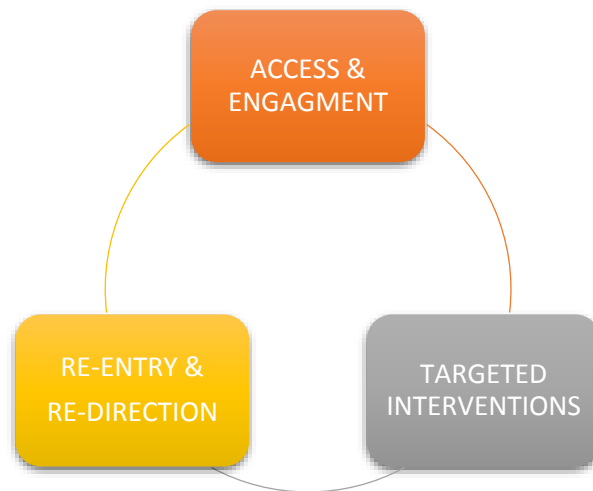
Co-location of multiple providers under the one roof is a better practice approach and could enable improved exposure and access to youth-related services. The City of Karratha has the opportunity and the capacity to facilitate the co-location of external youth service providers, specifically those delivering individualised services for young people.

These agencies could be accommodated in City youth facilities and operate in conjunction and collaboration with existing Access and Engagement, and Targeted Intervention youth services provided by the Council. Co-location of youth services would enable the entire Youth Services Intervention Spectrum model to be employed (see Figure 11 above). Co-location of services eases accessibility for youth as well as strengthening relationships between agencies. A major benefit of co-location is that it is difficult for a young person to 'fall through the cracks', as an integrated, continuous feedback loop is active. Streamlined

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<sup>9</sup> [https://www.dlqc.wa.gov.au/Publications/Documents/Better\\_Choices\\_Youth\\_WA.pdf](https://www.dlqc.wa.gov.au/Publications/Documents/Better_Choices_Youth_WA.pdf)

referral processes for agencies, community-based positive engagement opportunities for youth, and improved opportunities for information sharing between agencies are among some of the additional benefits of co-location. Figure 12 below portrays a best practice model of Youth Services provision. It depicts the integrated, continuous feedback loop between the different types of services for young people as defined in the Youth Services Intervention Spectrum model (Figure 11). It is important to understand that this model is a loop and young people can move between service types in any/either direction, i.e. is it not a one-way cycle.



*Figure 13: Youth Services Integrated, Continuous Feedback Loop.*

There will remain, however, a requirement for outreach and mobile service provision to ensure the geographical spread of need is more adequately addressed, and all young people have access to youth services, programs and events. For example, transport between townships is a limitation for youth in our regional area, therefore taking services to them is critical, as well as investigating opportunities for the provision of youth transport options. Collaborative efforts between multiple agencies will assist a more comprehensive delivery of targeted services, with the overall aim of no young person ‘falling through the cracks’.

3. **Lack of Clarity over Governance** – most service agencies are defined by the services they provide, e.g. health, education, border protection for example; and the focused nature of their service responsibility allows for streamlined, systematised governance. Conversely, the client cohort (typically people aged 12-24) defines youth services and there is no clear legislative framework for an overall coordinated and holistic approach. There is limited data sharing, various funding strategies and operating models are agency specific, frequently duplicated, with limited collaboration and poorly framed accountabilities.

Across the City of Karratha, no single agency carries a regulatory or even a voluntarily agreed role for coordination and governance of youth sector services. There is the need for a strategically focused youth sector network facilitating a cooperative and collaborative approach for youth service providers. As discussed in the Fragmented Funding Model section above, such a network would focus on the delivery of complementary services where the various agencies co-create in the planning phase,



collaborate in service delivery and cooperate in program evaluation. This strategic group does not currently exist.

It could work to support and guide the current RYSN, meeting as needed or on a regular basis with membership being drawn from the senior management levels of the youth stakeholder agencies. This strategic, high-level coordination and governance group would ensure that service gaps are identified and filled and that there is no over servicing or duplication of services, as servicing is co-designed from its infancy.

Whilst the State Government's amalgamation of public sector departments paves the way for delivering services in a more efficient and effective way, the implementation of the Machinery of Government Governance model<sup>10</sup> is in its infancy and it remains to be seen whether addressing any legislative impediments to achieving whole of government objectives is undertaken in a timely manner.

The effective, cooperative and collaborative delivery of services in the youth sector, requires a strategically focused sector wide governance group that addresses roles, functional hierarchies, desired outcomes and measures performance and accountability.

It could be advantageous if the City of Karratha resolved to willingly participate in, or perhaps take a lead role in the establishment of this strategic governance group.

### 11.2 Duplication and Over Servicing in the City of Karratha

Upon review of all known existing services within the City, there appears to be no evidence of unnecessary duplication of services. Whilst there are more than 20 agencies providing a range of recreational, crisis support, counselling and educational programs and activities in the township of Roebourne, given the community's relative level of disadvantage (SEIFA, ICSEA scores) the current resourcing support is not considered over servicing. There may however, be opportunity for greater coordination and alignment of services to ensure an improved continuity and better coverage of essential service needs to the local Roebourne youth.

Figure 13 below depicts the existing and proposed networks in the City of Karratha youth sector. The existing Regional Youth Stakeholders Network (RYSN) is an operational group, focused on programming. Members of the RYSN are staff that work on the frontline with young people in most instances. Concurrently, other working groups exist as required for planning events, responding to a specific youth issue/trend, or discussing case management, as examples.

Figure 13 also depicts a series of 'Youth Advisory' groups. The Youth Advisory Council (YAC) is a group of young people who represent the needs and interests of youth across the City. A YAC is the collective voice of young people, either handpicked or elected and empowered to contribute to community. A group of this nature does not currently exist in the City of Karratha. The City of Karratha Council would have the opportunity to consult a YAC on relevant topics, issues and decisions that impact youth.

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<sup>10</sup> <https://publicsector.wa.gov.au/document/machinery-government-governance-model>

It is noted that the township of Roebourne has begun to establish a leadership group of this nature called 'The Council', and the group consists of Roebourne young people who are part of a bigger program called L.Y.F.E. Both L.Y.F.E. and 'The Council' in Roebourne have been developed aligning to the 6718 Advantage and Yandi Models for improvements in that township.

External agencies are also establishing mechanisms for youth to be heard, such as the already established headspace Pilbara Youth Reference Group. These groups will develop their own names in due course, and could function as local Committees that feed information, advice etc. to the collective YAC, RYSN and other higher-level groups.

Each of the networks plays a significant role in youth service planning, development, implementation and evaluation, and all core networks are important to enable participatory and co-design, collaboration, coordination of youth services delivery, i.e. eliminate any over servicing or duplication of services. When decision making includes those who are closest to the issue or subject matter (e.g. youth), solutions are more likely to have the intended positive impact.

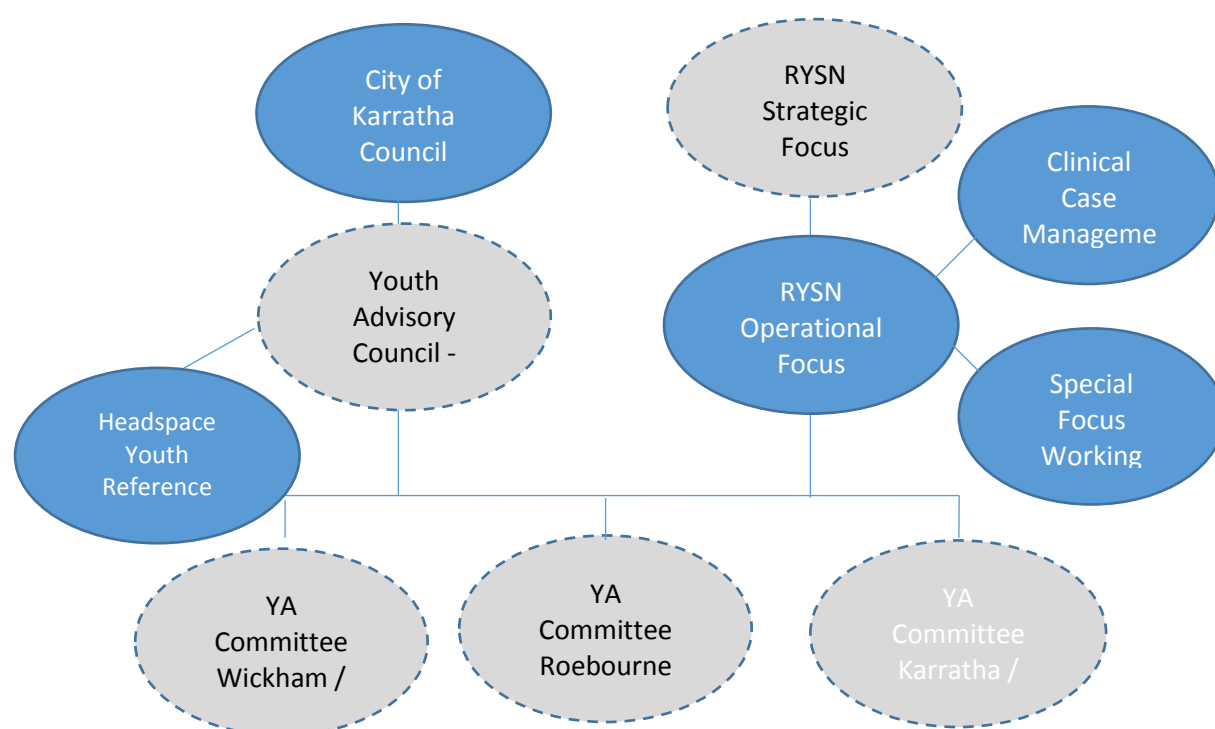


Figure 14: Existing and Proposed Networks relating to the Youth Sector in the City of Karratha. Existing: blue, Proposed: grey.

Appendix Four provides further detail on available services in the City of Karratha.

## 12. Gaps in Youth Service Provision in the City of Karratha

### 12.1 Limited Health and Wellbeing Services

#### 12.1.1 Inadequate Individualised Support for Young People

There was an almost universal recognition among sector stakeholders that there is a need to additional and improved support networks for youth with diverse needs and complex issues. All external stakeholders, community members and City staff cited the requirement for individualised support for youth wellbeing, noting that all Access and Engagement and the majority of Targeted Intervention type services are group focused and unable to meet individual needs.

Clinical and therapeutic holistic wellbeing support for young people would be most effective, as staff with appropriate skillsets in this area are able to implement an array of approaches and responses to a young person's needs.

The service provision of individualised support for young people is vastly different in each township within the City of Karratha. Appendixes Five, Six and Seven display the Youth services intervention spectrum within the broader service system, amalgamated with the names of services for young people within each of the service types. On these models, depicted in yellow are existing Youth Services. Of these, there are a few services that offer and provide individualised support for young people, each with unique limitations, constraints and mandate. This is detailed below in Table 3.

Organisation	Resources	Locations serviced	Clinical intervention offered?	Service Offering	Age Group	Limitations / considerations
headspace Pilbara	1 FTE Youth Wellbeing Worker	Karratha	Yes	Mild-Moderate Mental Health & holistic wellbeing support	12-25	Only 1 FTE, no capacity to provide outreach to other townships
Mission Australia	Not disclosed	Karratha & Wickham	Yes	AOD & Integrated Mental Health case management	14+	Consent required for youth <18
Child & Adolescent Mental Health Service	1 FTE Youth Clinician & 1 FTE Child & Adolescent Stream Clinician	All townships	Yes	Acute Mental Health issues	Youth 16-25 & C&A 0-18	Acute Mental Health cases only, Mental Health illness diagnosis required
Mawarnkarra Health Service	45 staff	Roebourne and Aboriginal communities	Yes	Aboriginal & Torres Strait Islander people	Any	Consent required for youth <18,
Yaandina Community Services - Roebourne	22.5 FTE total	Roebourne	Yes – by Sexual Abuse Counsellor only (part-time)	Youth Centre offering range of programs, 1 Sexual Abuse Counsellor	5-18	No outreach offered in other townships, on-the-run case management only (no private appointments)
Yaandina Community	1.5 FTE Youth Workers	Karratha	No	General/activity-based case	12-18	Outreach only, limited resources

Services - Karratha				management for at-risk youth		
Department of Corrections – Youth Justice	4 FTE	All townships	No	Management of youth within YJ system with aim to reduce /eliminate reoffending	10-17	Youth must be part of justice system (post-offence intervention only)
Crossroads West	Not disclosed	All townships, located in Karratha	No	Homeless youth/youth at-risk of homelessness	14-25	Work with youth residing at Crossroads only

*Table 3: Services offering and providing individualised support for youth in the City of Karratha. For further detail, refer to Appendix Four External Services, and Appendixes Five, Six and Seven; Youth Service Intervention Spectrum Model amalgamated with current service providers by type and township serviced. Youth Services are depicted in yellow. Appendix Four is a working document, as is the table, due to the nature of changing services, funding stipulations, transient resources, etc.*

Additional individualised services to support youth wellbeing are needed across the City, and such services would be most effective providing clinical and therapeutic intervention in addition to generalist case/youth work. The City of Karratha Youth Services team does not provide individualised wellbeing support or case management to young people (only in group settings). The addition to suitably qualified Youth Wellbeing staff could complement the City's current Youth Service provision, ensuring appropriate responses to the diverse and complex range of issues and needs youth present.

It is acknowledged that effective early intervention and preventative work with young people (group or individual) is critical in providing support to youth prior to the requirement for clinical and therapeutic interventions. These types of interventions will be discussed in more detail below, as they also reflect a service gap in our local area.

#### 12.1.2 Limited Support for Young People for Mental Health, Alcohol and Drug related issues

The number of young people reporting concerns around mental health has risen by 10% in one year according to Mission Australia's Youth Survey 2018 released in November (Refer References). Young people in our area cite mental health as one of their top three issues, as do stakeholders, City staff and community. Alcohol and Drugs are also cited as an issue for young people, specifically rated as the number one issue for youth, as perceived by community members during the consultation phase.

HeadSpace Pilbara is an Outreach, youth-centred model and provides 1 FTE Youth Wellbeing Worker who can support youth therapeutically, specialising in mild to moderate mental health clinical interventions. At present, this Worker is only servicing the Karratha township and operates intermittently from The Youth Shed and the two high schools. The headspace Youth Wellbeing Worker receives many referrals and is required to effectively manage capacity to respond to youth needs in timely and effective ways.

Mission Australia provides mental health and drug and alcohol intervention services in Karratha and via an outreach service to Roebourne only for those aged 14+. Mission Australia and headspace Pilbara provide Tier 2 Health Services (clinical) and a step up would be the state government's Child and Adolescent Mental Health Service (CAMHS) that offers a service for acute (Tier 3) cases only. Note that Tier 4 is hospitalisation (refer to Attachment 6 Look Ahead Mental Health Service Tiers).

Regarding support for young people experiencing issues related to alcohol and other drugs, there are no specialised drug and alcohol support services for young people under 14 years of age, and no drug and alcohol support for youth living in the outlying townships not mentioned above. SDERA (School Drug Education and Road Aware), exists in the Pilbara region but its main purpose is for educator capacity building, not directly servicing youth.

Feedback suggests that attracting and retaining staff to these and other similar positions is challenging in our local area. The City could play a role in funding, providing, coordinating and advocating for mental health, alcohol and drugs interventions and resources. Co-location models in the future should prioritise drug and alcohol, and mental health services to operate out of City youth facilities.

## 12.2 Ineffective Youth Empowerment

### 12.2.1 Lack of Youth Reference Groups

Youth consultation reports that young people want to have a voice in community on issues and topics that relate to them. The Regional Youth Stakeholders Network members also identify this as key priority for the sector. There is currently no youth-led representative body in the City of Karratha. Smaller advisory groups are in development in Roebourne, Wickham and Karratha, however a broader, City-wide youth leadership forum currently does not exist. headspace Pilbara are also in the process of establishing a Karratha-based Youth Reference Group of which members with lived mental health issues are sought after.

Geographical limitations mean a township approach may be the first step towards creating a collective of empowered youth who represent young people in our area. The City will continue efforts to establish Karratha and Wickham based youth advisory groups, and explore suitability options for those residing in Point Samson and Dampier. The City will also continue to communicate effectively with sector personnel in Roebourne, supporting the establishment of their youth advisory group appropriately.

### 12.2.2 Limited Mentoring

Stakeholders, community and City staff identify mentoring as something that would benefit youth in the City of Karratha, and professional, structured mentoring is a best practice approach to youth service provision. As young people value family relationships as extremely important, there is real opportunity for Auntie/Uncle/Big Brother/Big Sister programs in our area. There is some basic evidence of informal coaching occurring on an individual basis through existing support positions however; a structured and professional mentoring program is not evident.

## 12.3 Poorly Coordinated Strategic Sector Support and Advocacy

### 12.3.1 Youth Sector Collaboration

As part of the consultations, youth sector professionals were asked their view of the role of local government and the City of Karratha. The most consistent message from the youth sector was that the City of Karratha should be coordinating, overseeing and facilitating the cooperation and collaboration between organisations who undertake youth service delivery. This area is identified as a clear gap for the sector. The City will continue to coordinate the operational Regional Youth Stakeholders Network (RYSN) however, as mentioned in the Duplication and Over Servicing section, a

Strategic Planning and Coordination level group is required for collaboration and co-creation of programming and services to occur. Such a group could support the RYSN and a bottom-up planning approach put in action. The first of the RYSN Strategic focus meetings is occurring in December 2018.

### 12.3.2 Limited Youth and Sector Advocacy

There is no official lead agency for the Pilbara youth sector, or within the City of Karratha. I.e. there is the absence of a strong, collective voice advocating for the youth sector and young people, and providing sector specific expertise and insights on relevant issues. As discussed previously, RYSN operational exists and RYSN strategic is in the process of being established, along with youth advisory groups. It would be appropriate for these groups to establish an advocacy agenda, ensuring experts in the sector and young people themselves are consulted on topics and decisions that affect them

The youth population in the City of Karratha is growing rapidly, as is the diversity of needs of young people in our society. Advocacy is required to enhance positive community attitudes towards young people, and in our local context, advocacy is particularly important in ensuring that the Pilbara and City of Karratha youth sectors are heard, understood and supported at a state level.

## 12.4 Education, Training and Employment

### 12.4.1 The need for Life Skills and Transition to Adulthood programs

Learning skills for life to assist their transition to adulthood is crucial for the progressive development of a young person. Whilst there are many programs for young people within the City of Karratha, there are a lack of programs that focus on preparing a young person to be an independent adult. The participation of young people in such programs would promote confidence and independence, equipping them with the tools and proficiencies to further their education/training, move towards employment and live independently. City of Karratha Youth Services have delivered skill-based programs to date, however the opportunity to implement and deliver programs focused on life skills, transition to adulthood and general youth development, specifically for 16+ age group for example, presents itself with this new Youth Strategy.

### 12.4.2 Alternative education

It is noted that two of the three secondary schools in the City have attendance rates and ICSEA<sup>11</sup> scores below benchmarks, with Roebourne District High School particularly low in both areas. The low attendance rates suggest that alternative education approaches are required to re-engage young people not currently participating in a formal education setting. Across the state, Education is a prominent topic and it is widely acknowledged that every young person is an individual and therefore it is difficult to fit one system to all young people, and further investigation and efforts are required to create personalised approaches to learning for youth. Further investigation in our local context is required to determine what such approaches could look like.

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<sup>11</sup> <sup>11</sup> [www.acara.edu.au/\\_resources/About\\_icsea\\_2014.pdf](http://www.acara.edu.au/_resources/About_icsea_2014.pdf)



The Youth Shed facility has accommodated two alternative education programs in 2018 delivered by Vocational Training Services. Both The Youth Shed and the Wickham Community Hub have capacity to accommodate these types of programs, and City Youth Services have the opportunity to provide the recreational aspect of such programs through partnership and collaboration.

#### 12.4.3 Homework / literacy and numeracy support

There is a demand for this in some towns for high school students. During the BE HEARD Youth Consultation phase in 2017, young people cited Coping with Stress, and Schoolwork and Study Problems as their top two issues. These two issues are closely linked, as one can cause or be a result of the other. Responding to these issues should be of priority in the Youth Strategy.

Both Secondary schools in Karratha currently offer homework support/tuition after school on campus however, students living in other towns generally cannot utilise the service due to limitations in public transport. Roebourne currently does not offer after school homework support. In Wickham, Wirrpanda Foundation runs a successful homework club for primary school children only. Opportunities for Wickham based Secondary education homework support are currently being explored for 2019. Such programs and support should and would be individualised, allowing students to self-pace in a safe and nurturing environment.

#### 12.5 Early Intervention and Prevention Youth Programming

As mentioned previously, effective early intervention and preventative work with young people (group or individual) is critical in providing support to youth prior to the requirement for clinical and therapeutic interventions.

Young people who experience developmental delays throughout childhood become adolescents who can be years behind their peers in terms of development. This creates education, social and other concerns in the young person's life, progressing to wellbeing and delinquency issues.

In the City of Karratha, there are limited to no organisations who are funded and have mandate for the provision of early intervention and prevention programs. Most youth sector services are reactive and respond to visible issues youth present with, as opposed to proactive and preventative. The absence of early intervention and prevention type programming presents a real opportunity for City of Karratha Youth Services to play a role in this space. Currently, City Youth Services deliver one prevention/diversionary type program in Karratha via a WA Police Crime Prevention grant (City Hoopz), and there are opportunities for additional and other early intervention and prevention programs for young people across the City.

Again, all programs will be of greatest positive impact if they are co-designed with young people themselves, integrate local cultural considerations and are collaborative delivery efforts from multiple agencies to ensure wrap-around support for youth. Programs of this nature should be evidence-based, considering the abundance of research available regarding child, adolescent and youth development and the characteristics of this type of intervention programming.

*“Indigenous young people in Australia are 24 times more likely to be in detention than non-Indigenous young people. In 2013/2014, Aboriginal and Torres Strait Islander*

*young people made up just over 5% of the Australian Population of 10 – 17 year olds but more than half (59%) of those in detention.”*

## **AMNESTY INTERNATIONAL YOUTH STRATEGY**

In addition to this alarming statistic, in October 2018 the Department of Corrective Services Youth Justice Division stated that of all young people detained in Banksia Hill Juvenile Detention Centre in Perth, 78% were Aboriginal identified. Youth Justice problems will not be fixed with Youth Justice solutions, and instead can be addressed through appropriate community responses and must include and integrate cultural considerations into any responses.

### **12.6 Children under 11 years of age**

Feedback from the Youth Services Provider group cited a clear service gap with the under 11 years' age group, with preliminary investigations indicating that this gap relates to crisis management and intervention services for vulnerable youth and could also extend to 12 and 13 year olds. The City should play a key advocacy role in this regard to highlight the service gap for this age group to Government. Whilst this report has focused on young people aged 11 – 24 years, further investigation is required to understand the current needs of those children aged 10 years and under and to quantify what services currently exist for this cohort.

Appendix Four provides further detail on available services in the City of Karratha.

### **12.7 Lack of Transport for Young People**

Accessible transport services for young people are vital in linking youth with jobs, health services, training, volunteering and other programs. Linking youth to these opportunities creates positive outcomes around wellbeing, employment, community engagement and improved social benefits for young people.

There is limited transport options for young people in the City of Karratha. Whilst TransKarratha operates across the City, this is a fee for service operation making it inaccessible for many young people. Public Bus services are somewhat irregular and do not run often after hours or on weekends, these being the peak times that many young people would utilize such services. Some agencies, such as Yaandina Community Services and PCYC Roebourne have access to small vans and larger buses, however these are used for internal purposes majority of the time, such as transport clients or taking youth on excursions.

The City of Karratha could play a role in supporting and advocating for affordable and accessible youth transport options.

## **13. Critical Local Considerations**

### **13.1 An extremely skewed youth population using the City's youth centres**

A significant proportion (22%) of young people aged 10 – 24 years in the City identify as Aboriginal and/or Torres Strait Islander, which is significantly higher than the WA average of 5%. This ATSI identification is dramatically reflected in attendance data for both City of Karratha facilities, where it is estimated that 70% of regular attendees across the City's youth centres are Aboriginal.

The impact of a lack of or inadequate individualised support resources can regularly be seen at the City's two youth venues where City staff are regularly unable / untrained to fully respond to the emergent, immediate or demonstrated needs of the young people who attend. Many regular attendees are known to the Department of Communities Child Protection unit, WA Police Youth Crime Intervention Officers and the Pilbara Regional Youth Justice Services. Frequently these youths require assessment for individualised, specialised support and intervention.

City staff are engaged as Youth Officers (recreation and customer service) with a mandate to engage all youth. However, over time as the youth have appraised the services and programs provided by the City and self-selected, the majority of attendees at both youth facilities are considered to be vulnerable, at risk and/or disadvantaged. Hence, the more specialised/individualised needs of many young people in attendance are unable to be met directly by City staff. The City does not engage any staff to work on an individual basis with a young person, or any staff with clinical or therapeutic intervention skills within our youth services team.

### 13.2 Youth Services Staff frequently subjected to vicarious trauma

Staff report that many attendees at both youth facilities present with protective or wellbeing concerns, warranting Child Protection referrals. Youth consider both City venues to be safe spaces to congregate. City staff receive disclosures of sensitive information relating to protective concerns, and requests for support and individualised care that a wellbeing/case/youth worker would be able to provide. Disclosures made to youth staff have been related to abuse (witness or victim), suicidal ideation (self or friend), sexual and/or personal health and wellbeing, drugs and alcohol, inappropriate interactions with adults/others (grooming), unsafe home environments and other.

At best, City staff are able to provide a referral or report to an agency that can provide assessment and support. At present, a referral does not provide an immediate response to a young person's needs and therefore does not meet the need in the timeframe in which the youth has sought support.

These scenarios demonstrate a strategic risk in our Youth Services operations, resulting in the inability to mitigate risks and manage incidents, impacting staff and youth wellbeing. These risks can be reduced through changed work practice, i.e. introduction of frameworks, policies and procedures as control measures, and/or transferring the risk to suitability resourced and qualified individuals/organisations. Refer to the Youth Services Risk Assessment in Appendix Three.

At present, there is currently inadequate Organisational workplace safety procedures and critical incident control measures in place for youth services staff to manage crises effectively. For example, Critical Incident Stress Management<sup>12</sup> does not occur in the City's Youth Services settings. Therefore, the trauma and distress youth and staff experience because of exposure to disclosures or critical incidents are not addressed and effective recovery from incidents is not enabled. Current City Youth Staff have worked at the City for a minimum of three years, on the front line with young people. As trust and relationships have developed between staff and youth, increased exposure to disclosures from youth has amounted. Providing external clinical

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<sup>12</sup> Critical Incident Stress Management, available at <https://www.betterhealth.vic.gov.au/health/healthyliving/workplace-safety-coping-with-a-critical-incident>

supervision for staff could be explored by the City along with other control measures as seen in Appendix Three, to mitigate risk and ensure control measures are in place.

Staff exposure to trauma (primary or secondary) increases the risks of Vicarious Trauma, Compassion Fatigue and Burnout. Whilst personal self-care is of individual responsibility, Organisational wellbeing and minimizing Organisational trauma are workplace responsibilities. Within these responsibilities, demobilization, defusing, and debriefing by suitability trained personnel does not occur in our Youth Services settings. Whilst employees can access the City's Employee Assistance Program in a personal capacity, this assistance is often not immediately accessible. Best practice clinical governance frameworks should be explored.

Youth Services staff experience Vicarious Trauma through their work on the front line with traumatised young people who access our City venues and programs, this is unavoidable but can be managed by the Organisation and staff, for both staff and youth. Over time, Burnout is a real risk that presents for individual staff (and therefore the Organisation), particularly if there remains to be inadequate referral pathways for staff to refer youth to, and issues are seen ongoing, unresolved and worsening. For Individualised, intervention type support to occur by City staff, violation of role boundaries and Organisational mandate would occur. City staff are crucial on the front line, as youth build relationships with these staff, and the City plays a referral role as required. City staff require well-resourced, qualified workers with the ability to work with individual youth to refer to, as this would be the appropriate response to the need and could make a real difference to the lives of individual young people in our community. Clinical wellbeing staff would be most effective.

### 13.3 Disparate geographic locations and diverse populations

Wickham, Karratha, Roebourne, Dampier and Point Samson and surrounding all have unique features and populations, and therefore the young people residing in each town have disparate issues, needs and circumstances. As we have learned, programs and services for young people need to be youth-centred and individualised in their responses and approach.

Coordinating youth service delivery in the City of Karratha is challenging due to the diversity of towns and their populations. One size does not fit all regarding youth services. Young people should not all need to fit or suit one service, this is an unrealistic expectation that limits potential positive impact. On the contrary, services should be adaptable and flexible to the diverse and complex needs and circumstances of those whom need and want to access them.

More information about the demographics and characteristics of young people in the City of Karratha is detailed in Section 6 of this Discussion Paper.

### 13.4 Association of Youth with Crime – Real and Perceived

In the City's 2018 Annual Community Survey, 46% of all youth-related comments received make a direct link between young people and crime in the municipality with many respondents citing the need for more support (and/or punitive) measures for young people to reduce incidents of crime and anti-social behavior. To address this perception, the City of Karratha is required to think holistically about the complex, multiple and interconnected roots of social problems such as youth crime. A suitable response will require a collaborative, comprehensive and sustained effort to transform

and provide support to the underlying conditions rather than focus solely on the symptoms the community sees.

Addressing negative influences in the lives of disadvantaged youth in the community is crucial (sexual predation as identified through Operation Fledermaus, FASD impacts on children and youth, absent parents through substance abuse or incarceration) and this will require both a therapeutic and clinical approach to working with young people.

The ultimate goal of the City would be to work collaboratively with all agencies, the broader community and the parents and families of the affected youth to prevent crime and victimization from occurring. To do this, building a community that supports the wellbeing of young people is a significant part of the solution.

To meet broader community needs as identified, a fresh approach is required (by the City and the wider sector) to address the current need for intervention for the vulnerable youth and at risk cohort who currently utilise City services. As discussed above, strategic planning can reduce Youth Services Operational risks, and through changed work practices, positive and meaningful changes in young people's lives can occur.

### 13.5 Limited capability to refer to specialist providers and report Child Protection concerns

Four specialist youth facilities currently provide regular programming for young people – two in Roebourne run by not for profit organisations (Yaandina and PCYC), and one each in Wickham and Karratha, both run by the City. There is also targeted youth programming that occurs outside of the dedicated youth facilities. Both Roebourne venues work closely together to avoid duplication and over servicing and to provide safe spaces for young people to hang out and engage in positive activities. Both Roebourne venues welcome children of any age in addition to youth.

Yaandina Roebourne provides generalist 'on-the-run' case management (non-clinical, group settings) to youth, as well as having a Sexual Abuse Counsellor (clinical) on staff for families and children to access by appointment. Both Roebourne venues play a referral role for young people who require clinical and therapeutic intervention.

The City's two venues currently provide recreation-based programming, with no counsellors, support workers or specialized wellbeing workers on staff. City staff are not mandatory reporters, and rather are Notifiers. Staff are required to play a strong referral role for youth who require individualised assessment and support, for anything from generalist case management to clinical intervention, as well as notifying and referring young people to the Department of Child Protection and Family Support as required. It is important to again note that further investigation into organisational best practice frameworks around reporting and referrals is required. Internal frameworks, procedures, etc. within the Youth Services Department are being developed and utilized in daily operations in an effort to safeguard staff and young people as much as possible.

### 13.6 Organisational Risk – Risk to the City of Karratha as an organisation

Youth Services is a unique sector which requires specific and structured frameworks, policies and procedures in order to ensure the safety of young people it is servicing, as well as safeguarding the organisation from legal and ethical risks.



To investigate, identify and qualify the scope of work in relation to organisational safeguarding, the City of Karratha requires an external consultant, specializing in youth services to review, develop and implement a range of frameworks, policies and procedures to ensure regulation of youth services practice is upheld and organisation risk is mitigated/reduced.

Some of the current risks to the organisation, the City of Karratha, is the following:

- Complicit in the injury or death of young people it is servicing;
- Litigation as a result of a breach of confidentiality of young people under its duty of care; and
- Psychological harm to its staff, through the development of vicarious trauma, compassion fatigue and burnout.

The frameworks, policies and procedures which need to immediately be developed and implemented include, but may not be limited, as the following:

- Youth Services Framework;
- Confidentiality policy, specific to disclosures and referrals;
- Policy relating to storage and removal of sensitive information;
- Duty of Care policy;
- Referral procedures to external agencies, including police and child protection; and
- HR induction procedure, specific to youth services, including training and information relating to duty of care, transparency, reporting, referring, confidentiality and vicarious trauma.

Until the above frameworks, policies and procedures are put in place, the City of Karratha, as an organisation is at a high risk of legal and ethical breaches, as an organisation, for its staff and for the young people it is servicing. Appendix Three Youth Services Risk Assessment provides further detail.

### 13.7 Youth Centres and Programs across the City of Karratha

It is widely acknowledged by youth sector professionals and community services agencies that opening the doors to a facility/youth centre is only one part of the work when it comes to engaging with young people, particularly if those doors are opened at times that will attract vulnerable and at risk youth to present to a service or program. Any service or facility can open its doors, but what is done with the time in which they are open marks key differences. Appropriate resourcing, program type and outcomes, structure of delivery are examples among a list of considerations when it comes to developing and implementing programs for young people. It is not as simple as opening the doors to youth facilities, for example; a facility could open and be ill-equipped to respond to vulnerable and at risk young people. This situation can lead to exacerbated issues for youth when concerns are responded to appropriately by staff. This issue was discussed previously in section 9.4.1 and 9.4.2, as well as the risk for organisations in opening their doors having adequate control measures in place to manage risk.

Table 4 below shows the current spread of youth programming delivered in the City of Karratha at Youth Centres. Youth programming of all types is available in Roebourne, Wickham and Karratha on Tuesdays to Sundays with some disparity between towns

and venues (shown in Table 5 below). The resident youth populations in these townships are 228, 453 and 2,845 respectively.

There is no regular youth programming delivered in Point Samson or Dampier on any day. In Point Samson, 33 people or 14% of township population are youth. In Dampier, 196 people or 18% of the population are between the ages of 10 – 24. There are no dedicated Youth facilities in either town, although the Dampier Community Hub and the Point Samson Community Hall offer suitable spaces for Youth-specific activities as required, not to mention outdoor spaces that could be activated. Ongoing consultation is being undertaken to identify the needs and wants of Dampier and Point Samson youth, noting that the most likely response will be the hosting of specific events and activities in these townships, available to all youth in the City, rather than a regular program.

On Saturdays, The Base in Wickham offers two age-specific sessions, the later until 9:30pm. One facility in Roebourne opens fortnightly for 4 hours with various start times between 11am and 4pm. In Karratha, City Hoopz Basketball Youth Diversionary Program runs at the Karratha Leisureplex outdoor courts. This program is delivered by City Youth Services, supported by WAPOL Crime Prevention grant, headspace Pilbara and other youth sector stakeholders. Sporting competitions catering to youth are available in season for and are largely for regular members/teams.

On Sundays, WA Police in collaboration with WA Football Commission and youth sector stakeholders have implemented a Karratha Nightfields program; a football program running from 5:30-8:30pm weekly at Pegs Creek Oval. WA Police statistics show that during a nine-month sample period in 2017, crimes committed by juveniles in Karratha increased by 12% on Sundays. Nightfields aimed to lower this statistic over time, through diverting youth to participate in Nightfields and eliminate boredom and opportunity to commit crime. City Youth Services staff may support Nightfields on a rotating basis, pending resourcing, staff availability and discussions with WA Football Commission. City staff are part of the stakeholder networking driving the program's success.

Similarly, Roebourne policing area (which includes Wickham) experienced a 21% increase in crime committed by juveniles on Sundays.



Service delivery hours across the four facilities are shown in the table below.

	The Youth Shed (Karratha)	The Base (Wickham)	PCYC Roebourne	Yaandina Roebourne
<b>Mon</b>	Closed	Closed	Closed	14.30-20.30
<b>Tues</b>	15:00-18:00	Closed	9:00-12:00	14:30-20:30
<b>Wed</b>	15:00-18:00	15:00-18:00	12:45-20:00	14:30-18:00
<b>Thurs</b>	15:00-18:00	15:00-18:00	9:00-10:30	14:30-18:00
<b>Fri</b>	15:00-21:30	16:00-20:00	18:00-21:00	14:30-18:00
<b>Sat</b>	Closed	17:30-21:30	Closed	11:00-15:00
<b>Sun</b>	Closed	Closed	Closed	Closed

Table 4: Hours of service delivery – Youth Centres in City of Karratha

Source: City of Karratha, Yaandina Roebourne Community Services, PCYC Roebourne.

In addition to youth centres being open for young people to drop-in or participate in programming, other programs are offered across Wickham, Karratha and Roebourne. These are shown in the table below.

	The Youth Shed and Karratha	The Base (Wickham)	Roebourne	Roebourne
<b>Mon</b>	Closed	Closed	Lights On Project @ bball court 630-830pm	
<b>Tues</b>	Young Mens Program by Yaandina KYS @ KLP 3-6pm	Closed	Lights On Project @ bball court 630-830pm	
<b>Wed</b>	Fitness by Yaandina KYS @ Catrall Park 3-6pm	15:00-18:00	Lights On Project @ bball court 630-830pm	
<b>Thurs</b>	15:00-18:00	15:00-18:00	Lights On Project @ bball court 630-830pm	
<b>Fri</b>	15:00-21:30	16:00-20:00	Nightfields @ Roebourne 6-9pm (Lights On Project)	
<b>Sat</b>	City Hoopz @ KLP 6-10pm	17:30-21:30	Lights On Project @ bball court 630-830pm	
<b>Sun</b>	Nightfields @ PC Oval 530- 8.30pm	Closed	Lights On Project @ bball court 630-830pm	

Table 5: Hours of service delivery – Youth Programming in City of Karratha

Source: City of Karratha, WA Football Commission, PCYC Roebourne

All City of Karratha delivered programs are either Access or Engagement or Targeted Intervention type programs. On Wednesdays, the headspace Pilbara Youth Wellbeing Worker is present at The Youth Shed, providing individualised support for young people if required, making headspace Pilbara accessible to young people attending The Youth Shed facility, and most importantly, providing an escalation point for City Youth Staff to immediately refer a young person if necessary. Noting headspace Pilbara only requires a verbal referral or even better, face-to-face introduction with a young person. This process is seamless and ensures immediate response and wrap around support for a young person participating in programming/attending the facility (this is only on Wednesdays between 3-6pm).

On Tuesdays and Wednesdays in Karratha, Yaandina Karratha Youth Service facilitate outreach programming. Currently, the City's Youth Officer assists in the Wednesday program delivery, and in 2019 will support the Tuesday program delivery additionally through more formalised collaboration with Yaandina.

City Youth Services are currently exploring options for new and different programming in Term 1 2019, most if not all of which will be collaborative efforts with youth sector stakeholders.

### 13.8 City Facilities and Co-location of Services

Although only in its infancy, the recent launch of headspace Pilbara has highlighted the need and demand for clinical and therapeutic wellbeing interventions for young people. A headspace Pilbara Youth Wellbeing Worker is embedded at The Youth Shed in Karratha periodically 1 a week. headspace Pilbara and City of Karratha are currently exploring options for the Youth Wellbeing Worker to be embedded at the Karratha Leisureplex 1 day a week. Neither of the City's two youth facilities are currently equipped to accommodate private meetings and/or therapeutic intervention between young people and professionals and as such, makeshift arrangements are currently in place at The Youth Shed facility. The party room in the Indoor Play Centre is occasionally used as a private meeting space.

### 13.9 Conflict between the Shed and the indoor play centre clientele

The Youth Shed in Karratha currently provides services for both youth and children from the same venue. The Indoor Play Centre caters to children (and their parents) from 0-12 years of age (realistically children aged 0-6) whilst the youth side of the facility comprises the dedicated Youth Shed, catering for youth aged 11-18 years. There is also a skate park adjacent to the venue.

The presence of both youth and early childhood services in one facility causes challenges for users due to the nature of their respective target cohort. Further, the behaviour of some of the youth space clientele is at times challenging (refer to the Youth Services Risk Assessment in [Appendix Three](#)). There have been incidents of swearing and other minor anti-social behaviours at the venue at times when young children and their parents are entering or leaving the Indoor Play Centre. Similarly, parents have reported being uncomfortable having to navigate through large numbers of youth that congregate at the venue in order to enter the Indoor Play Centre. This is particularly so during the weekend, when there are no Youth staff in attendance (The Youth Shed is closed but the Indoor Play Centre is open). Indoor Play Centre staff

have also reported feeling vulnerable when leaving the premises at the end of the day when large numbers of youth are present.

Options to relocate the Indoor Play Centre are currently being explored and this will be a recommendation of the Youth Strategy, as relocation of the Indoor Play Centre would allow for co-location of youth services to occur and The Youth Shed, purpose-built youth facility. It may also allow for the Indoor Play Centre itself to grow and develop its service offerings.

The Base will be moving into the Wickham Community Hub in early 2019, a welcomed move that will see Youth staff have their own office space separate to the dedicated youth space (currently all in one area). The many (shared) spaces available at Wickham Community Hub, and the Not-for-profit office spaces will provide opportunities for private meetings spaces, ready to accommodate youth support providers and other agencies as required.

### 13.10 Summary of Gap analysis

The below were identified as Gaps in Youth Service Provision in the City of Karratha. This list is not exhaustive, but it does highlight key areas for action, provides focus for future efforts, and presents opportunities for service improvements, expansion or revisions.

- 1 Limited Health and Wellbeing Services**
  - a. Inadequate individualised support for young people,
  - b. Limited support for young people for Mental Health, Alcohol and Drug related issues.
- 2 Ineffective Youth Empowerment**
  - a. Lack of reference groups
  - b. Limited Mentoring
- 3 Poorly Coordinated Strategic Sector Support and Advocacy**
  - a. Youth Sector Collaboration
  - b. Limited youth and sector advocacy
- 4 Education, Training and Employment**
  - a. The need for life skills and transition to adulthood programs
  - b. Alternative education
  - c. Homework, literacy and numeracy support
- 5 Early intervention and prevention youth programming**
- 6 Children under 11**
- 7 Lack of Transport for Young People**

It is apparent that the gaps in youth service provision directly correlate with the identified 6 Key Priority for Actions as seen in Figure 1 above.

Following the gaps and priority areas for action, additional Key Findings are explored below. These key findings and explored alongside recommendations for the way forward, all of which again link to the 6 Key Priority Areas for Action (Figure 1).

## 14. Key Findings

### 14.1 City of Karratha Youth Services model – Scope and Mandate not aligned, or comprehensive

- The Youth Shed and The Base are seen as safe and trusted places for young people;
- The youth that attend our facilities have self-selected to attend – access is not restricted;
- City's current model delivers Access & Engagement, & some Targeted Intervention services;
- City staff do not provide individualised support to young people, and are not trained to deliver clinical / therapeutic services – but delivering Youth Services and engaging youth exposes the need for such service offerings;
- Individualised support, and clinical / therapeutic intervention has limited availability in Western Corridor;
- Individualised support, and clinical / therapeutic intervention completely absent in Wickham/Point Samson; and
- Current City of Karratha Youth Services model does not adequately link youth to case workers to address young people's complex and diverse needs.

### 14.2 Poor Strategic Coordination of Youth Sector

- Many agencies are delivering services for youth, most are under-resourced and working outside of their mandate in an attempt to fill gaps and support all aspects of a young person's life and wellbeing;
- Limited coordination occurring at present, particularly at a strategic level; and
- Current RYSN for operational, front-line staff is effective for information sharing and network, and reactive responses to youth issues/trends.

### 14.3 Accessibility of Services for Young People Inadequate

- Services are not available across all townships, vast disparity between service offerings by township;
- Services are not integrated, holistic or youth-centred not addressing each young person as an individual and therefore not eliciting the greatest possible positive impact;
- Services operate primarily during business hours – limited evening activity;
- Services are limited during the December and January school holiday period;
- Lack of accessible public transport for young people to utilise.

### 14.4 Youth and Community Consultation Inadequate

- Limited to no youth voices involved in service and program planning;
- Lack of community participation and leadership in programs and services for young people;
- Service-led services are leading to fragmentation, agencies working in silos, and general confusion regarding who does what, when, where and how; and

- Wider community perceptions blurring appropriate response to youth issues, i.e. community safety and crime prevention.

## 15. The Future – Responding to the Key Findings

### 15.1 Recommendations and Options for the Future

1. Adopt the 6 Key Priority Areas for Action, for young people in the City of Karratha.
2. Move to a co-located service delivery model
  - Work toward relocation of the existing Indoor Play Centre and expand the Youth Operations to provide for co-location of external services, improving accessibility of services for young people.
3. Integrate youth wellbeing workers into the City of Karratha service delivery model
  - Work towards creating a comprehensive, integrated, holistic Youth Services model that responds to community consultation and is relevant to our local context.
  - Conduct a review of resources, including revision of Position Descriptions, job sizing, and staffing structure/s as per options outlined in Appendix Two Staffing Structure Options. Revision of policies and procedures, and development and implementation of control measures to mitigate risks as per Section 13 Critical Local Considerations is also required.
  - Develop a 5-year Action Plan for Youth Services delivery, including Key Performance Indicators and a clear timeline of achievable and measureable outcomes.
4. Facilitate a strategic regional youth services network
  - Liaise with the Pilbara District Leadership Group to develop and lead the RYSN Strategic Focus group.
5. Establish a youth advisory council and local youth advisory committees
  - Establish and facilitate youth advisory councils/committees, avoiding duplication. Utilise such groups to co-design services and programs for young people, thus ensuring services are youth-centered and young people have a say on the decisions and issues that affect them.
6. Expand both quality and quantity of services involving both routine and diversionary programs responding to the high demand times including evenings, weekends and holiday periods.
  - Expand the scope of services at City facilities and programming, including developing and delivering outcomes-based programs with the aim of creating positive influence in the areas of youth development and wellbeing, such as prevention, intervention, life skills and transition to adulthood programs.

- Improve the accessibility of youth services and programs, for example; by expanding and extending services and program offerings to include all towns, and evenings, holidays and weekends.
  - Assess opportunities to partner with existing events/festivals to attach youth-friendly elements (such as youth exclusive performances or workshops) before or after main performances.
  - Create closer links with existing Council facilities (Leisureplex, Red Earth Arts Precinct) to ensure programs and services include those that are youth-friendly, taking advantage of what these facilities have to offer.
  - Continue (and improve) collaboration with the Community Safety Team to deliver community and youth safety and crime prevention initiatives across the City of Karratha.
  - Develop and implement targeted programs that provide for a greater involvement of family members.
7. Strengthen recognition of and advocacy on behalf of youth needs
- Support the provision of youth sector specific professional development and training opportunities to ensure staff are resourced appropriately to effectively develop and deliver youth services.
  - City of Karratha (and RYSNs) to play key roles in youth and sector advocacy. Youth advocacy should focus on youth empowerment, and sector advocacy on supporting the City of Karratha's youth sector at local and state government levels.
  - Advocate for and drive efforts in securing and delivering youth-friendly transport options both within and between towns.
8. Review the Walkington Award, and explore possibilities for expanding the scope of awards to include recognition of achievement for a diverse range of young people, as well as scholarship/traineeship opportunities for youth.
9. Prepare a preventative servicing strategy for the pre-adolescent under 11 age group.

## 16. Alternative Operating Models

### Option 1

**Integrate Individualised support, clinical and therapeutic interventions into current City of Karratha Youth Service models through:**

- a) Employing specialist Youth Wellbeing Workers as City staff;
- b) Contracting this scope of services from an appropriate external agency;
  - Involves engaging Youth Wellbeing Workers to be co-located at the City's youth centres,
  - Involves embedding YWWs within current Youth Service models to work alongside existing City staff, enabling the full spectrum of Services/Interventions to be implemented.

- c) Continuing to provide a range of Access and Engagement and Targeted Intervention level youth services throughout the City; and
- d) Facilitate and lead the RYSN Strategic Focus group.

*Note that a) has been discounted due to the need for a comprehensive Clinical Governance Framework*

### **Option 2**

- Outsource full spectrum of Youth Services (including clinical wellbeing interventions) to an appropriate external agency in the Eastern Corridor (specifically Wickham/Point Samson);
- Continue to operate The Youth Shed and contract the provision of clinical intervention by a Youth Wellbeing Worker from an appropriate external agency;
- Continue to provide a range of Access and Engagement and Targeted Intervention level youth services throughout the City; and
- Facilitate and lead the RYSN Strategic Focus group.

### **Option 3**

- Outsource full spectrum of Youth Services (including clinical wellbeing interventions) to an appropriate external agency for both Western Corridor and Wickham/Point Samson;
- Continue to provide a range of Access and Engagement type youth services throughout the City; and
- Facilitate and lead the RYSN Strategic Focus group.

Further details of optional staffing structures are included in Appendix Two.



## 17. Recommendations / Options:

Option		Recommendation	Implementation	Pros	Considerations
#1	a)	<b>b) Integrate individualised support, clinical and therapeutic interventions into current City of Karratha Youth Service models</b> c) Continuing to provide a range of Access and Engagement and Targeted Intervention level youth services throughout the City d) Facilitate and lead the RYSN Strategic Focus group	a) Contracting this scope of services from an appropriate external agency b) Continue as at present c) Initial establishment meeting scheduled for 5 December 2018 to be led by City of Karratha	<ul style="list-style-type: none"> <li>• Co-location is a best practice approach to youth service delivery</li> <li>• Co-location improves accessibility of services</li> <li>• expands scope of services to address all parts a young person's life</li> <li>• enables City Youth Services to continue youth service delivery, build and expand on current service provision</li> <li>• YWW point of escalation and referral for City staff</li> <li>• Responds to the expressed needs of young people and community, as YP cited mental health as a top 3 personal concern</li> <li>• High level response to youth issues and trends via the RYSN Strategic Focus</li> <li>• Proactive strategic planning of youth service provision enabled through RYSN Strategic Focus</li> <li>• Frontline youth staff and YP relationships are not ceased, and are in fact strengthened through the improved ability to respond appropriately and immediately to YP as required</li> </ul>	<ul style="list-style-type: none"> <li>• Involves engaging Youth Wellbeing Workers to be co-located at the City's youth centres</li> <li>• Involves embedding YWWs within current Youth Service models to work alongside existing City staff, enabling the full spectrum of Services/Interventions to be implemented</li> <li>• Current City Youth Service scope and mandate need to be aligned</li> <li>• Effective collaboration and communication required between management level positions, i.e. City Youth Services Coordinator and YWW agency management</li> <li>• Independent Chair for the RYSN Strategic Focus group</li> <li>• Frameworks for reporting and referral to be formalised and supported by the City of Karratha</li> </ul>

Option		Recommendation	Implementation	Pros	Considerations
#2	a)	<p>b) <b>Outsource full spectrum of Youth Services</b> (including clinical wellbeing interventions) to an appropriate external agency <b>in the Eastern Corridor</b> (specifically Wickham/Point Samson); and</p> <p>c) Continue to operate The Youth Shed and contract the provision of clinical intervention by a Youth Wellbeing Worker from an appropriate external agency; and</p> <p>d) Continue to provide a range of Access and Engagement and Targeted Intervention level youth services throughout the City</p> <p>e) Facilitate and lead the RYSN Strategic Focus group</p>	<p>a) Contracting the scope of services from an appropriate external agency</p> <p>b) Contracting the scope of services from an appropriate external agency</p> <p>c) Initial establishment meeting scheduled for 5 December 2018 to be led by City of Karratha</p>	<ul style="list-style-type: none"> <li>Co-location is a best practice approach to youth service delivery</li> <li>Co-location improves accessibility of services</li> <li>expands scope of services to address all parts a young person's life</li> <li>enables City Youth Services to continue youth service delivery, build and expand on current service provision in the Western Corridor</li> <li>YWW point of escalation and referral for City staff</li> <li>Responds to the expressed needs of young people and community, as YP cited mental health as a top 3 personal concern</li> <li>Proactive strategic planning of youth service provision enabled through RYSN Strategic Focus</li> <li>High level response to youth issues and trends via the RYSN Strategic Focus</li> <li>Frontline youth staff and YP relationships are not ceased in the Western Corridor, and are in fact strengthened through the improved ability to respond appropriately and immediately to YP as required</li> </ul>	<ul style="list-style-type: none"> <li>Limited control over youth service provision in Wickham/Point Samson</li> <li>Involves engaging Youth Wellbeing Workers to be co-located at the City's youth centres</li> <li>Involves embedding YWWs within current Youth Service models to work alongside existing City staff, enabling the full spectrum of Services/Interventions to be implemented</li> <li>Current City Youth Service scope and mandate need to be aligned</li> <li>Effective collaboration and communication required between management level positions, i.e. City Youth Services Coordinator and YWW agency management</li> <li>Independent Chair for the RYSN Strategic Focus group</li> <li>Relationships between frontline youth staff and YP are likely ceased in the Eastern Corridor, as another agency is contracted to deliver youth services</li> <li>Frameworks for reporting and referral to be formalised and supported by the City of Karratha</li> </ul>
#3	a)	<p>b) <b>Outsource full spectrum of Youth Services</b> (including clinical wellbeing interventions) to an appropriate external agency for both Western Corridor and Wickham/Point Samson</p> <p>c) Continue to provide a range of Access and Engagement type</p>	<p>a) Contracting the scope of services from an appropriate external agency</p> <p>b) Strip back City Youth Services current service delivery to include only Access and Engagement type intervention/programs</p> <p>c) Initial establishment meeting scheduled for 5</p>	<ul style="list-style-type: none"> <li>Responds to the expressed needs of young people and community, as YP cited mental health as a top 3 personal concern</li> <li>High level response to youth issues and trends via the RYSN Strategic Focus</li> <li>Proactive strategic planning of youth service provision enabled through RYSN Strategic Focus</li> </ul>	<ul style="list-style-type: none"> <li>Limited control over youth service provision across the City of Karratha</li> <li>Stripping back the City's current service delivery (i.e. removing Targeted Intervention programming) will see an increased Service Gap in early intervention, prevention and diversionary type programs for YP</li> <li>Effective collaboration and communication required between management level positions of the different agencies involved in the</li> </ul>

Option		Recommendation	Implementation	Pros	Considerations
		youth services throughout the City d) Facilitate and lead the RYSN Strategic Focus group	December 2018 to be led by City of Karratha		provision of services for young people, potentially sharing space/operating from the same facility <ul style="list-style-type: none"> <li>• Independent Chair for the RYSN Strategic Focus group</li> <li>• Frameworks for reporting and referral to be formalised and supported by the City of Karratha</li> </ul>

*Table 5: Officer Recommendations and Options for the City of Karratha in regards to the 2019-2023 Youth Strategy*

## 18. Feedback

The City of Karratha acknowledges that in a document like this, it is difficult to supply a complete and comprehensive overview of our area's youth system. The City of Karratha sincerely hopes that the information that has been provided here will nurture a productive conversation about the best way forward for the City of Karratha's youth.

The City of Karratha urges you to exercise your choice and participate in this important conversation.

Provide your feedback and commentary to [chrystal.ashby@karratha.wa.gov.au](mailto:chrystal.ashby@karratha.wa.gov.au)

## 19. Glossary

### Glossary of Terms

Youth / Young People	Young people between 10 – 24 years old. <sup>13</sup>
Diversionary strategies	Early intervention and prevention strategies designed to re-engage young people with school, training, employment or social networks who are at risk of anti-social behaviour and/or criminal offending.
Case Management	The process in which a number of functions are performed by a Case Manager for a person, including Client identification (assessment), assessment, evaluating risk, planning, implementation, monitoring, transition and evaluation. <sup>14</sup>
Youth At Risk	Youth experiencing persistent social disadvantage caused by family circumstances, low expectations, community poverty, lack of suitable housing, illness or discrimination and which may exclude them from opportunities needed to create the life they want.
Youth Work	<i>‘Youth Work is a practice that places the young people and their interests first. Youth Work is a relational practice, where the youth worker operates alongside the young person in their context. Youth Work is an empowering practice that advocates for and facilitates a young person’s independence, participation in society, connectedness and realisation of their rights.’ - Australian Youth Affairs Coalition</i>

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<sup>13</sup> Headspace and YACWA

<sup>14</sup> Case Management Society of Australia & New Zealand

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## 22. List of Appendices

**Appendix 1** - Consultation Report

**Appendix 2** - Staffing Structure Options

**Appendix 3** - Youth Services Risk Assessment

**Appendix 4** - External Services for Youth

**Appendix 5** - Roebourne Services

**Appendix 6** - Wickham Point Samson Services

**Appendix 7** - Western Corridor Services

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**Appendix 9** - Anglicare WA Key Insights from the Community Consultation

## **APPENDIX 1**

### **Stakeholder Consultation Report**

#### **Background**

The Youth Services Team are developing an outcomes-based strategic approach to Youth Service delivery within the City of Karratha. The Youth Services Strategy 2019 – 2023 will ensure the City of Karratha has a strategic framework with measurable actions to support Council's vision to be Australia's most liveable regional city. We set out to gain feedback from the youth who live in the City of Karratha, Community members and youth sector professionals using a series of means.

#### **Youth Sector Stakeholders**

During the planning phase of consultation, it was identified that there were three main focus groups that were important stakeholders when discussing youth services in the City of Karratha. Means of engagement were identified for each:

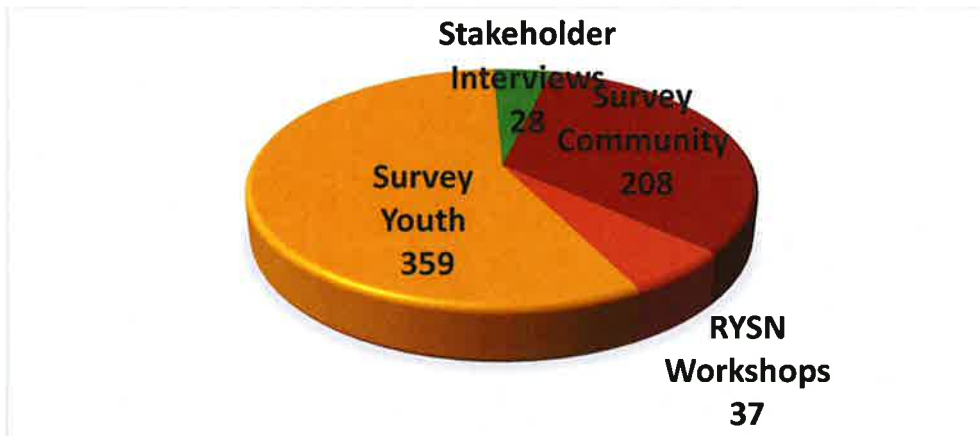
<b>Focus Group</b>	<b>Means of Engagement</b>
Youth (Ages 10 – 24)	Survey (Specific to 10 – 24yo)
Community members (anyone aged over 25 years)	Survey (Specific to 25 years +)
Youth Sector Professionals (Youth Service Providers)	2 x RYSN Workshops (1x East; 1x West) 1:1 Interviews

In the 1:1 interviews, Youth Sector professionals were asked a series of questions pertaining to the function of youth services delivery within the City of Karratha. They were also requested and encouraged to attend one of the two RYSN workshops, whereby a brief description on what the aim of the Strategy was, the role of RYSN within the process was provided. A series of workshop activities were also conducted to draw on the knowledge of participants as constituents of the Youth Sector.

Community members and the youth of our City were consulted via surveys individualized to the two cohorts. As such, the survey for youth obtained information specific to the respondent/target cohort, whereas the community survey obtained more perception based or aspirational statements for youth.

In total there were 629 stakeholders consulted:

- 359 youth
- 208 community (aged over 25)
- 65 youth sector personnel.



Out of the youth and the community the highest percentage of respondents resided in Karratha (77%) followed by Wickham (11%), Dampier (9%), Roebourne (3%) and Point Samson (0.2%)



### **RYSN Workshops**

In October, two workshops were held with members of the Regional Youth Stakeholders Network (RYSN) – one in Karratha and one in Roebourne. The workshops consisted of targeted engagement exercises centered on four broad themes: Learning, Natural & Built Environment, Collaboration and Wellbeing. Participants were split into four groups, each table focusing on a different theme for a period.

During the first exercise, participants were asked, “in the context of youth and youth services, what is great about our local area?”. After 5-6 minutes, the groups rotated and every person had a chance to discuss and write down their thoughts on the question in relation to each broad theme.

The second exercise followed the same process, with participants responding to “in the context of youth and youth services, what needs improvement in our local area?”

In exercise three, the four small groups combined into two larger groups, where participants were asked to think about future aspirations for the youth sector. Participants were

presented with three different coloured post-its and asked to list their top three priorities or aspirations for youth services provision within the City of Karratha.

Proceeding the individual priorities exercise, participants were asked to discuss what they wrote with the group and categorize/group similar ideas and create a name for the category/group.

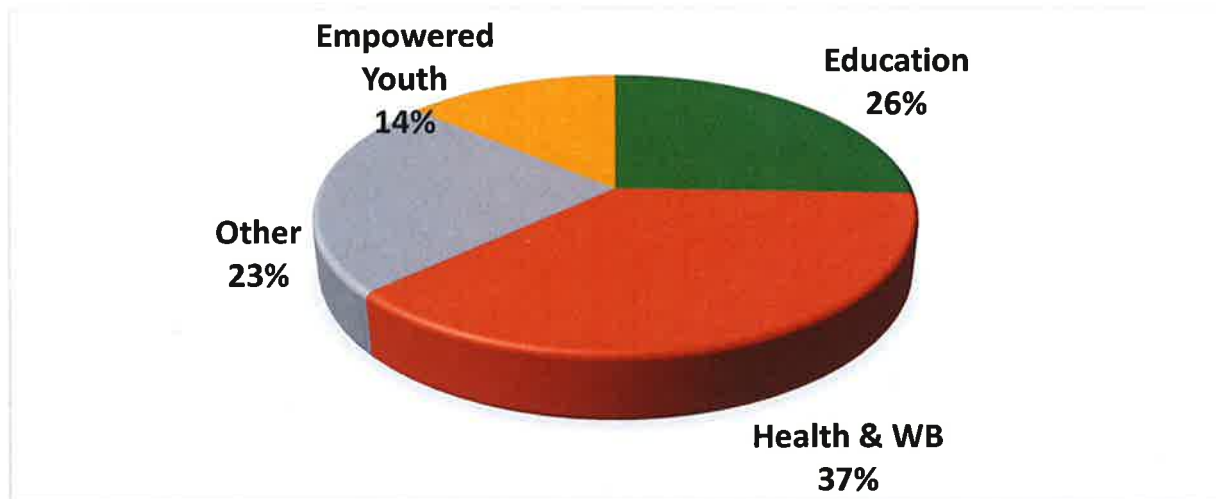
The final activity was a prioritizing exercise. Participants had to rank their aspirations from highest to lowest in order of most important to least important.

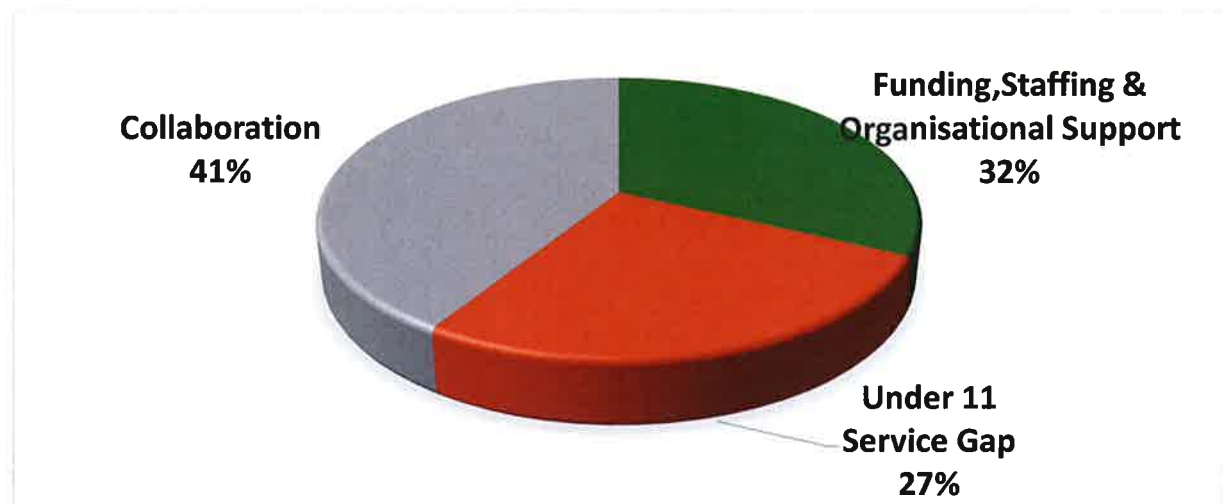
Following both workshops, the feedback was summarized (attachment). These responses have subsequently been collated with data from the one on one stakeholder interviews. It was found that comments and feedback could be classified under three main “Emerging Themes,” those being:

1. **Empowered Youth** – including the development of a Youth Council, Youth Leadership, Youth voices being heard, and transport
2. **Education, training and employment;** and - including access to tertiary education, alternative education, diversionary activities, family services and support and transition to adulthood.
3. **Health & Wellbeing.** – including physical and online safety, mental and physical health, safe spaces, need for case management, drug and alcohol services and the need for holistic support.

Comments that did not fall within the aforementioned headings were categorized under “other”. The comments that fell within this “other” category were further categorized under:

- Assistance with attracting Funding, retaining staff & general organisational support;
- A perceived service gap for under 11 year olds;
- Need for Collaboration and coordination.





Through the one on one interviews, youth sector professionals were specifically asked “What do you think the City of Karratha Youth Services should be doing”. In asking this question participants were able to identify the role that the City should play in regards to Youth Services and the youth sector as a whole.

It appeared that the most consistent message from the Youth Sector was that the City of Karratha should be coordinating, overseeing and facilitating the collaboration between organisations who partake in youth service delivery. There was also commentary around providing outreach services to youth and providing case management. All commentary can be found in the attached documentation.

### **Youth Feedback**

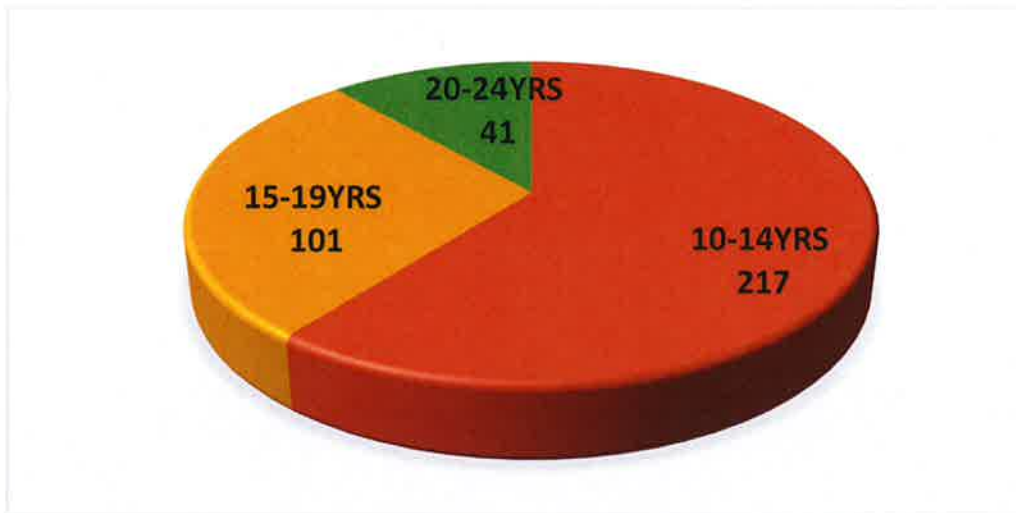
Youth feedback was obtained using an online survey. Youth were targeted to complete the survey via:

- Schools - visits, phone calls and dissemination via newsletters,
- TAFE site visit,
- Email distribution lists;
- Library visits (including story time);
- Youth center and service provider engagement (across multiple agencies);
- Promotional materials - large poster at the shops; noticeboards; Leisureplex etc.;
- Social media engagement through Facebook and Instagram.
  - Coincidentally, Facebook was identified as preferred means of contact by Youth via the survey data.

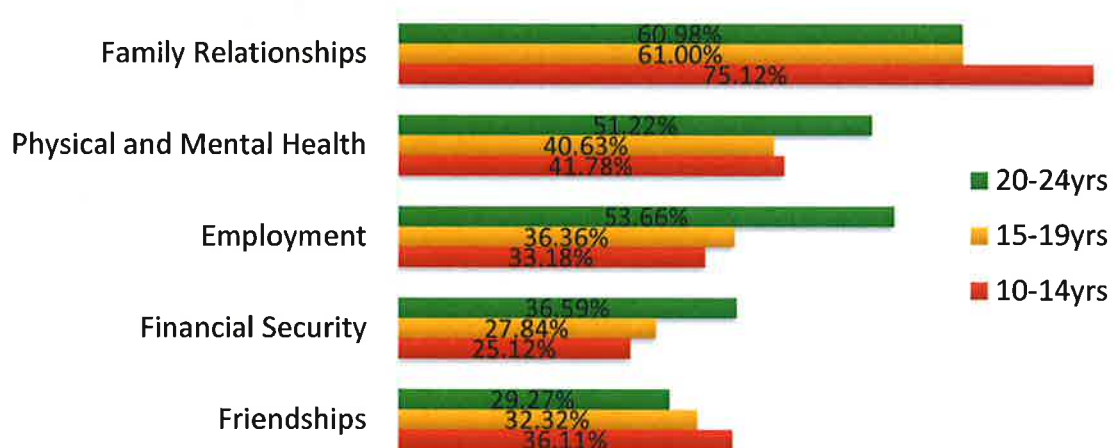
In total 359 youth completed the survey:

- 217 aged 10-14
- 101 aged 15-19
- 41 aged 20-24.



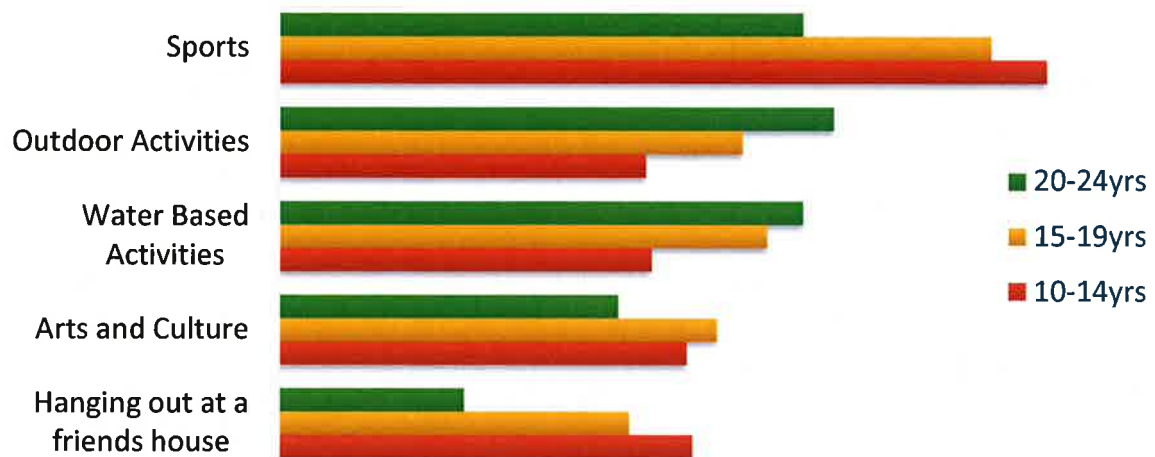


Within the survey, young people were asked to rate values based on how important each value was to them. The top five values of young people in our City are family relationships, physical & mental health, employment, finances and friendships. This does differ between age groups, which is depicted below:



Similarly, young people indicated the things they were interested in. Youth were given 12 options and advised to select three, with the top five responses depicted below:

- 206 participants selected sports
- 120 selected water-based activities
- 118 selected outdoor activities
- 116 selected arts and culture
- 105 selected hanging out at a friend's house.



Young people were requested to identify their “worries”, giving 19 options with no limit on how many could be selected. Overall, 27% of young people listed coping with stress and school & study problems as something they worry about. 23% indicated mental health, 22% selected relationships and 21% of participants were worried about bullying.



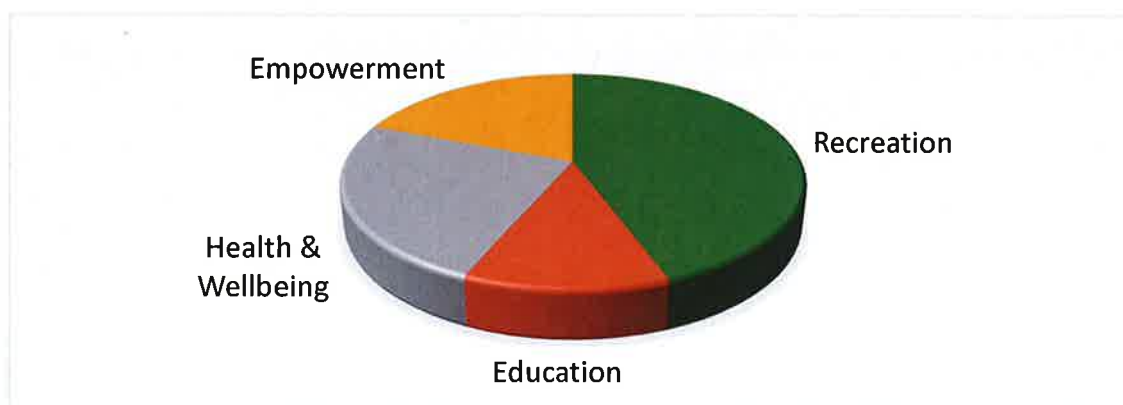
Further to the above worries, interests and values, the survey also asked young people:

*“If you could wish for one thing for youth, what would you wish for?”*

Across all the age groups, 106 participants placed an emphasis on recreational activities, programs and facilities. 58 participants highlighted health and wellbeing as a wish (included safety), 48 statements pertained to empowerment of youth and 29 participants had wishes that centered around education.

Wish	Comments
Recreational activities	Respondents reported wanting more activities and programs around outdoor sports, water activities, indoor activities, free sporting events, free programming and more youth services.

Health and Wellbeing	Respondents reported on having safe spaces, no bullying, drug and alcohol awareness, and cyber safety.
Youth Empowerment	Respondents reported on wanting youth voices to be heard and having and being good role models
Education, training and employment	Respondents hoped for access to further education, such as university access in the area, to gain further training and skills and access to “good” education to further job opportunities.



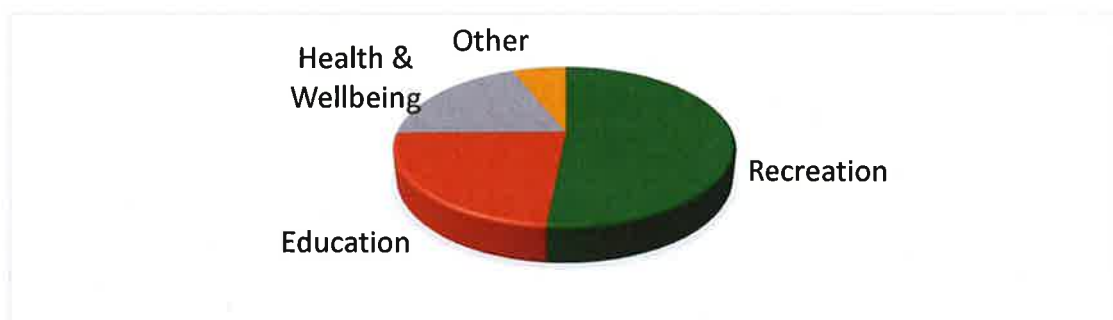
### **Community Feedback**

As previously mentioned, the wider community (208 participants) were categorized as any person who completed the Be Heard Survey online and identified with being 25 years or over. The survey asked community members:

*“If you could wish for one thing for youth, what would you wish for?”*

It was clear from the data that there were similar “wishes” for youth from community that were identified by the youth themselves. 51% of participants placed an emphasis on recreation and activities, 23% of community wished for more opportunities in Education and Skills development, 19% wished for health and wellbeing for youth (including safety and safe places) and 6% wished for “other” which included empowerment, and disciplinary consequences for offenders.

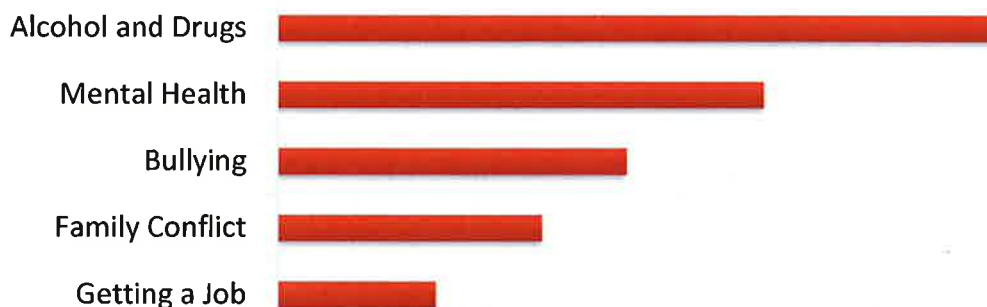
Wish	Comments
Recreational activities	Community respondents reported on wanting more activities and recreational services for young people, more indoor activities in the summer and regular programming.
Health and Wellbeing	Respondents believe there needs to be better medical facilities for young people, night time safe spaces and improved mental health services.
Youth Empowerment	Respondents reported that there needed to be more opportunities for the empowerment for youth and for older youth to be positive role models for their peers.
Education, training and employment	Respondents reported wanting access to university and tertiary education, future employment opportunities, and the development of life skills for young people to build skills and help transition to adulthood.



Further to the wishes for young people. Community were also asked:

*“What do you consider the major issues young people are facing in our community?”*

The highest issue identified from community was Alcohol and Drugs” with 68% of participants selecting the option. Followed by Mental Health at 46%, Bullying at 33%, Family Conflict at 25% and Getting a Job at 15%.



## **Conclusion**

Across all consultation with youth, community and stakeholders it was clear that there were three strong synergies:

1. Empowered youth;
2. Education, training and employment; and
3. Health & Wellbeing.

Whilst these were the clear synergies across all stakeholders, there were two other emerging themes –

- A. Activities and recreation (from youth and community); and
- B. Collaboration (from youth sector personnel).

Furthermore, important messages were heard within each theme.

*Empowered youth* messages included: the development of a youth council, youth leadership, youth voices being heard and transport.

*Education, training and employment* messages included: transition to adulthood, family services & support, alternative education and diversionary activities.

*Health & wellbeing* messages included: the services gap in mental health, need for improved case management & holistic support, limited accessibility, drug and alcohol services for under 14's and safe spaces.

These messages and comments can all be accessed via the individual summaries attached for each consultation activity undertaken.

AUTHOR: Community Engagement Team 2017.

City of Karratha

# YOUTH SERVICES STRATEGY

## Appendix 2: Staffing Structure Options

Presented by: Tony Wear  
Date: 15 December 2018



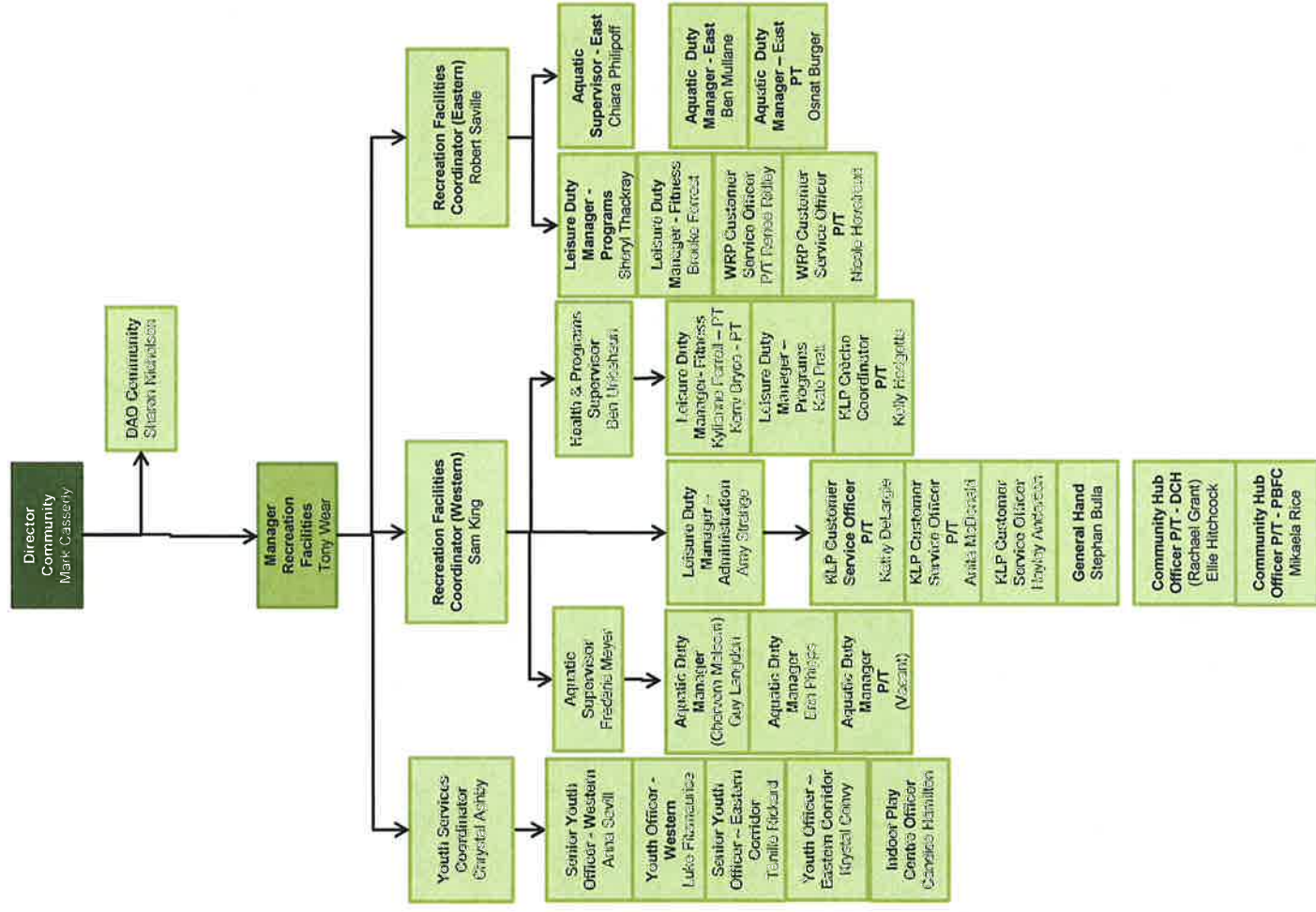
## **OPERATING STRUCTURE MODELS**

Chapter 16 and 17 of the City of Karratha Youth Services Strategy deal with general advantages / disadvantages of “outsourcing” of resources.

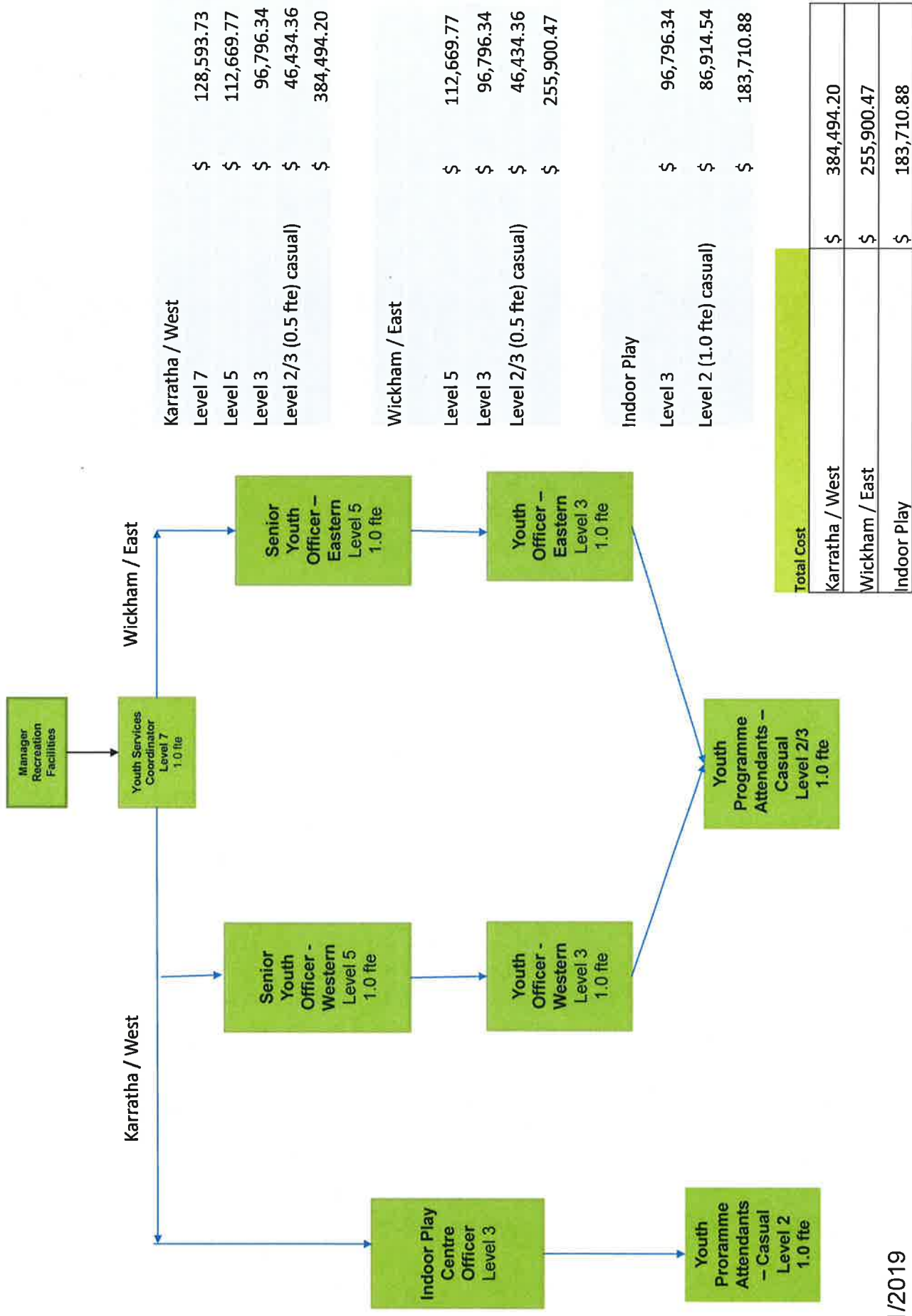
This document details the specific requirements and indicative costs of the proposed models.

No indication is given of Market Costs to contract staff resources externally, and is obviously a major consideration to consider at the time.

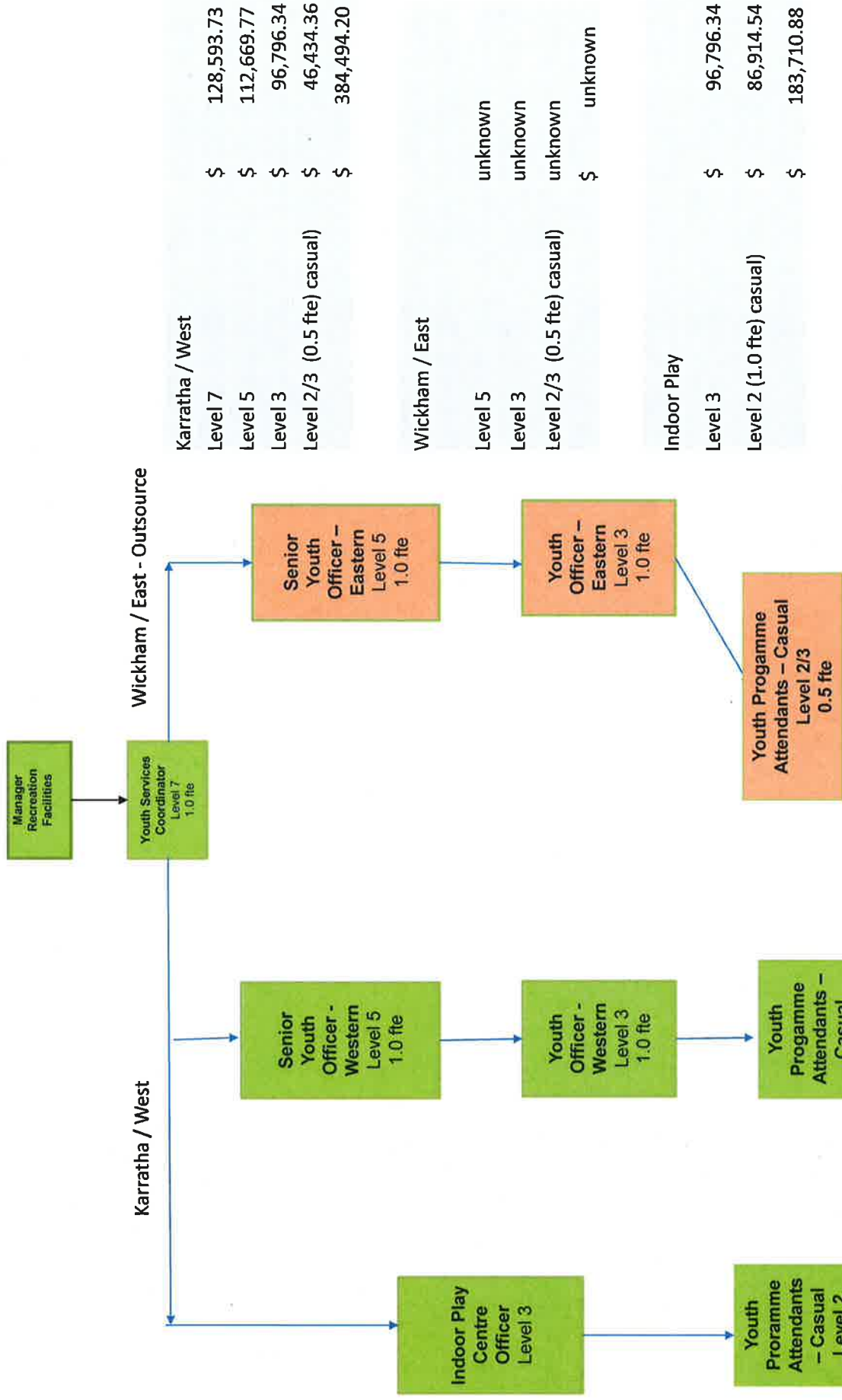
# Community



# Youth Existing Structure



# Potential Youth Structure Outsourcing Services (East) Option 1



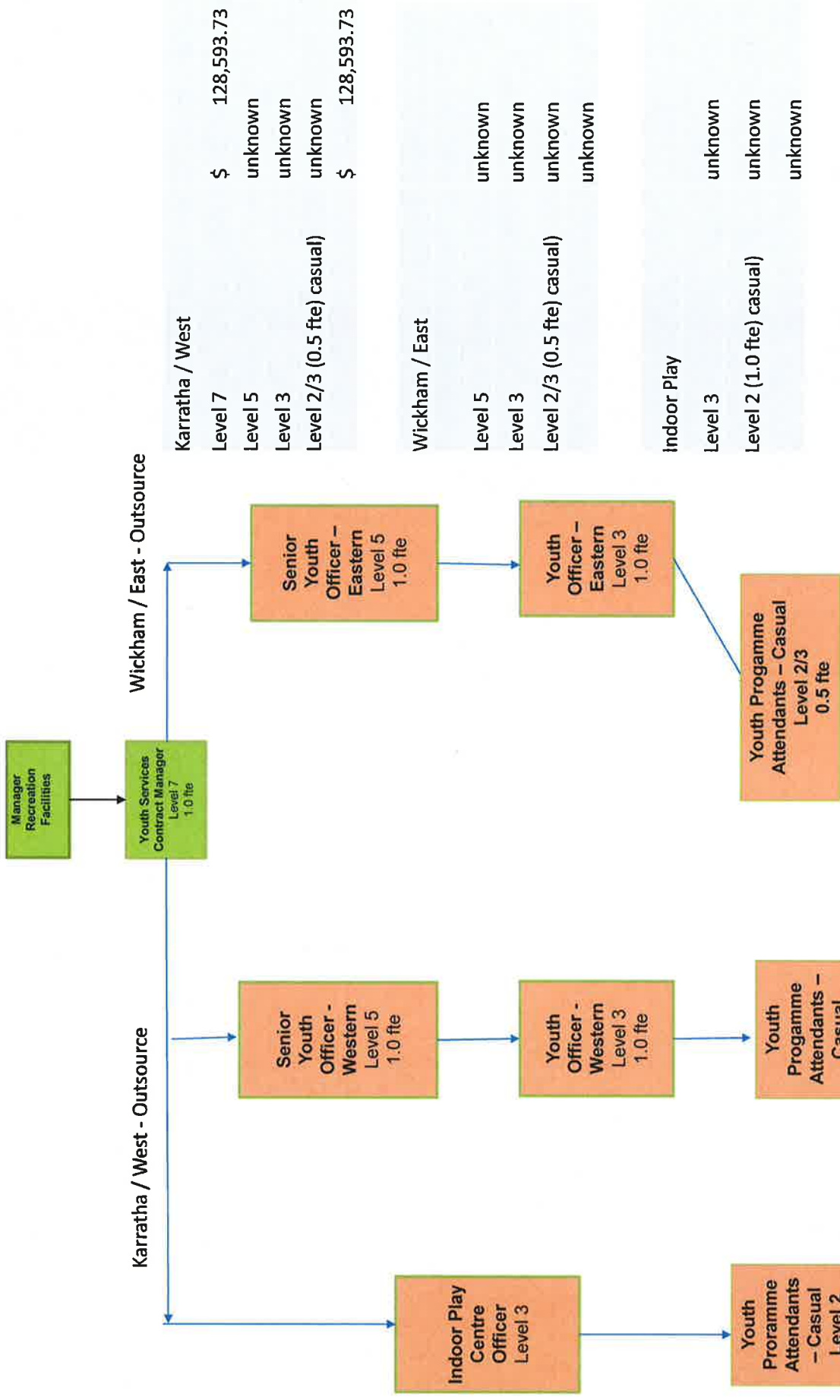
Total Cost			
Karratha / West	\$	384,494.20	
Wickham / East	\$	-	
Indoor Play	\$	183,710.88	

11/01/2019

\$ 568,205.08 Plus contract costs East

# Potential Youth Structure

## Outsourcing Services (East and West) Option 2

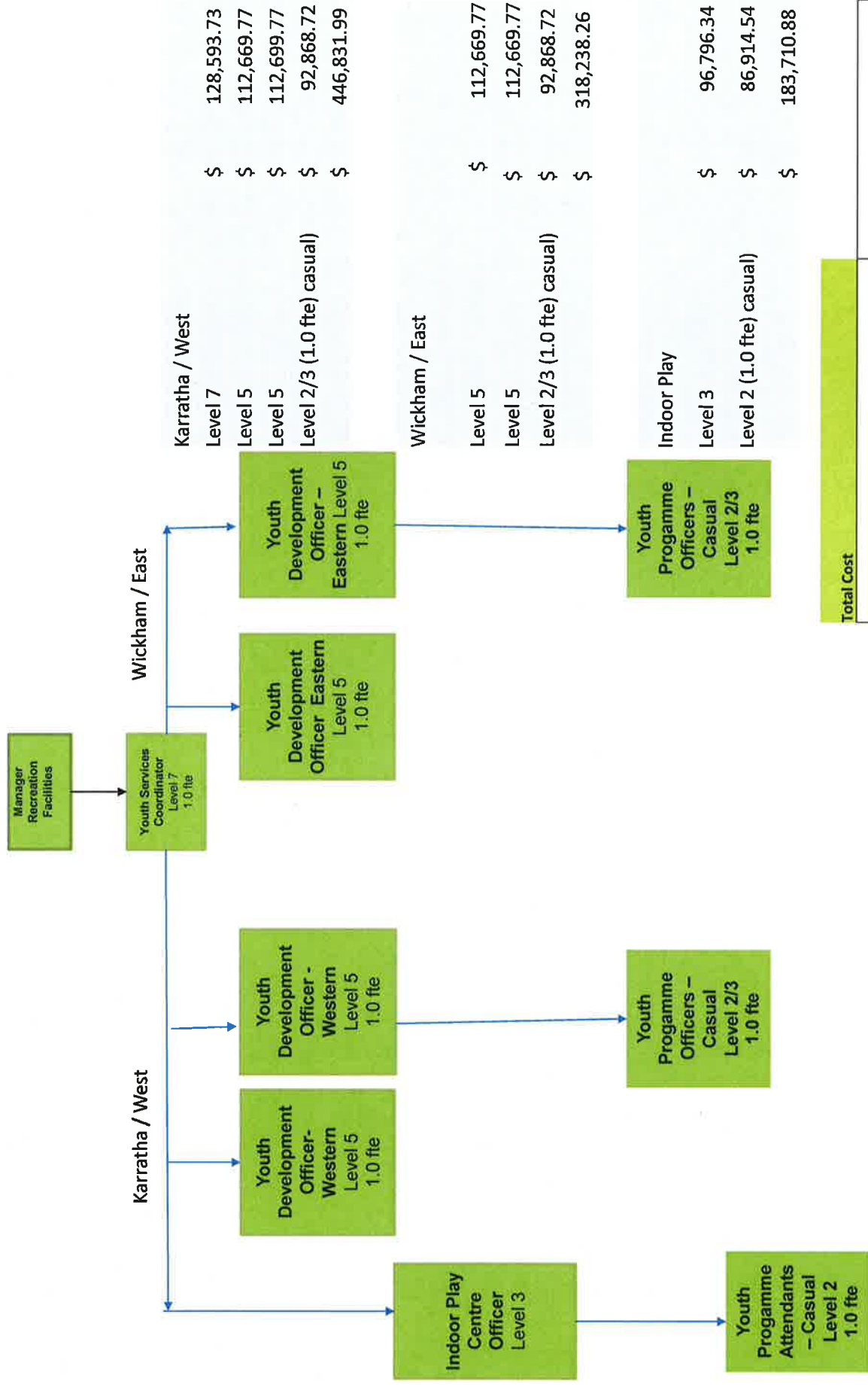


<b>Total Cost</b>	
Karratha / West	\$ 128,593.73
Wickham / East	\$ -
Indoor Play	\$ -

11/01/2019

\$ 128,593.73 Plus contract costs

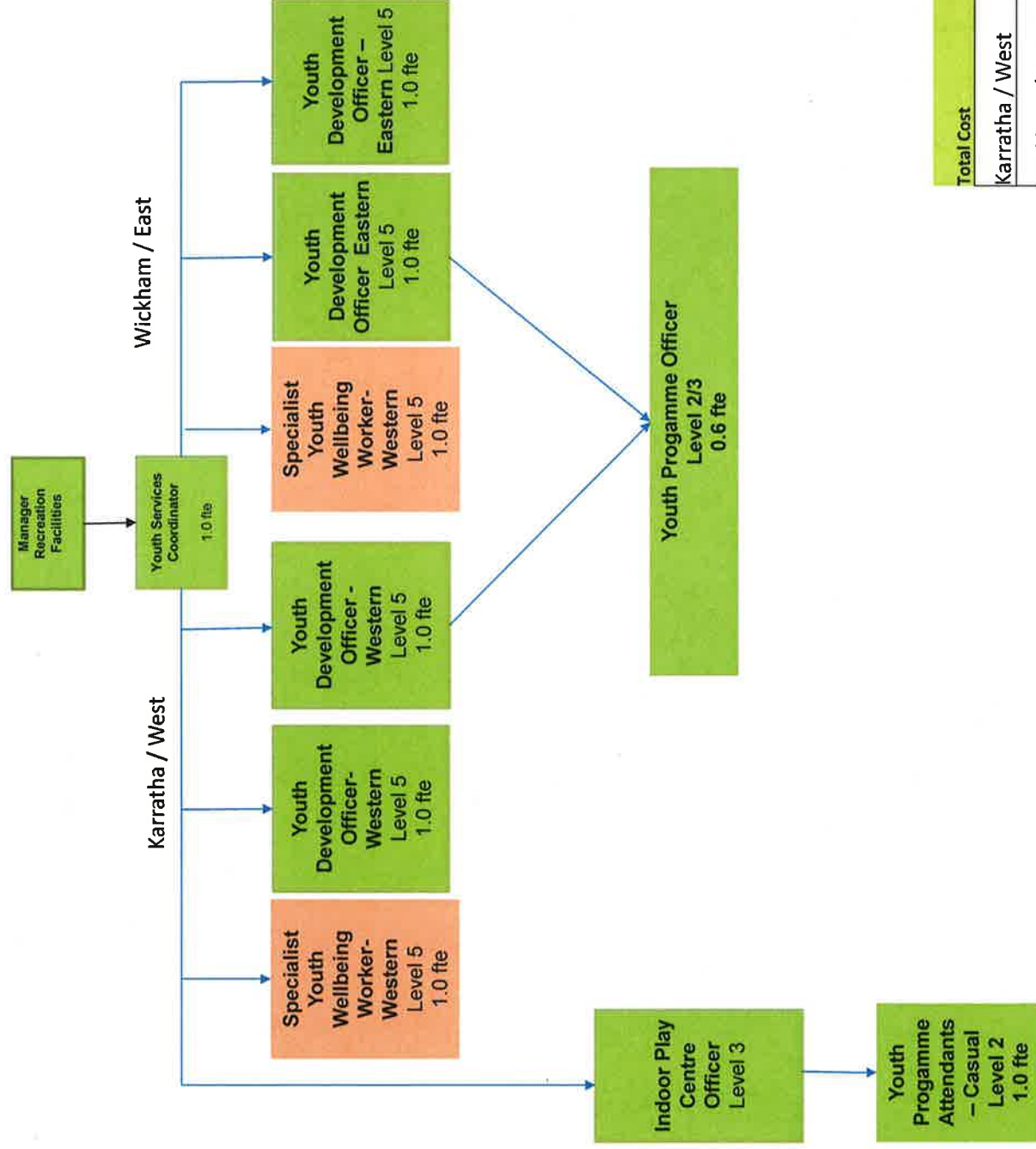
# Youth Services New Structure Option 1



<b>Total Cost</b>	
Karratha / West	\$ 446,831.99
Wickham / East	\$ 318,238.26
Indoor Play	\$ 183,710.88
	\$ 948,781.13



# Youth Services New Structure Option 2



Karratha / West	
Level 7	\$ 128,593.73
Level 5	\$ 112,669.77
Level 5	\$ 112,669.77
Level 5	\$ 112,669.77
Level 2/3 (0.3 casual)	\$ 27,860.62
Total West	\$ 494,463.66

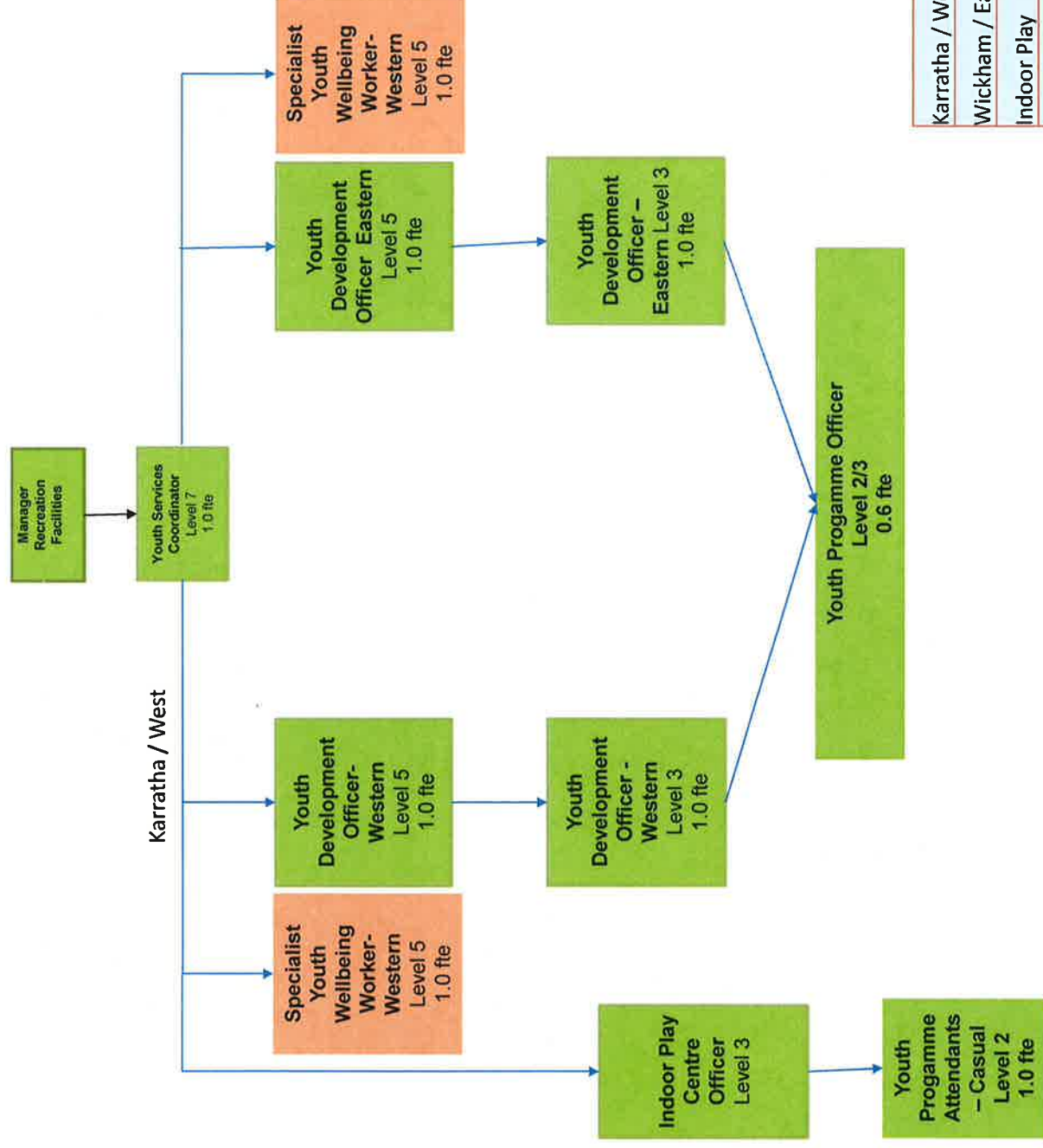
Wickham / East	
Level 5	\$ 112,669.77
Level 5	\$ 112,669.77
Level 3	\$ 112,669.77
Level 2/3 (0.3 casual)	\$ 27,860.72
	\$ 365,870.03

Indoor Play	
Level 3	\$ 96,796.34
Level 2 (1.0 fte) casual)	\$ 86,914.54
	\$ 183,710.88

Total Cost	
Karratha / West	\$ 494,463.66
Wickham / East	\$ 365,870.03
Indoor Play	\$ 183,710.88
	\$ 1,044,044.57



# Youth Services New Structure Option 3



Karratha / West	
Level 7 - Coordinator	\$ 128,593.73
Level 5 Senior YO	\$ 112,669.77
Level 5 YWBW	\$ 112,669.77
Level 3 YO	\$ 96,796.34
Level 2/3 (0.3 casual)	\$ 27,860.62
Total West	\$ 478,590.23

Wickham / East	
Level 5 Senior YO	\$ 112,669.77
Level 5 YWBW	\$ 112,669.77
Level 3 YO	\$ 96,796.34
Level 2/3 (0.3 casual)	\$ 27,860.72
	\$ 349,996.60

Indoor Play	
Level 3	\$ 96,796.34
Level 2 (1.0 fte) casual)	\$ 86,914.54
	\$ 183,710.88

Karratha / West	\$ 478,590.23
Wickham / East	\$ 349,996.60
Indoor Play	\$ 183,710.88
Total cost	\$ 1,012,297.71

# Financial Analysis

Category	West	+/- from existing	East	+/- from existing 2	Indoor Play	+/- from existing 3	Total Cost to Council	+/- from existing 4	Column5
Existing Structure	\$ 384,494.20	\$ -	\$ 255,900.47	\$ -	\$ 183,710.88	\$ -	\$ 824,105.55	\$ -	
Outsource East Services	\$ 384,494.20	\$ -	unknown	unknown	\$ 183,710.88	\$ -	\$ 568,205.08	<b>-\$ 255,900.47</b>	Plus contract costs
Outsource West / East Services	\$ 128,593.73	<b>-\$ 255,900.47</b>	unknown	unknown	unknown	unknown	\$ 128,593.73	<b>-\$ 695,511.82</b>	Plus contract costs
New Option 1	\$ 446,831.99	\$ 62,337.79	\$ 318,238.26	\$ 62,337.79	\$ 183,710.88	\$ -	\$ 948,781.13	\$ 124,675.58	
New Option 2	\$ 494,463.66	\$ 109,969.46	\$ 365,870.03	\$ 109,969.56	\$ 183,710.88	\$ -	\$ 1,044,044.57	\$ 219,939.02	
New Option 3	\$ 478,590.23	\$ 94,096.03	\$ 349,996.60	\$ 94,096.13	\$ 183,710.88	\$ -	\$ 1,012,297.71	\$ 188,192.16	

# Structure Assessment

Structure Option	What Changes	Pros / Cons
Existing Structure	Nothing	<p>Pros: No increase in cost of operations</p> <ul style="list-style-type: none"> <li>Cons: Same results (Considered poor in some parts) would be expected to continue</li> <li>Risk to organisation remains with unqualified or experienced staff dealing with issues as identified in report</li> <li>Proven lack of ability to gain and retain qualified and suitable skilled staff at lower levels.</li> <li>Continued programme interruption and therefore poorer outcomes.</li> </ul>
Outsourcing East Operations	Wickham Hub Youth Operations outsourced to suitable provider	<ul style="list-style-type: none"> <li>Pros: Reduced Cost to Council</li> <li>Responsibility for training and retaining staff transferred to 3<sup>rd</sup> party</li> <li>Reduced risk to Council staff members</li> <li>Cons: Costs of operations unknown in present market</li> <li>Other services likely to have same issues in training and retaining staff to remote locations</li> <li>Loss of control over outcomes</li> </ul>
Outsourcing Total Operations	Total Youth Operations outsourced to suitable provider	<ul style="list-style-type: none"> <li>Pros: Reduced Cost to Council</li> <li>Responsibility for training and retaining staff transferred to 3<sup>rd</sup> party</li> <li>Reduced risk to Council staff members</li> <li>Cons: Costs of operations unknown in present market</li> <li>Other services likely to have same issues in training and retaining staff to remote locations</li> <li>Loss of control over outcomes</li> <li>Council has invested considerable funds into facilities in Karratha</li> </ul>

# Structure Assessment

Structure Option	What Changes	Pros / Cons
Youth Services New Structure Option 1	Introduction of a 2nd Youth Development Officer as Level 5 (From Level 3's) Increase in the level of casual resources available to each centre to 1.0 fte each	<ul style="list-style-type: none"> <li>Pros: Greater likelihood to be able to attract suitable qualified and experienced skills in the area of Youth Services.</li> <li>A higher quality trained staff resource</li> <li>More chance of retention and continued programmes</li> <li>Greater trust and relations formed with young people</li> <li>Able to produce higher quality, outcomes based programmes</li> <li>More casual resources to expand hours of operation of each service</li> </ul> <p>Cons: Additional cost to Council</p> <ul style="list-style-type: none"> <li>Heavy reliance on abilities and loyalty of casual staff</li> </ul>
Youth Services New Structure Option 2	Introduce a 3 <sup>rd</sup> Development Officer – externally funded and co-located at the Youth facilities.  Reduction in Casual staff resources to 0.6fte for both centres	<ul style="list-style-type: none"> <li>Pros: Far greater experience and expertise, particularly if externally driven and funded by an organisation that can co-locate with the City's Youth Services</li> <li>Reduces risk to City by allowing resources for training and implementation of non-traditional local government requirements, particularly in the area of mandatory reporting and referrals to other expert fields</li> <li>Recruitment of expert Youth Services via agencies with existing support networks and experience in at risk and crisis interventions.</li> <li>Reduction in reliance of casual staff members</li> </ul> <p>Cons: Additional Cost to Council</p> <ul style="list-style-type: none"> <li>Ability to attract and retain specialists in the at risk / crisis field.</li> </ul>

# Structure Assessment

Structure Option	What Changes	Pros / Cons
<p>Youth Services New Structure Option 3</p>	<p>Introduce a 3<sup>rd</sup> Development Officer – externally funded and co-located at the Youth facilities.</p> <p>Maintain existing Youth Workers at Level 3</p> <p>Reduction in casual staff to 0.6fte for both centres.</p>	<ul style="list-style-type: none"> <li>Pros: Far greater experience and expertise, particularly if externally driven and funded by an organisation that can co-locate with the City's Youth Services</li> <li>Reduces risk to City by allowing resources for training and implementation of non-traditional local government requirements, particularly in the area of mandatory reporting and referrals to other expert fields</li> <li>Recruitment of expert Youth Services via agencies with existing support networks and experience in at risk and crisis interventions.</li> <li>Reduction in reliance of casual staff</li> </ul> <ul style="list-style-type: none"> <li>Cons: Additional Cost to Council</li> <li>Existing risk in relation to level 3 staff performing duties beyond their scope and trained responsibility. (i.e. Current identified risks remain)</li> </ul>

## APPENDIX 3



## Risk Assessment

<b>Organization Name</b> City of Karratha		<b>Facility Name:</b> The Youth Shed, The Base, and other various locations		<b>Risk Assessment Number:</b> Revision Number:	
<b>ACU/ABN:</b> 83 812 049 708		<b>Facility Address:</b> Manager Community Services		24 JUL 2018	
<b>Address:</b> Welcome Road, Karratha WA 6714		<b>Approving Manager:</b> Youth Services Coordinator, Senior Youth Officer, OSH Officer		24 JUL 2020	
<b>Directorate:</b> Community		<b>Assessment Team Positions:</b> Chrystal Asby, Anna Savill, Scott Bourne			
<b>Department:</b> Youth Services (various)		<b>Assessment Team Names:</b>			
<b>Work Area:</b>					

Activity / Process Steps (Max 500 chars)	POTENTIAL LOSS			INITIAL RISK		CONTROL MEASURES			RESIDUAL RISK					
	Hazard Category	Hazard Description and Worst Case Consequences with no Prevention or Mitigation Measures in Place (Max 200 chars)	Loss Category (Max 200 chars)	Population Affected (Max 200 chars)	Risk Level	List all Current and Planned Control Measures, taking into Account all Contributing and Escalating Factors		Risk Level	Severity	Likelihood				
						Current and Planned Prevention Measures to reduce Likelihood (Max 200 chars)	Current and Planned Mitigation Measures to reduce Severity (Max 200 chars)							
Verbal or Physical Assault	Adult (community member) being aggressive towards youth and staff	Injury	Patrons & Staff		Likely	Moderate	High (-12)	Retaining Order for Known Offenders Youth friendly zone - Adults Excluded Youth Programs 11 - 25 or part thereof EAP Clear defined boundaries of responsibility for staff First Aid trained First Aid Kits available Staff debrief immediately post shift Debrief after event with youth (immediate/24hrs) After Event Debrief with staff (24hrs post) - Lessons Learnt Alerts Clear Incident Reporting Processes Clear Response to Crisis/Incident Procedure (alerts) Peer Support Program Clinical Supervision				Likely	Moderate	High (-12)
Verbal abuse/threat/ conflict/ intimidation	Youth Acting Aggressive towards Youth	Injury	Patrons & Staff		Almost Certain	Moderate	High (-15)	Behavioural Policy Conflict Resolution - staff trained 3 RESPECT Statements Suspension and re-entry procedure Staff Supervision and early intervention Behavioural Implementation plans Team meetings Pre Start Meeting Communication with Stakeholders Clear defined boundaries of responsibility for staff Youth Services Induction Process (for youth) Clear Incident Reporting Processes Peer Support Program Clinical Supervision Alerts Clear Response to Crisis/Incident Procedure (alerts)				Almost Certain	Minor	High (-10)
Verbal abuse/threat/ conflict/ intimidation	Youth Acting Aggressive towards the staff	Injury	Patrons & Staff		Almost Certain	Moderate	High (-15)	Behavioural Policy Conflict Resolution - staff trained 3 RESPECT Statements Suspension and re-entry procedure Staff Supervision and early intervention Behavioural Implementation plans Team meetings Pre Start Meeting Communication with Stakeholders Clear defined boundaries of responsibility for staff Youth Services Induction Process (for youth) Clear Incident Reporting Processes Peer Support Program Clinical Supervision Alerts Clear Response to Crisis/Incident Procedure (alerts)				Almost Certain	Minor	High (-10)
					Almost Certain	Moderate	High (-15)	Behavioural Policy Conflict Resolution - staff trained 3 RESPECT Statements Suspension and re-entry procedure Staff Supervision and early intervention Behavioural Implementation plans Team meetings Pre Start Meeting Communication with Stakeholders Clear defined boundaries of responsibility for staff Youth Services Induction Process (for youth) Clear Incident Reporting Processes Peer Support Program Clinical Supervision Alerts Clear Response to Crisis/Incident Procedure (alerts)				Almost Certain	Minor	High (-10)



[illegible]

[illegible]

Brief Description	Detailed Description	Responsible Person	Due Date	Date Completed
Restraining order for known offenders	WAPOL/VCIO support for implementing Restraining Orders for known/repeat offenders	Anna, Steph	21/12/2018	
Youth friendly zone - Adults Excluded	Clear information for the public, including youth, marketing City youth facilities as 'Youth Friendly' venues. This could extend to other venues in region.	Anna	21/12/2018	
Clear defined boundaries of responsibility and Duty of Care for staff	Review and workshopping of YS Position Descriptions to occur	Chrystal / Mgr	21/12/2018	will be a response to the Youth Strategy/ Discussion Paper
After Event Debrief with staff (24hrs post) - Lessons Learnt	Consideration as to whether a 24-hour timeframe is viable and if so, how this is operationally possible. If not, what is feasible?	Chrystal / Mgr		
Alerts	Scott has template. Will work on implementation with YS team	Scott	21/12/2018	
Clear Incident Reporting Processes	Chrystal has sent YS Incident Report Form to Scott for feedback and endorsement 7/8/18	Chrystal / Scott	21/12/2018	Nov-18
Clear Response to Crisis/Incident Procedure (alerts)	flow chart to be created for internal YS operational use	Chrystal / SYOs	21/12/2018	
Peer Support Program	to be explored in relation to staff. Peer to peer debriefing / supporting. Other operating models elsewhere to be explored	Chrystal / Mgr	30/06/2019	
Clinical Supervision	Chrystal collecting Frameworks from external organisations and reviewing best practice. Next step to work with team as to what is needed and what it may look like. Budget would be required down the track if implemented	Chrystal / Mgr	30/06/2019	
Insurance for staff vehicles by youth		Anna		

Upgrade of CCTV	In progress at TYS. CCTV currently not recording since March 2018 at The Base. New WCH will have new CCTV installed (Chrystal & Bev had input into camera locations)	Steph	30/09/2018	complete at TYS Aug 2018.
Upgraded Security at night	Lighting, light timers - complete			complete at TYS
Security Patrols - During programming		Manager	30/06/2019	punitive and not ideal response
Police presence at youth programs	Already occurs - it is an expectation that staff inform YCIOs/WAPOL of programming and events. More formal/streamlined procedure to be put in place. This is in relation to TYS facility in particular.	SYOs / Steph	21/12/2018	
Speed Humps	This is in relation to TYS facility in particular.	Anna / Chrystal	30/06/2019	
Reverse Parking Zone Only	This is in relation to TYS facility in particular.	Anna / Chrystal	30/06/2019	
Informal debriefing with external clinical professional (eg. Headspace)	Already occurs with Youth Wellbeing Worker from headspace and 2 Youth Staff from Yaandina Karratha (Karratha) - CA to discuss parameters with external/internal staff, i.e. if notice of harm is disclosed, what is the response. Nothing currently in place for East staff, options to be explored		21/12/2018	Info gone in to Youth Strategy Discussion Paper Dec 2018
Vicarious Trauma Induction (for staff)	Resources from Trauma in the Workplace Training Chrystal & Bev attended. Induction would be included in new staff's employment pack. Induction needs to be endorsed by HR	Chrystal	Mid 2019	
		Chrystal/ SYOs/ HR		

## APPENDIX 4

Organisation	Type of Service (Broad or Youth)	Service Provision	Ro	Kta	Wick	Dam	Pt Sam	Service Towns	Age Groups Served (c25)	Service Target - Cohort/Criteria	Funding	KPI's / service outcomes	Staffing (FTE)	Accessibility
EPIC (Empowering People in Communities)	Broad	Disability Services		X	X	X	X	R K W D P	Community Focused	Department of Workforce Development, Scitech, RDA Pilbara, Department of Communities, City of Karratha	Community Services organisation which services 25-yr olds, parents, community and people with a disability including mental health	Community Services organisation which services 6-11yr olds, parents, students, community and people with a disability including mental health	Not disclosed	Free where possible or minimal cost
		Respite Services		X	X	X	X	R K W D P						
		Inclusion Programs		X	X	X	X	R K D						
		Community Programs & Events		X	X	X	X	R K						
		Life Skills Workshops		X	X	X	X	R K						
Yaandina Community Services - Family and Youth Services	Youth	Career Centres & Support - guidance, assistance with work experience, resume help	X	X				R K	5yrs-18yrs in Roebourne & 12yrs - 18yrs in Karratha	At-Risk & Disadvantaged youth	Dept. of Communities (formerly CPFS) & Dept. of the Prime Minister & Cabinet	Provide case management to disadvantaged & at risk youth; Provide programs & safe spaces for youth; Sexual Abuse Counselling; outreach style support in Karratha	Karratha 1FTE, 1 part time 0.5 FTE, Roebourne 2FTE, 20.5 FTE part time, 2 casuals	FREE
		Drop-in centre after school & school holiday programs (weekdays only)	X					R						
		Transport	X	X				R K						
		Outreach services and programs (weekdays only)	X	X				K						
		Meals	X					R						
PCYC Roebourne	Youth	Diversionary and recreational programs (year round)	X					R	0-18yrs	All Youth	City of Karratha, RDA Pilbara, partnership with WAFC to deliver Nightfields Program	A safe space for all youth away from DV. Aims to improve the health and wellbeing of all youth in Roebourne. Face to face interaction with youth.	1 FTE manager, 1 FTE casual, 2 part time (1x 15hrs/wk & 30hrs/wk)	FREE
		Sexual Abuse Counselling (families and youth)	X	X				R						
		Case Management	X					R K						
		Meals	X	X				W D						
		Performing Arts Programs	X					R						
IF Foundation	Broad	Music, Drama, Performing Arts in-school programs	X					R	0-18yrs	All youth, particularly those interested in performing arts	Department of Education, RDA fund Mum & Bubs & Woodside NWSP	Working to prevent community violence and create stable communities through educational based programs, events and advocacy. Strong focus on the arts.	2 FTE	Free where possible or minimal cost
		Fortnightly Playgroups / Mums & Bubs group	X					K						
		School Holiday Music, Drama, Performing Arts programs as requested	X	X	X	X	X	R K W D						
		Homework Club - assistance with homework	X					W						
		Case Management of offenders	X	X				R K D						
David Wirrpanda Foundation	Broad	Grant Scheme (funding to enable services)	X	X	X	X	X	R K W D P	6yrs - 11yrs	Primary School Students	Rio Tinto	Focus on education, healthy lifestyle, & behaviour by using a rewards based program aimed at increasing the retention of Aboriginal & Torres Strait Islander students	Not disclosed	Up to 50 Students. Currently a waitlist. Walking distance from Wickham PS
		Partnerships & Collaborations to deliver sports-focused events & programs	X	X	X	X	X	R K W D P						
		Drug and Alcohol Services	X	X	X	X	X	R K						
		Case Management	X	X	X	X	X	R K						
		Integrated Mental Health Services	X	X	X	X	X	R K						
Department of Local Government Sport & Communities (formerly Dept. of Sport & Rec)	Mainstream	Diversion Programs	X	X				R K	All youth	Aboriginal, low-socio economic	State Government	Sporting Clubs/Associated Volunteers; Nature of region drives focus (i.e. Aboriginal, Youth, Low-socio economic). Sport and Recreation as vehicle to achieve broader social outcomes.	2.8 FTE (2 full time staff & 1x 0.8)	FREE
		Specialist Advice	X	X				R K						
		Suicide Prevention and Intervention	X	X	X	X	X	R K						
		Outreach of the above services	X	X	X	X	X	R K W D P						
		Partnerships & Collaborations to deliver sports-focused events & programs	X	X	X	X	X	R K W D P						
Mission Australia - Pilbara Community Drug & Alcohol Service (centre in Karratha only, outreach to other towns)	Youth	Outreach visits	X	X	X	X	X	R K W D P	All ages, however youth under 14 need consent	Any person who is seeking support to improve their wellbeing	WAPHA, Mental Health Commission, Dept. of Communities fund domestic violence services	Aims to engage directly with individuals, families and communities to prevent problems arising from alcohol and other drug use, provide treatment and support & assist in becoming more resilient in coping with the effects of alcohol & other drugs. Referrals where necessary.	Not disclosed	FREE
		Crime Intervention through case management & family intervention	X	X	X	X	X	R K W D P						
		Outreach visits	X	X	X	X	X	R K W D P						
		Crime Intervention through case management & family intervention	X	X	X	X	X	R K W D P						
		Outreach visits	X	X	X	X	X	R K W D P						
WA Police - Youth Crime Intervention Officer/s	Youth	Crime Intervention through case management & family intervention	X	X	X	X	X	R K W D P	10yrs - 17yrs	Young Offenders, Prolific Offenders, youth at-risk of offending where	State Government	Engage with prolific offenders and find out what is behind the offending and facilitate diversion to programs and or appropriate agencies. Tackle problems	4 FTE (2 West, 2 East)	FREE

Organisation	Type of Service (Broad or Youth)	Service Provision	Roe	Kia	Wick	Dam	Pt Sam	Service Towns	Age Groups Served (<25)	Service Target - Cohort/Criteria	Funding	KPI's / service outcomes	Staffing (FTE)	Accessibility
		Collaboration with relevant organisations	x	x	x			R K W		possible		In early stages. Reduce demand on police resources. Holistic approach.		
Child & Adolescent Mental Health Services (CAMHS)	Youth	Face to face (outreach or in Hospital in Karraha / Roebourne)	x	x	x	x	x	R K W D P	Youth Stream: 15yrs-25yrs CAHMS; 0-18yrs	Top 3% of Mental Health illness - Clients with Chronic Induring Mental illness, youth with diagnosed mental health illness	State Government & Federal Government	To support top 3% of Mental Health illness - Clients with Chronic Induring Mental illness, step up/step down model with other health services	5 clinicians including Team Leader	FREE
		Video Conferencing support	x	x	x	x	x	R K W D P						
		School Health (age 6+)	x	x	x	x	x	R K W D						
		Child & Maternal Immunisation Program (clinic in Karraha)	x	x	x	x	x	R K W D P						
Pilbara Population Health Unit	Broad	Allied Health: occupational, physio, speech therapy	x	x	x	x	x	R K W D P	All ages (sexual health services focus on youth aged 16-25yrs)	Everyone	State Government	Unit based at both Roebourne and Karraha hospitals with outreach services.	Not disclosed	FREE
		Social Work	x	x	x	x	x	R K W D P						
		Sexual Health Services	x	x	x	x	x	R K W D P						
		Health Promotion programs	x	x	x	x	x	R K W D P						
		Case Management	x	x	x	x	x	R K W						
		Structured Training on site - life skills, job readiness	x	x	x			R K						
REFAP	Youth	Youth Engagement Program (YEP based in Karraha) to engage those aged 16-23 and transition into employment, adulthood	x	x			x	R K W D P	16-23	Those who are currently unemployed or disengaged	Federal Government, Dept. of the Prime Minister & Cabinet, YEP in collaboration with NR TAFE, Dept. of Education & Apprenticeship Support Aus.	To support job seekers to return to employment and engage in structured activities to move off the dependency of Centrelink. To equip youth with life skills and job readiness. To support youth, children and families to ensure young people attend school (RSAS).	25 FTE	FREE
		Remote School Attendance Strategy	x					R						
		Face to Face curriculum delivery	x	x				K						
		Alternative Education Pathways	x	x				K						
		School Psychologist & Chaplain	x	x				K						
		Gumula Mimiwarra program	x	x				K						
Karraha Senior High School	Broad	Clontarf Foundation / Program (males, boys)	x					K	11yrs-18yrs	All Students	State Government, Gumula - Rio Tinto	Education and develop young people, Social & Emotional Support	Teachers, support & admin staff to service over 2000 students	Fees and Charges
		Girls Academy Program	x	x				K						
		Gifted & Talented program (online access & support from staff)	x	x				K						
		Homework Club	x	x				K						
Ed. Dept - Participation Coordinators	Youth	Partnerships and Collaborations Support / case management face to face at school or home (outreach)	x	x	x	x	x	R K W D P	15yrs-17yrs	Disengaged students with an attendance rate of 40% or lower	State Government	To re-engaged those Year 10, Year 11 and Year 12 disengaged from school into structured training or employment or back in school	1 FTE	For those enrolled in school, therefore Fees and Charges
		Crisis Support	x	x	x			W						
		Counselling	x	x	x			W						
Wickham Chaplaincy	Broad	Life Skills Support	x	x	x			W						
		Mediation	x	x	x			W						
		Advocacy	x	x	x			W						
		Wickham Community Projects / Programs	x	x	x			W						
ADA Pilbara	N/A	Provide funding & support to groups	x	x	x	x	x	R K W D P	D-12 years	Agencies providing services to children	DSS State Government	Provide funding & support to groups	-	-
Heart Foundation	Broad	Holistic Heart Health Support	x	x	x	x	x	R K W D P						
		Health Education & Programs	x	x	x	x	x	R K W D P	All community	ATSI focus	Chevron Australia	Chronic Disease Prevention - Healthy Lifestyle	2x 1 FTE, 2 part time	FREE
		Health Advocacy	x	x	x	x	x	R K W D P						
The Smith Family	Youth	Literacy, numeracy, mentoring, technology & life skills programs	x					K	Under 18	Disadvantaged young people, ATSI	Public fundraising & sponsorship, corporate partnerships, workplace 'giving'	Supports disadvantaged young people to participate in their education	Not disclosed	FREE
		Centre of Artistic Development (CAD) program	x					K						
St. Luke's College	Broad	School Chaplain	x					K	All St. Luke's Students	All St. Luke's Students	St. Luke's College	Catholic learning community seeking to develop young people to be the best they can be, make a positive difference in the world and actively live their faith.	Teachers, support & admin staff to service all students	Fees and Charges
		Face to face curriculum delivery	x					K						
		Homework Club	x					K						
Sports Clubs (general)	Broad	Social and competitive sports options for community members	x	x	x	x		R K W D P	All	All	Various	To provide sports club membership, sport development, training and game play opportunities for community members. Costs associated.	Various, mainly volunteers	Membership fees associated. Players cost around \$20 depending on age/sport



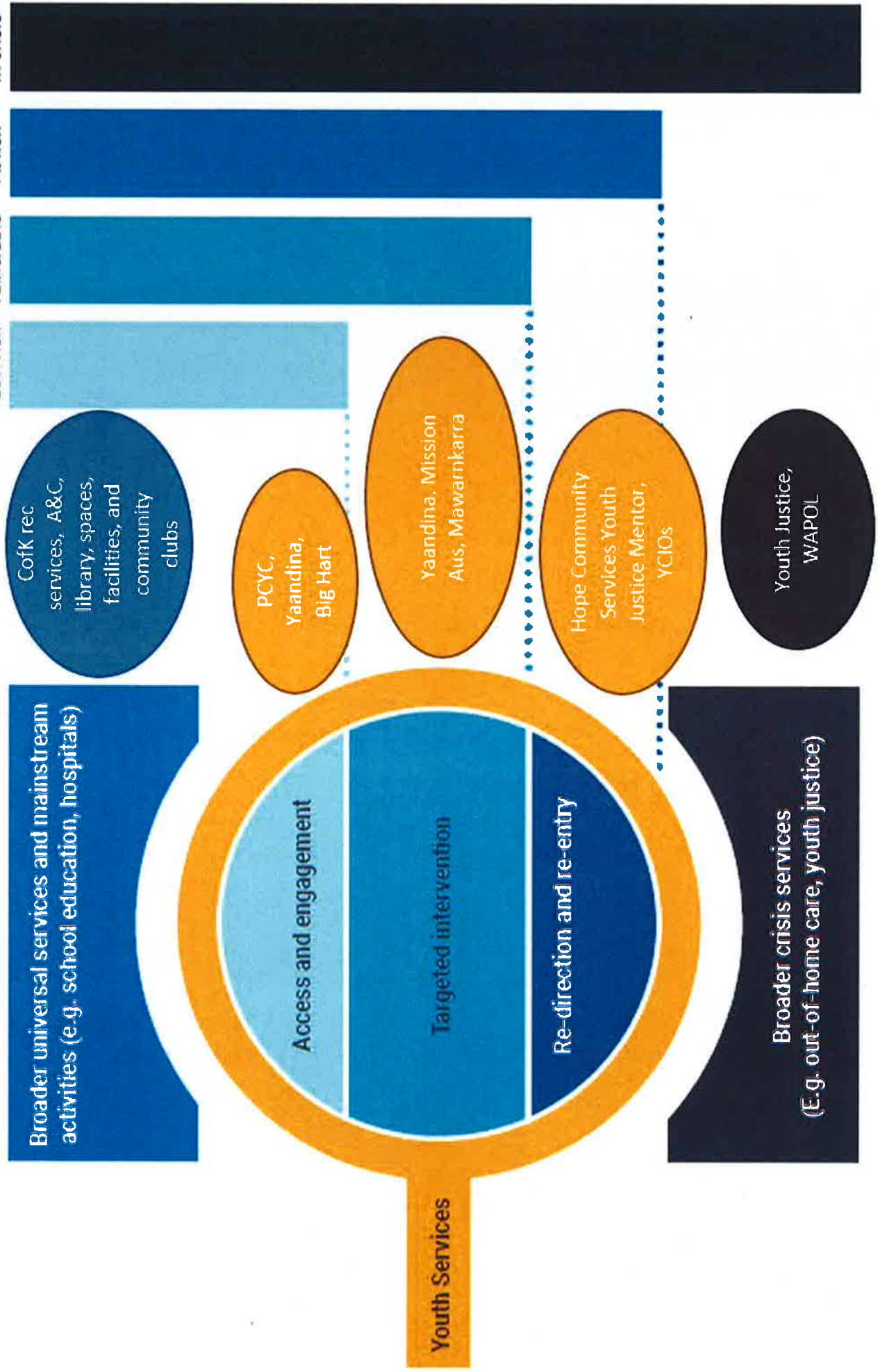
Organisation	Type of Service (Broad or Youth)	Service Provision	Role	Kta	Wick	Dam	Pt Sam	Service Towns	Age Groups Served (<25)	Service Target - Cohort/Criteria	Funding	KPIs / service outcomes	Staffing (FTE)	Accessibility
Mawambarra Health Service Aboriginal Corporation	Broad	Primary Health Care	x					R		Aboriginal Community, only those who are clients	State and Federal Government	Mawambarra Health Service is a community controlled Aboriginal Health service providing holistic health care to the Aboriginal Communities of West Pilbara	Approx. 45 staff all based in Roebourne at clinic	
		Outreach Health Care Services to clients	x	x	x	x	x	R K W D P	All community					
Crossroads West (Salvation Army)	Youth	Onus & Respite Support	x	x	x	x	x	R K W D P		Homeless youth/youth at-risk of homelessness (anyone in the CoK)	Salvation Army & Dept. of Communities (formerly CPFS)	Provides crisis accommodation for homeless or at-risk of homelessness young people, respite, transit and housing options. Service located in Karratha.	Not disclosed	Rental fee of \$15 per day. Dependent on individual how this is paid, usually through govt. subsidy
		Accommodation	x	x	x	x	x	R K W D P	At-risk youth aged 14-25					
		Housing Support	x	x	x	x	x	R K W D P						
		Case Management	x	x	x	x	x	R K W D P						
Baptist Church of Karratha	Broad	Life Group (program)		x				K		Any young people, community members		Proclaim the Gospel throughout the Pilbara through programs, groups and teaching the ways of Jesus	Volunteers	FREE
		EPIC Youth Group (program)		x				K	EPIC Youth Group: Yrs 7-10, Club 46; Yrs 4-6					
		Club 46 (program / group)		x				K						
		Women's Group (youth program)		x				K						
Roebourne District High School	Broad	Toddler Jam (group / program)	x					R				Works with community to help youth be happy, confident learners. Pride in innovative pathways to learning in domains of culture and sport, as well as academics. (Boordert is also at Dampier Pk)	Teachers, support and admin staff to service students	Fees and Charges
		Face to Face curriculum delivery	x					R						
		Girls Academy (AIS)	x					R						
		V-SWANS Boys Academy	x					R W D P	11-18 yrs					
North Regional TAFE Karratha Campus	Broad	Boonderra Music Academy	x					R D			WA Government	Provider of vocational and training services. Delivers nationally recognised qualifications and short courses. Non-accredited programs also offered as listed. NR TAFE Karratha partners with CQU to host an on campus study hub to provide facilities to help with distance learning and education.	Not disclosed	Fees and Charges
		IF Foundation (Performing Arts, Music, Drama) programs	x					R						
		Higher education pathway	x	x	x	x	x	R K W D P						
		Vocational Education	x	x	x	x	x	R K W D P						
Apprenticeship Support Australia	Broad	Certificates, courses, diplomas, qualifications	x	x	x	x	x	R K W D P		Anyone				
		CQ University Karratha Study Hub		x				K						
		Non-accredited programs, short courses, work-readiness, literacy, numeracy, life skills programs (alternative education)	x	x				R K W D P						
		Apprenticeships & traineeships (alternative education)	x	x	x	x	x	R K W D P						
Apprenticeship Support Australia	Broad	Apprenticeships & traineeships (alternative education)	x	x	x	x	x	R K W D P						
		Youth Engagement Program (YEP based in Karratha) to engage those aged 16-23 and transition into employment, adulthood (alternative education)	x	x				R K W D P	15-25 years	Anyone age 15+ seeking employment	Commonwealth Govt. YEP in collaboration with NR TAFE, Dept. of Education & Apprenticeship Support Aus.	Collaborate and work with businesses and stakeholders across the Pilbara to create employment opportunities, apprenticeships and traineeships.	Not disclosed	FREE
		Career Development, support	x	x	x	x	x	R K W D P						
		Mentoring	x	x	x	x	x	R K W D P						
headspace Pilbara	Youth	Embedded Youth Wellbeing Workers		x				K		Mild to moderate/complex MH	Federal Government via PHN and WAPHA. Lead Agency is AnglicareWA	Early intervention MH services. Promotion of Young People's wellbeing over 4 core areas: MH, Physical Health, work and study support and alcohol and other drug services.	1 FTE	FREE. Currently a waiting list.
		Youth Reference Group	x	x	x	x	x	R K W D P	12-25yrs					
		Ci-lab -sector champions and sector development	x	x	x	x	x	R K W D P						
		Natural Helpers	x	x	x	x	x	R K W D P						
Pilbara West Street Chaplains	Broad	Outreach support, on foot around the streets on Friday's at night time		x				K	All	At-risk youth & community members	Street Chaplains WA, City of Karratha	To support at-risk youth and community members to ensure their safety and wellbeing, and divert them from the streets at night time	Volunteers	FREE
SDERA: School Drug Education and Road Aware	Broad	Professional Development Seminars/Programs	x	x	x	x		R K W D		Parents, teachers, educators (capacity building) to impact children & youth	Depts of Education WA, Mental Health Commission, Road Safety Commission	SDERA help young people make safer choices on the road and in alcohol and other drug related situations. SDERA do this by equipping educators and parents with the information and tools they need to develop resilience in young people with the aim of keeping them safer.	1 FTE for West Pilbara	FREE
		Classroom Resources Development	x	x	x	x		R K W D						
		Parent Education Seminars/Workshops	x	x	x	x		R K W D						

Organisation	Service Provision	Service Towns	Age Groups Serviced (<25)	Service Target - Cohort/Criteria	Funding	Accessibility
Public Libraries	Programs: Discovery Club (Wickham only, 8-12 years) Tuesdays during term, Story Time 3-5 year olds at all libraries Thursdays, Rhyme Time 0-3 year olds (everywhere but Roebourne) weekly	Roebourne, Wickham, Karratha, Dampier	0-12 years for targeted programs, libraries accessible for whole community	Community members, parents with younger kids		Free, bookings essential for Discovery Club
City of Karratha Youth Services - this probably needs to be split as per strategy section on City broad services and City YOUTH SERVICES. please check strategy to align	Programs: Girls and Guys only programs that promote personal development, outcomes-based skills programs (cooking, building, gardening), recreation focused (arts, culture, sports)	Dedicated youth centres in Wickham & Karratha (+ City Wide events in other towns too)	11yrs-18yrs	no criteria	Wickham - City of Karratha & Rio Tinto. Karratha - City of Karratha & Woodside NWSP. Youth Engagement events funded by Woodside NWSP & Rio Tinto.	Free, drop-in programs/events. Some registered programs (Girls and Guys Day) require parent/guardian permission for ongoing attendance
	Events: Formal Ball, Gaming Night, Excursions, on-country experiences, water-based activities, Halloween, Christmas, NAIDOC celebrations, Youth Week, other Youth Engagement events (seasonal/consultation based)					

Karratha Leisureplex	School Holiday Programs, Kids Fitness & Fun program, KIDSPORT offering (kids aged 5-18 can apply for up to \$200 per year to go towards sports fees)	Karratha	6yrs - 12yrs	no criteria	Costs for programs, registrations required, late fees also apply for parents who don't pick up kids within 15mins of finish time
Wickham Recreation Precinct	Play Program, School Holidays Programs (4-11yrs), In-term programs	Karratha	4yrs - 12yrs	no criteria	Costs for programs, registrations required

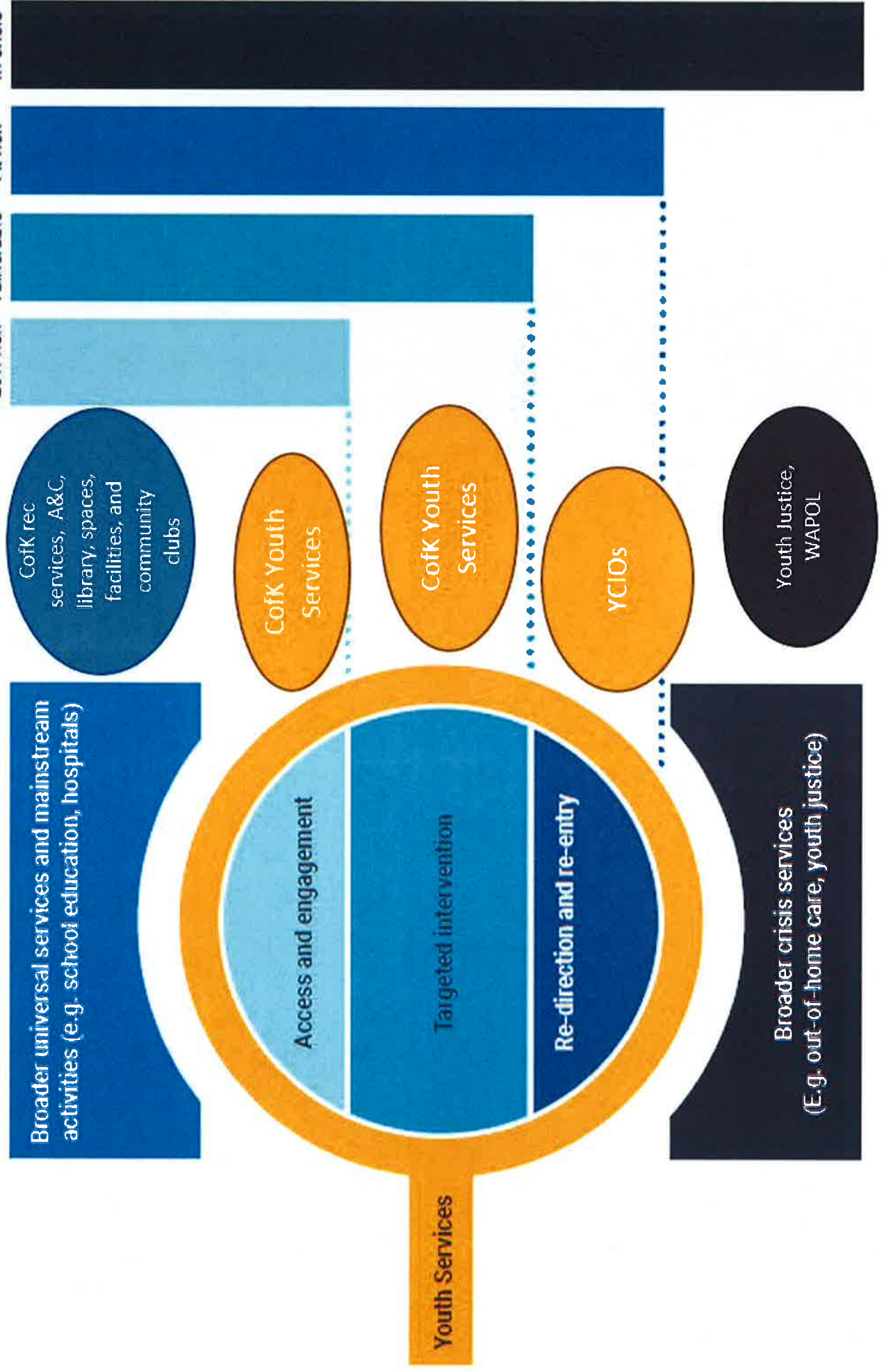
## APPENDIX 5

Targeted youth services within the broader service system spectrum



## APPENDIX 6

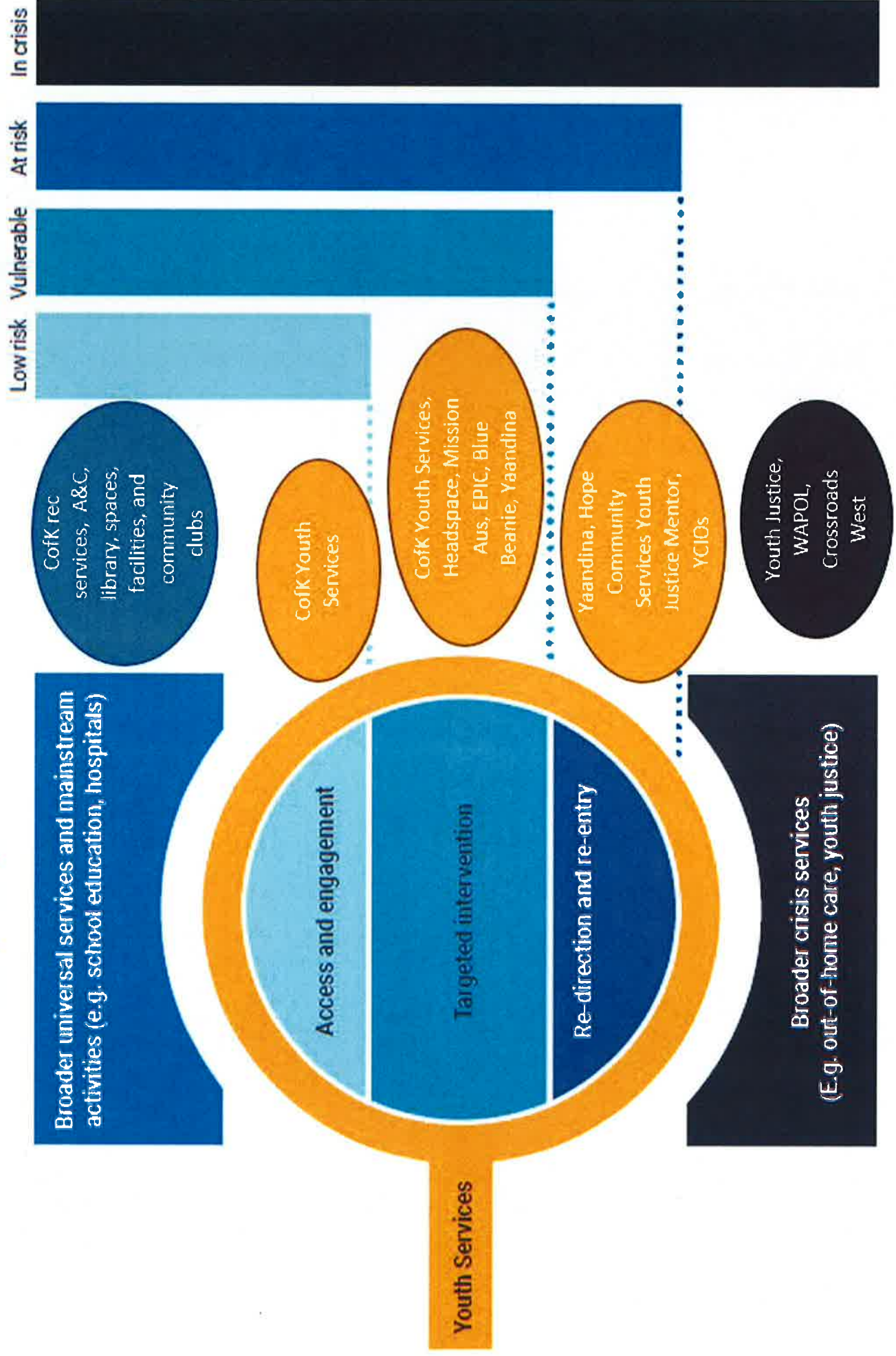
Targeted youth services within the broader service system spectrum





## APPENDIX 7

Broader universal services and mainstream activities (e.g. school education, hospitals)



## APPENDIX 8

**MISSION  
AUSTRALIA**

# **youth survey report 2018**



**Responses from the  
Pilbara and Midwest WA**

## Executive Summary

- Of the 28,286 young people who responded to the *Youth Survey 2018*, 3,202 respondents were from Western Australia, 263 of whom resided in the Pilbara/Midwest region (52.9% females, 45.5% males).
- A greater proportion of young people from the Pilbara/Midwest identified as Aboriginal and/or Torres Strait Islander (12.1% compared with 6.8% compared to WA overall).
- The proportion of young people from the Pilbara/Midwest who reported that they were *very satisfied* or *satisfied* with their studies was slightly lower than the WA average (60.6% compared with 62.0%).
- 94.9% of respondents from the Pilbara/Midwest stated that they intended to complete Year 12 (compared with 95.4% of WA respondents).
- The proportion of respondents from the Pilbara/Midwest that planned to *go to university* after finishing school was lower than WA overall (59.2% compared with 50.8%).
- Over four in ten young people from the Pilbara/Midwest (41.7%) indicated high levels of confidence in their ability to achieve their study/work goals after school (compared with 44.0% for WA).
- A higher proportion of young people from the Pilbara/Midwest reported working part-time (44.8% compared with 36.2% for WA). Compared to the WA average, a notably lower proportion of young people from the Pilbara/Midwest were not currently in paid employment (54.0% compared with 62.8% for WA).
- For young people from the Pilbara/Midwest, the three most commonly cited barriers to them finding work were *lack of jobs* (17.9%), *school responsibilities* (17.5%) and *lack of skills/experience* (13.7%).
- For young people from the Pilbara/Midwest and WA overall, the three most commonly cited barriers to moving out of home were *housing costs (e.g. rent, utilities)*, *financial stability* and *availability of housing*.
- The top three issues of personal concern for young people from the Pilbara/Midwest were with *coping with stress*, *school or study problems* and *mental health* (35.6%, 30.9% and 29.6%).
- The top three issues of national concern identified by young people from the Pilbara/Midwest and WA were *mental health*, *alcohol and drugs* and *equity and discrimination*.
- The top three activities for young people in the Pilbara/Midwest were *sports (as a participant)*, *sports (as a spectator)* and *arts/cultural/music activities*.
- The majority of young people from the Pilbara/Midwest felt happy overall with their lives. This proportion was higher than the WA average (60.1% compared with 55.2%).



# Youth Survey 2018: Responses from the Pilbara and Midwest WA

## Top 3 national issues:

mental health



alcohol and drugs



discrimination and equity



# 28,286

young people took part in Mission Australia's Youth Survey 2018

# 3,202 263

lived in WA  
were from the Pilbara and Midwest

# 6 in 10

young people from the Pilbara/Midwest saw **housing costs** and **financial stability** as barriers to moving out of home in the future



## Barriers to finding work in the Pilbara/Midwest:

- Lack of jobs
- School responsibilities
- Lack of skills/experience

## Top 3 sources of help

# 1

Friend/s

# 2

Parent/s

# 3

Relative/family friend

## Background

In 2018, a total of 28,286 young people aged 15-19 years responded to Mission Australia's *Youth Survey*. This brief report compares the responses of young people from the Pilbara and Midwest regions of Western Australia against those of Western Australia as a whole. Care needs to be taken when interpreting and generalising the results because of the smaller sample size.

## Demographic profile of respondents

A total of 3,202 young people from Western Australia (WA) responded to Mission Australia's *Youth Survey 2018*. Of this total, 263 young people resided in the Pilbara and Midwest region. Over half (52.9%) of respondents from the Pilbara/Midwest were female and 45.5% were male (compared with 54.8% and 40.0% for WA overall).

**263** respondents to the *Youth Survey 2018* lived in the Pilbara/Midwest region of WA

Almost twice the proportion of young people from the Pilbara/Midwest identified as Aboriginal and/or Torres Strait Islander (12.1% compared with 6.8% from WA overall).

A total of 13.2% of respondents from the Pilbara/Midwest stated that they were born overseas (almost half the proportion of WA overall: 26.0%) and 18.4% reported speaking a language other than English at home (compared with 20.2% for WA).

A total of 6.7% of respondents from the Pilbara/Midwest indicated that they had a disability; slightly lower than the WA proportion of reported disability (7.7%).

## Study and training

The proportion of young people from the Pilbara/Midwest that were studying full-time was higher than for WA (93.1% compared with 90.4% respectively).

Respondents who reported that they were currently studying were asked how satisfied they were with their studies. As shown in Table 1, the proportion of young people from the Pilbara/Midwest who reported that they were *very satisfied* or *satisfied* with their studies was slightly lower than the WA result (60.6% compared with 62.0%).

**Table 1. Young people's satisfaction with studies**

	Pilbara/Midwest %	WA %
Very satisfied	9.4	9.1
Satisfied	51.2	52.9
Neither satisfied nor dissatisfied	29.5	27.8
Dissatisfied	6.1	7.5
Very dissatisfied	3.7	2.7

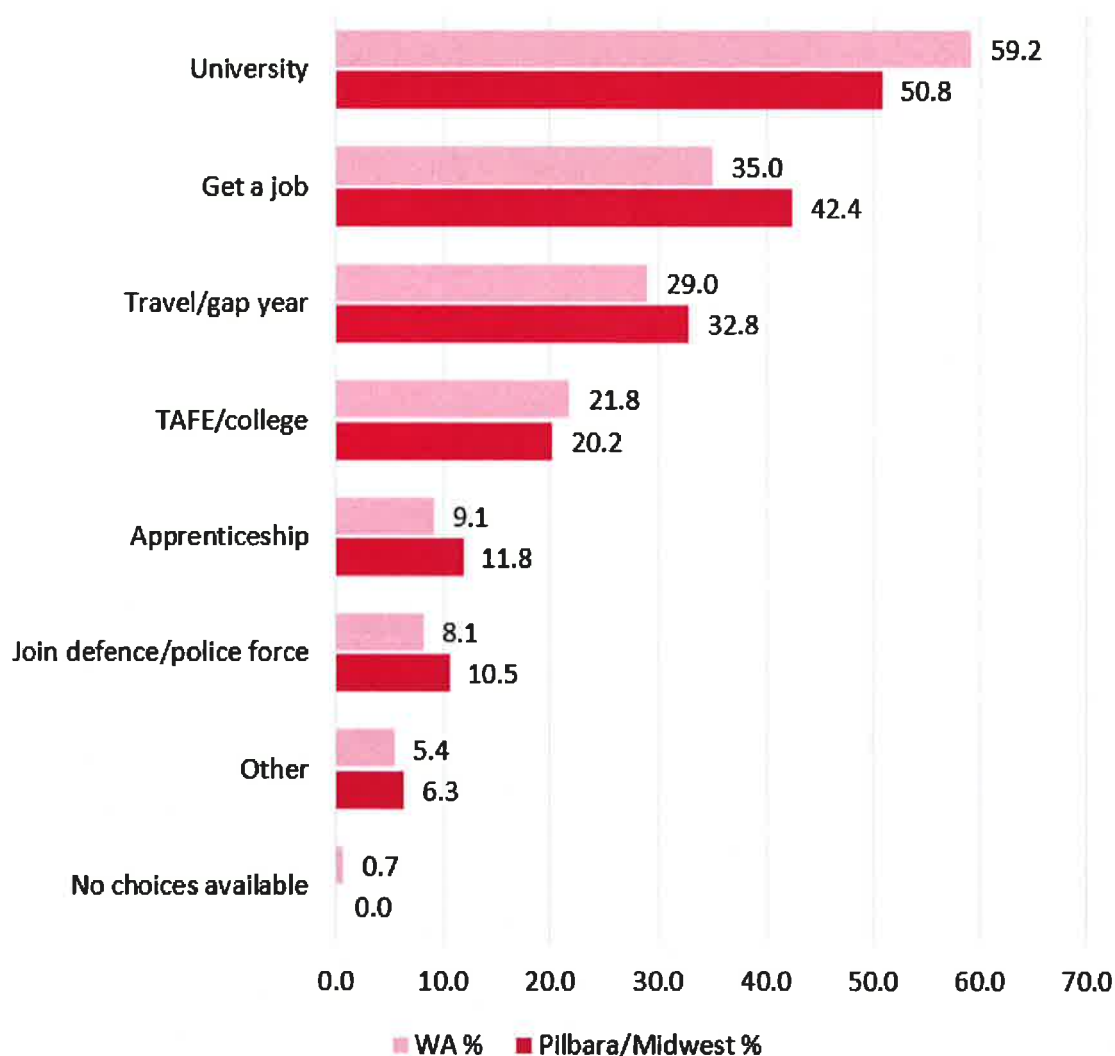


Of those that were still at school, 94.9% of young people from the Pilbara/Midwest stated that they planned to complete Year 12. This comparable to the WA result (95.4%).

Respondents who were still at school were asked what they planned to do after leaving school. Figure 1 shows that *go to university* was the most frequently chosen option for young people from both the Pilbara/Midwest and WA overall. However, the proportion of respondents from the Pilbara/Midwest indicating that they planned to do so was lower than for WA overall (59.2% compared with 50.8%).

Conversely, greater proportions of young people from the Pilbara/Midwest reported plans to *get a job* (42.4% compared with 35.0% for WA), *travel or take a gap year* (32.8% compared with 29.0%), *get an apprenticeship* (11.8% compared with 9.1%) or *join the defence/police force* (10.5% compared with 8.1%).

**Figure 1. Plans after leaving school**



Respondents were asked how confident they were in their ability to achieve their study/work goals after finishing school. Responses for this question were rated on a 5 point scale from *extremely confident* to *not at all confident*. Over four in ten young people from the Pilbara/Midwest (41.7%) indicated high levels of confidence in their ability to achieve their study/work goals after school (compared with 44.0% for WA). However, over one in eight young people from both the Pilbara/Midwest and WA overall were less confident in their ability to achieve their goals: they reported feeling *slightly confident* (9.6% compared with 8.9% respectively) or *not at all confident* (3.5% compared with 3.6% respectively).

**Table 2. Confidence in achieving study/work goals**

	Pilbara/Midwest %	WA %
Extremely confident	8.7	9.7
Very confident	33.0	34.3
Somewhat confident	45.2	43.6
Slightly confident	9.6	8.9
Not at all confident	3.5	3.6

## Employment

Respondents were asked whether they currently have paid work. Table 3 shows participation in paid employment among respondents from the Pilbara/Midwest and WA. A higher proportion of young people from the Pilbara/Midwest reported working part-time (44.8% compared with 36.2% for WA). The proportion of young people from the Pilbara/Midwest who were not currently in paid employment was notably lower than the WA overall result (54.0% compared with 62.8%).

**Table 3. Participation in paid employment**

	Pilbara/Midwest %	WA %
Employed full-time	1.2	1.0
Employed part-time	44.8	36.2
Not in paid employment, looking for work	35.7	40.5
Not in paid employment, NOT looking for work	18.3	22.3

## Barriers to finding work

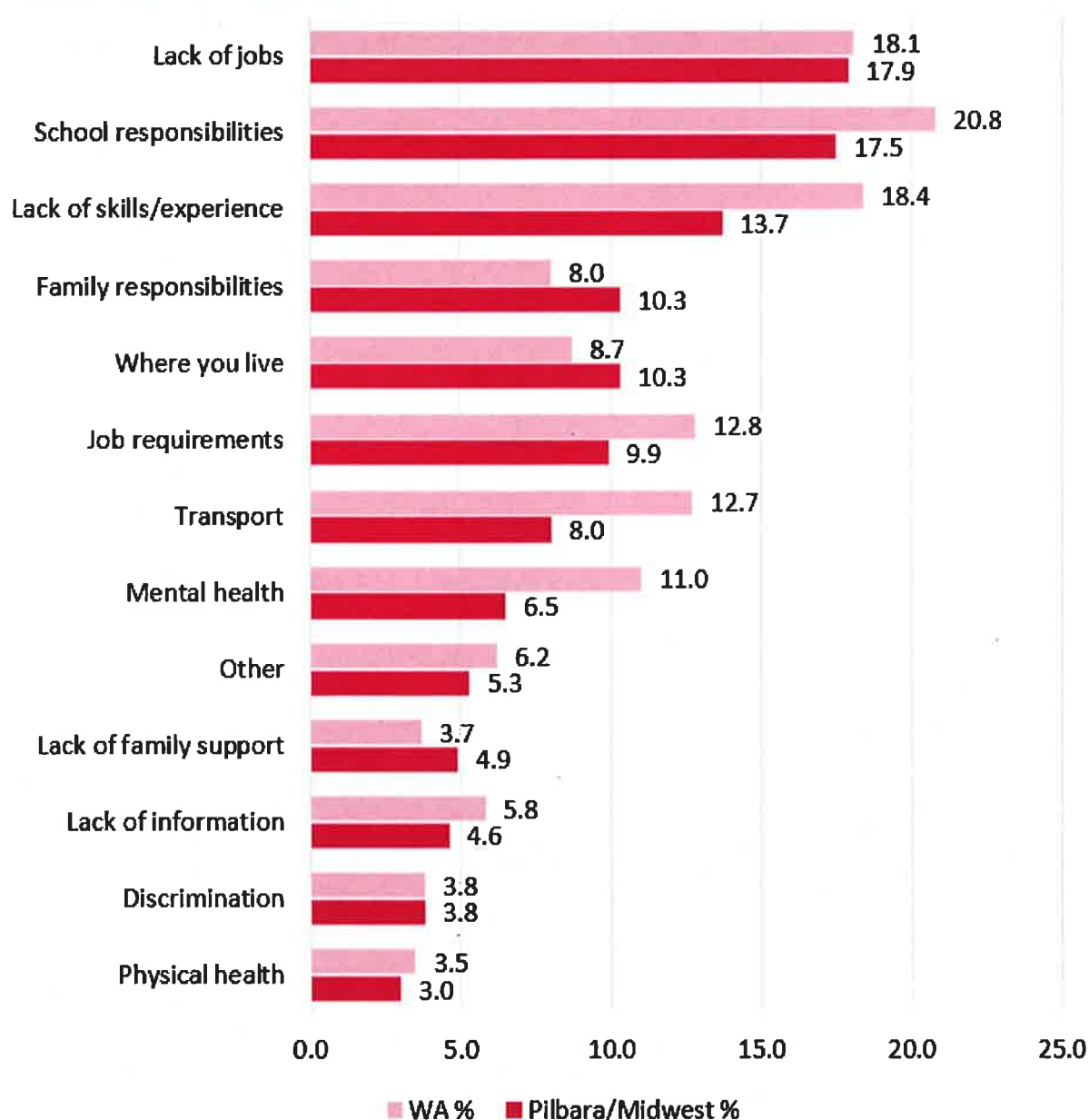
For the first time in 2018, young people were asked whether they felt there are any barriers which impact upon them finding work. Four in ten young people from the Pilbara/Midwest indicated the presence of barriers (40.5% compared with 44.9% for WA).

Respondents who indicated the presence of barriers were asked to indicate from a number of items the barrier/s that were preventing them from finding work.

For young people from the Pilbara/Midwest, the three most commonly cited barriers to finding work were *lack of jobs* (17.9%), *school responsibilities* (17.5%) and *lack of skills/experience* (13.7%). These were the same top barriers for WA overall, although the order is different (18.1%, 20.8% and 18.4% respectively).

A higher proportion of young people from the Pilbara/Midwest cited *where you live* (10.3% compared with 8.7% for WA) and *family responsibilities* (10.3% compared with 8.0% for WA) as barriers which may be impacting upon them finding work.

**Figure 2. Barriers to finding work**

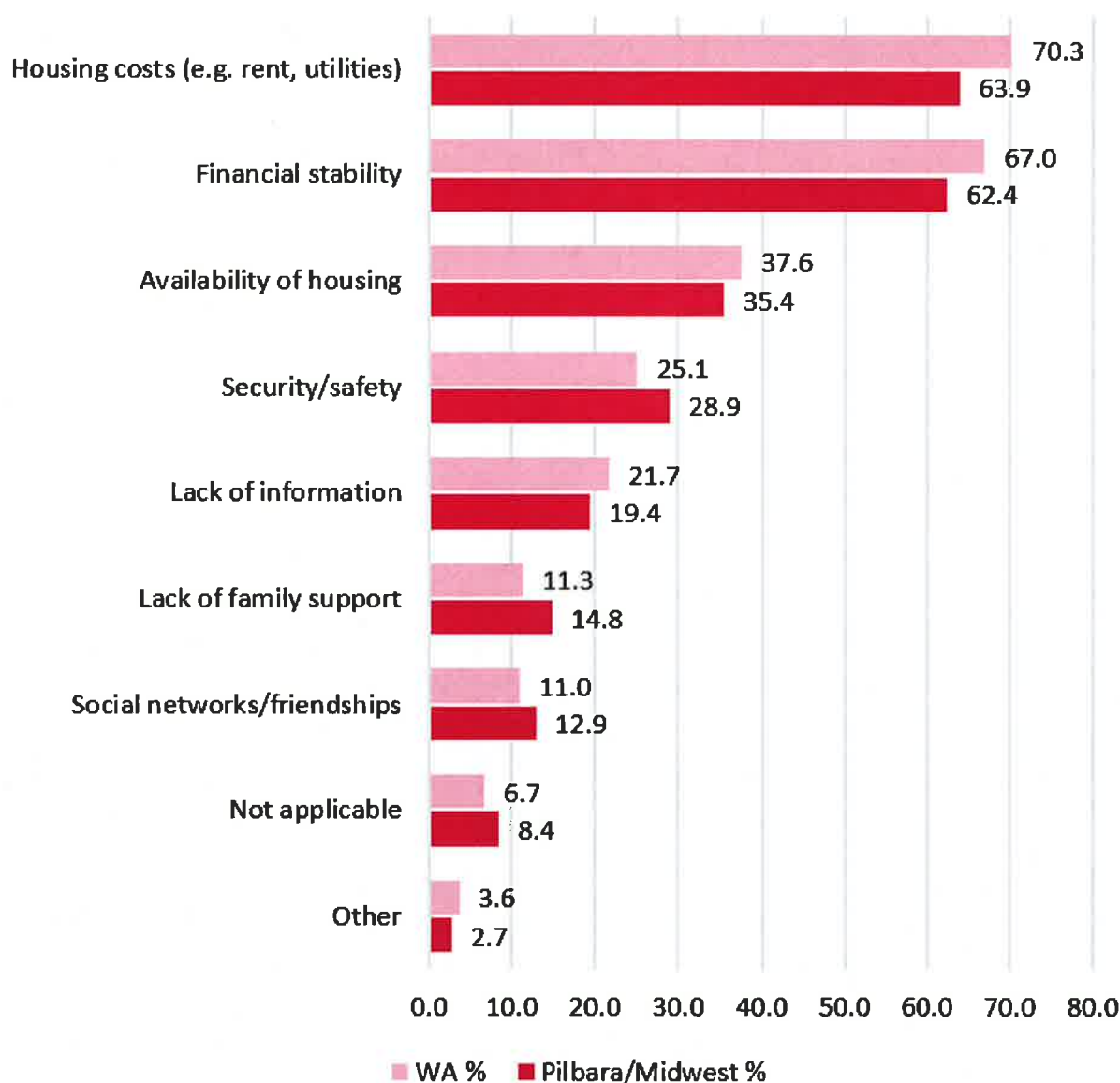


For the first time in 2018, young people were asked whether they felt there were any barriers which may impact upon them moving out of home in the future.

For young people from both the Pilbara/Midwest and WA, the three most commonly cited barriers to moving out of home were *housing costs (e.g. rent, utilities)*, *financial stability* and *availability of housing*.

Although proportions were generally lower for most options for respondents from the Pilbara/Midwest, slightly higher proportions of young people from the Pilbara/Midwest cited *security/safety* (28.9% compared with 25.1% for WA), *lack of family support* (14.8% compared with 11.3% for WA) and *social networks/friendships* (12.9% compared with 11.0% for WA) as potential barriers to moving out of home in the future.

**Figure 3. Barriers to moving out of home**

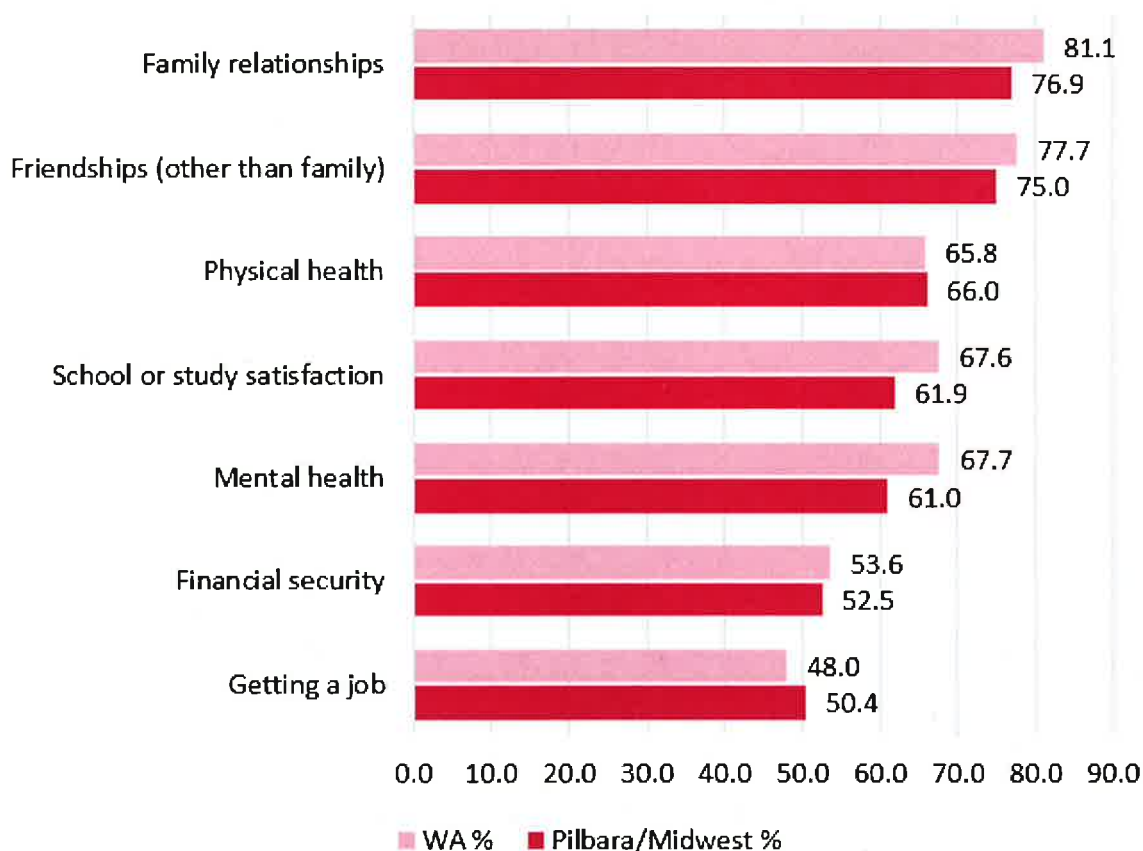


## What do young people value?

Young people were again asked how much they valued *family relationships*, *financial security*, *friendships (other than family)*, *getting a job*, *mental health*, *physical health* and *school or study satisfaction*.

- The three most highly valued items among respondents from the Pilbara/Midwest were *family relationships*, *friendships (other than family)* and *physical health* (76.9%, 75.0% and 66.0%).
- Although greater proportions of young people from WA overall placed a higher value upon *mental health* (67.7% compared with 61.9% for the Pilbara/Midwest) and *school or study satisfaction* (67.6% compared with 61.0%), a slightly higher proportion of young people from the Pilbara/Midwest highly valued *getting a job* (50.4% compared with 48.0% for WA).

Figure 4. What young people value



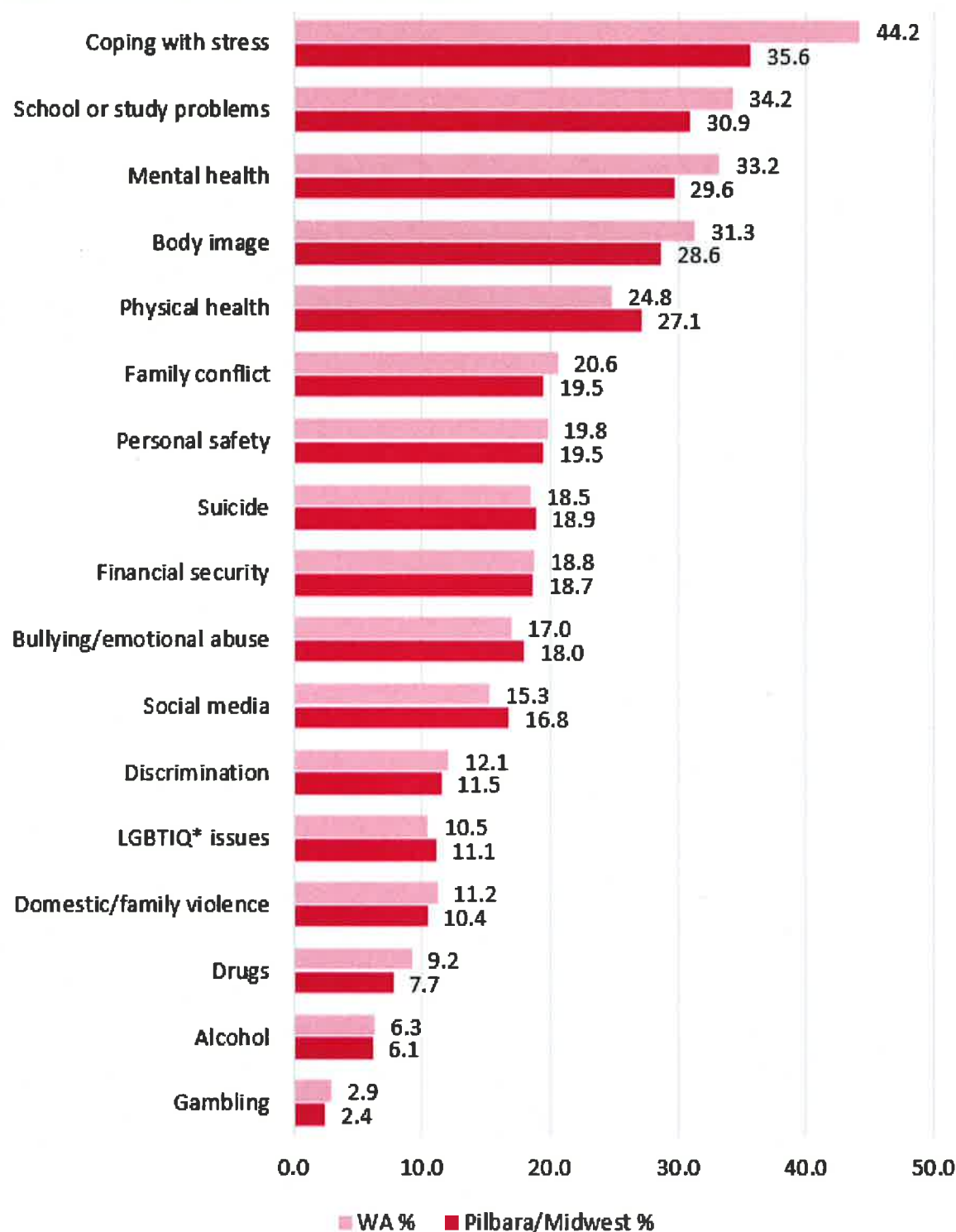
Note: Items were ranked according to the summed responses for *extremely important* and *very important* for each item.

## What issues are of personal concern to young people?

Respondents were asked to indicate how personally concerned they were about a number of issues. Responses were rated on a 5 point scale, ranging from *extremely concerned* to *not at all concerned*. The items were ranked according to the summed responses for *extremely concerned* and *very concerned* for each item.

- The top three issues of personal concern for young people from the Pilbara/Midwest were with *coping with stress*, *school or study problems* and *mental health* (35.6%, 30.9% and 29.6%).
- Almost three in ten young people from the Pilbara/Midwest indicated concern around *mental health* (29.6%) and *body image* (28.6%).
- Around one in five young people from the Pilbara/Midwest and WA overall indicated concern about *family conflict* (19.5% compared with 20.6%) and *personal safety* (19.5% compared with 19.8%).
- Slightly higher proportions of young people from the Pilbara/Midwest were concerned about *physical health* (27.1% compared with 24.8% for WA), *suicide* (18.9% compared with 18.5%), *bullying/emotional abuse* (18.0% compared with 17.0%), *social media* (16.8% compared with 15.3%) and *LGBTIQ issues* (11.1% compared with 10.5%).

**Figure 5. Issues of personal concern to young people**



Note: Items were ranked according to the summed responses for *extremely concerned* and *very concerned* for each item.

\*Lesbian, Gay, Bisexual, Trans, Intersex, Queer (LGBTIQ) issues.

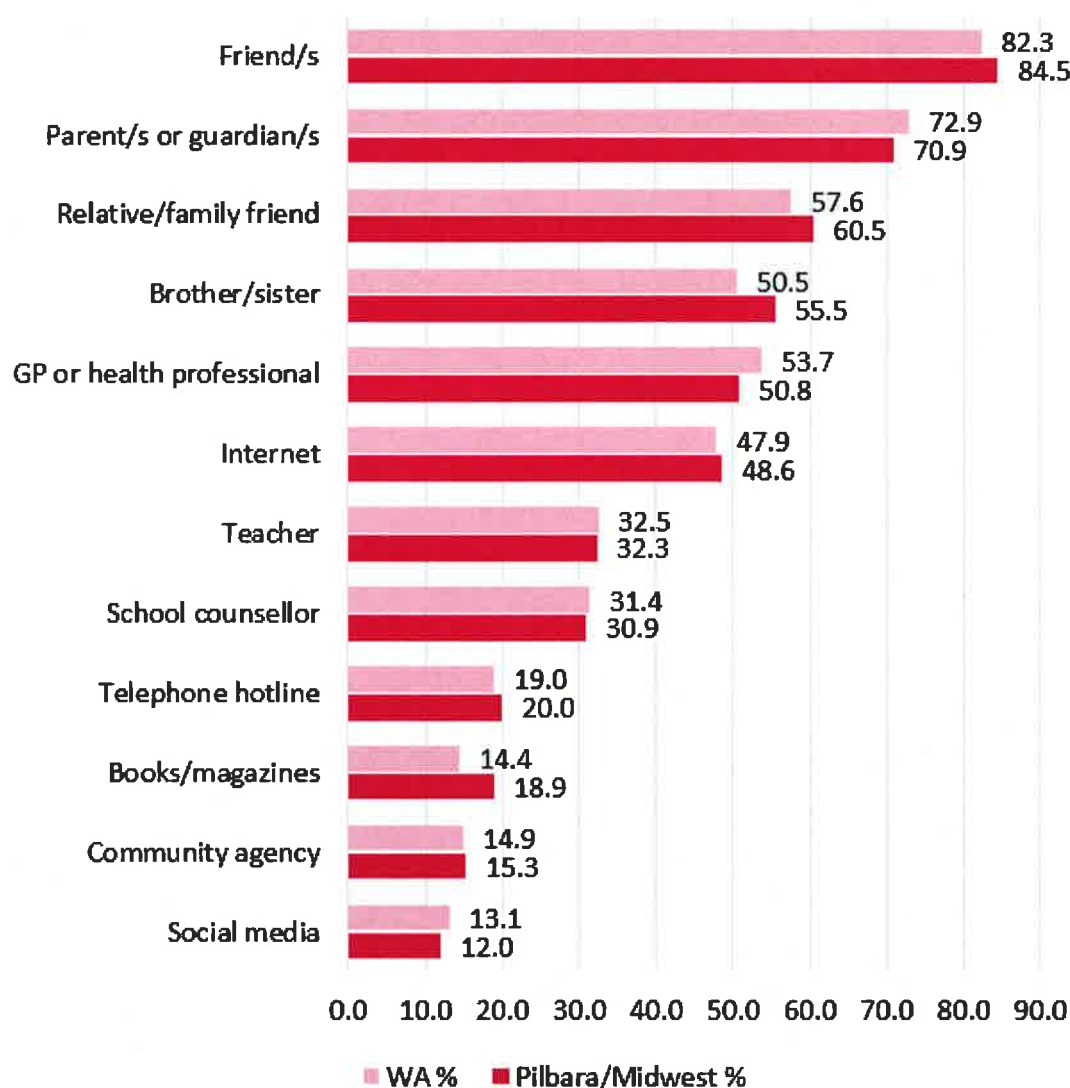


## Where do young people go for help with important issues?

Young people were asked to indicate from a number of sources where they would go for help with important issues in their lives. Figure 6 shows the percentage of respondents who indicated that they would go to the particular source for support.

The top three sources of help for young people living in the Pilbara/Midwest were their *friend/s*, *parent/s or guardian/s* and *relative/family friend* (84.5%, 70.9% and 60.5% respectively). As shown in Figure 6, greater proportions of young people from the Pilbara/Midwest than WA overall indicated that they would turn to their *friend/s*, a *relative/family friend*, their *brother/sister*, use a *telephone hotline*, or read *books/magazines* for support with important issues.

**Figure 6. Where young people go for help with important issues**



Note: Respondents were able to choose more than one option.

For the first time in 2018, young people were asked if they had used the internet for help with important issues in their lives and to indicate which sources of support they had accessed from a list of services/sources.

As indicated in Table 4, around one quarter of young people from the Pilbara/Midwest had accessed the internet for *information about specific issues* (24.3%), compared to three in ten young people from WA (30.0%). Around one in six young people from the Pilbara/Midwest indicated using an *online quiz or assessment tool* (16.7% compared with 19.3% for WA) or used the internet to *chat one-on-one with someone who has had a similar experience* (16.0% compared with 16.9% for WA).

Table 4. Internet use for important issues

	Pilbara/Midwest %	WA %
<b>Information about specific issues</b>	<b>24.3</b>	<b>30.0</b>
<b>Online quiz or assessment tool</b>	<b>16.7</b>	<b>19.3</b>
<b>Chat one-on-one with someone who has had a similar experience</b>	<b>16.0</b>	16.9
Personal stories or testimonies	14.4	<b>17.3</b>
Information about available services	12.5	16.3
Counselling with a professional	9.1	11.7
Other	9.1	8.5
Online course or program	7.2	5.7
Support group or forum	6.1	9.3

## How well do young people feel their families gets along?

Young people were asked how well they felt their family gets along with one another. Responses to this question were rated on a 5 point scale, ranging from *excellent* to *poor*. As shown in Table 5, the majority of young people from the Pilbara/Midwest rated their family's ability to get along very positively.

- Over half (55.9%) of young people from the Pilbara/Midwest indicated their family's ability to get along was *excellent* or *very good* (which was higher than the WA average: 52.6%).
- Around one in five (22.5%) respondents from the Pilbara/Midwest rated their family's ability to get along as either *fair* or *poor* (compared to around one quarter from WA overall: 24.1%).

**Table 5. Family's ability to get along**

	Pilbara/Midwest %	WA %
Excellent	21.1	23.3
Very good	34.8	29.3
Good	21.5	23.3
Fair	15.0	14.7
Poor	7.7	9.4

### What issues do young people think are the most important in Australia today?

Young people were asked to list the three issues they considered were the most important in Australia today. The information provided was categorised and listed in order of frequency in Table 6.

The top three issues identified by young people living in both the Pilbara/Midwest and WA overall were *mental health*, *alcohol and drugs* and *equity and discrimination*.

- Over three in ten young people from the Pilbara/Midwest cited *mental health* (35.0%) and *alcohol and drugs* (30.4%) as key issues in Australia.
- Around one in eight young people from the Pilbara/Midwest and WA indicated *bullying* was an important national issue (17.5% compared with 18.2%).

**Table 6. Most important issue in Australia today**

	Pilbara/Midwest %	WA %
<b>Mental health</b>	<b>35.0</b>	<b>42.2</b>
<b>Alcohol and drugs</b>	<b>30.4</b>	<b>35.9</b>
<b>Equity and discrimination</b>	<b>21.7</b>	<b>22.2</b>
Bullying	17.5	18.2
Crime, safety and violence	10.3	11.9
Education	9.9	9.5
Health	8.4	9.6
The environment	7.6	7.5
The economy and financial matters	6.8	12.0
Homelessness/housing	2.7	8.2

## What activities are young people involved in?

Young people were asked to identify the activities that they have been involved in over the past year from the list of options shown in Table 7.

- The top three activities for young people aged 15 to 19 years in the Pilbara/Midwest and WA were *sports (as a participant)*, *sports (as a spectator)* and *arts/cultural/music activities*.
- Higher proportions of young people from the Pilbara/Midwest reported participating in *sports (as a participant)* (62.7% compared with 57.9% for WA) and *sports (as a spectator)* (39.2% compared with 35.8%).
- Around three in ten young people from the Pilbara/Midwest took part in *volunteer work* (29.7%), while around one in five participated in *youth groups and activities* (19.4%).



**Table 7. Activities young people were involved in over the past year**

	Pilbara/Midwest %	WA %
<b>Sport (as a participant)</b>	<b>62.7</b>	<b>57.9</b>
<b>Sport (as a spectator)</b>	<b>39.2</b>	<b>35.8</b>
<b>Arts/cultural/music activities</b>	<b>35.0</b>	<b>35.7</b>
Volunteer work	29.7	33.2
Youth groups and activities	19.4	22.6
Student leadership activities	16.0	19.6
Religious groups/activities	11.0	14.3
Environmental groups/activities	11.0	10.0
Political groups/organisations	2.3	3.7

## How happy are young people and how do they feel about the future?

Young people were asked to rate how happy they were with their life as a whole on a scale of 0 to 10, where 10 indicates feeling the happiest. As shown in Table 8, the majority of young people from the Pilbara/Midwest felt happy overall with their lives; this proportion was higher than the WA average (60.1% compared with 55.2%).

**Table 8. How happy young people are**

	Pilbara/Midwest %	WA %
Happy/Very happy (70-100)	60.1	55.2
Not happy or sad (40-60)	28.0	31.4
Very sad/Sad (0-30)	11.9	13.4

Young people were asked how positive they felt about the future and to rate their response on a 5 point scale from *very positive* to *very negative*. Table 9 shows that the majority of young people from the Pilbara/Midwest felt either *very positive* or *positive* about the future.

- More than half of young people from the Pilbara/Midwest (51.8%) felt either *very positive* or *positive* about the future (compared with 57.4% for WA overall).
- Over one third (35.7%) of young people from the Pilbara/Midwest felt *neither positive nor negative* about the future (compared with 30.9% for WA).
- Nearly one in eight respondents from the Pilbara/Midwest and WA reported feeling *negative* or *very negative* about the future (7.6% and 4.8% compared with 7.9% and 3.8% respectively).

**Table 9. Feelings about the future**

	Pilbara/Midwest %	WA %
Very positive	15.7	11.6
Positive	36.1	45.8
Neither positive nor negative	35.7	30.9
Negative	7.6	7.9
Very negative	4.8	3.8

## Policy recommendations

- Expand programs to support young people to re-engage with education and provide resources to prepare young people for future work;
- Provide evidence-based universal mental health prevention and intervention programs in schools;
- Increase Youth Allowance and rent assistance payments and boost investment in affordable and appropriate accommodation for young people; and
- Expand online and face-to-face services and resources for young people and their support networks including family and friends.

**"Build more rehabilitation centres. Make info more available. Deal with conditions like depression and mental health to prevent drug use."**

**(M, 15,  
Midwest WA)**

**"Trying to get a job. School needs to help students to get jobs"**  
**(F, 16, Midwest WA)**

**"Work harder and study more to achieve higher grades."**

**(M, 15, Pilbara WA)**



## Who is Mission Australia?

Mission Australia is a non-denominational Christian community service organisation, with more than 155 years of experience in standing together with Australians in need on their journey to independence.

Our evidence-based, client-centred services are focused on reducing homelessness and strengthening communities across Australia. Our services are tailored to the needs and preferences of the clients and communities we serve. Our programs range from early intervention to intensive wrap-around services. They include services targeting homelessness; providing integrated family support; parenting programs; early childhood education; mental health services; residential drug and alcohol programs; youth programs; access to safe and secure housing; and programs to build capacity, resilience and opportunity for local communities.

We work in partnership with others to achieve our goal. This includes communities, supporters, government, businesses and other organisations. We measure our impact, collecting evidence of what works to inform our service design and delivery, and to advocate for change.

We stand together with Australians in need until they can stand for themselves.

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**MISSION  
AUSTRALIA** | together  
we stand



## APPENDIX 9



## **Key Insights from the Community Consultations**

This document is invaluable for hP Staff to ensure we are delivering our services true to the requests from the community.

Every move we make, every program we develop, every decision needs to be made with these Key Insights placed as a filter upon our work.

*Service Responses  
have to be  
immediate, or may  
not happen at all.*

- Shame means young people may not return if response not immediate.
- Alienating impact of multi-stage assessment processes.
- Single opportunities for brief intervention may be common.

- ***“When you ask for help, need to do it straight away...you can do the paperwork later”*** - Female Elder, South Hedland

*Low levels of  
mental health  
literacy in the  
wider community*

- headspace Pilbara in equipping and supporting local service providers to improve their responses to mental health issues.
- Normalization of mild to moderate mental health issues may also occur for service providers.

*Strengths-based  
approach –  
valuable, but  
challenging*

- Important in the context of the deficit focus on the region's communities.
- Challenging to apply in the context of more extreme social problems in the region.

*Success requires  
engagement  
built on trust  
and relationship  
over time*

- Informal settings.
- Time-consuming (outputs impacted).
- An important cultural consideration.
- Community members' mutual recommendations.
- ***"When people are coming and going – you can't trust strangers"*** - Female Elder, Hedland

*Aboriginal  
philosophy must  
be part of the  
solution*

- Aboriginal mental health beliefs and practices.
- Over-representation makes it a priority.

### *Cost of operating services in the Pilbara*

- Cost of living, including goods & services.
- Cost of housing & office accommodation.
- Higher wages & allowances. PD is expensive.
- Travel, inc. motor vehicle maintenance.

### *Poor identification of mild to moderate mental health issues amongst young people and their families*

- Can get lost in extreme socio-economic issues of disadvantage.
- Normalisation of poor social/emotional wellbeing.
- Help seeking when issues escalate.

### *Essential relationship with CAMHS*

- Involvement in consortium? In what form?
- Youth Stream clinicians – Karratha, Hedland and soon Newman

## *Family matriarchs and Elders play an essential role*

- 'Nanna's' are go-to people. Support & nurture.
- Can lack understanding of mental health needs.
- *"When we showed them the cartoon with the Nanna, the kids 'lit up'"* - Youth Worker, Hedland
- *"We don't know the right thing to say, and if we say the wrong thing, then it might make things worse"* - Female Elder, Hedland

## *"Pilbara-wide" service model challenges*

- Often a focus on Karratha & Hedland; but need is great everywhere.
- High number of very remote Aboriginal & mining-based communities,
- Western Desert – vast and isolated
- Some perceived lack of effectiveness in tele-based servicing
- Scheduled in-person travelling outreach to outer centres and communities prevents service responsiveness

## *Schools are hubs*

- Centrality of schools to young people's lives
- Educational settings provide an opportunity to normalize help-seeking for mental health
- Existing well-being centres are caught up in acute and crisis

• ***"All the drama happens at School"*** – Male, South Hedland

*Local embedding  
within other  
services allows  
young people to  
engage 'from a  
distance'*

- Need for trust + issues with stigma + existing trusted service providers
- Important to ensure acceptance by community.
- Opportunity to support mainstream service providers to improve responses to mental health issues

• ***"...the availability of qualified, experienced mental health workers who could be embedded in existing organisations and services was also identified as a gap."*** - (Regional Development Australia Pilbara 2012:33)



## *Alcohol and drug related harms*

- AOD related harms in the region are at extreme levels
- Risk taking behaviours are common.

## *Mental Health as part of a holistic view of health and wellbeing*

- Body, spirit, language, culture, land as well as mind
- Health of whole family / whole community

## *Engagement is with people, not with services*

- Low brand recognition - cannot rely on headspace
- Solid cultural competence of individual personnel essential.
- Recommendations or 'vouching' is often for individual personnel

## *Practical interventions are preferred to structured clinical interventions*

- Activity based programming rather than 'talk-based' clinical interventions.
- opportunity for improved wellbeing through increased civic participation

## *Challenges involved in coordination of services*

- Large, disbursed and complex region.
- High staff turn-over.
- High demands on staff – limited time for networking.
- Several existing local networks.
- Current gap in mild to moderate – dislocation of service connectedness.
- Highly transient youth populations = disconnected service pathways.
- Particular challenges in Roebourne.