

YOUTH SUPPORT SERVICES PROGRAM

This program gives young people access to a case management response and a community resource to acquire and /or sustain secure housing. The young person or family helps to determine what support is required and develop a plan with staff to meet their goals.

HOW IS THIS PROGRAM DIFFERENT?

Youth Support Services concentrates not only on immediate accommodation issues but also medium to long-term housing solutions. It also encompasses assistance with access to employment programs, mental health, general health, education, parenting and children, and legal aid for young people and young families.

Hope Street staff empowers young people to develop their own individual support plans to achieve their goals using their skills and abilities, combined with Hope Street resources.

See overleaf for an example of Hope Street's Youth Support Services helping a young person to feel more grounded and secure in his environment.





CASE STUDY JACK'S STORY

Jack became frightened of his father's violence towards he and his mother, and decided to move down from Sydney to his sister's tiny one bedroom unit in Melbourne. Jack is very large, and sleeping on the couch was incredibly uncomfortable for him.

He was receiving only limited Centrelink income due to being on the wrong payment scheme, which meant that looking for private rental/ shared accommodation was very difficult.

Jack was referred to the Hope Street refuge where there was accommodation with ongoing support. While in the refuge Jack was linked with the Youth Support Service.

Future housing options were discussed, and it was identified that Jack had little income and needed the stability of the refuge to focus on his studies. His limited life skills could be developed with the safety and support of the Hope Street refuge placement. As a result Jack was entitled to the Youth Refuge Enhancement funding, which assisted him to pay his school fees and school books to the value of about \$750. His current Hope Street Youth Support Service case manager is looking into ongoing tutoring for him. Jack is enjoying his stay and the support at the refuge and has engaged very well.

Hope Street advocacy with Centrelink also put Jack on the right payment scheme, and helped him to apply for the "Unable to Live at Home Allowance".

Jack left school at an early age but has re-enrolled at CAE to finish his VCE. A case like his would often fall through the cracks due to the lack of support, however with the assistance of the Hope Street Youth Support Services, Jack is now thriving and ready to face the future.

**IF YOU WOULD LIKE HELP LIKE JACK,
OR YOU WANT TO REFER A YOUNG PERSON TO THE
YOUTH SUPPORT SERVICE, CONTACT:**

Access Points

Melbourne Youth Support Service	9614 3688
North East Housing	9479 0700
Homeground	9288 9611
VincentCare	9304 0100

HOPE STREET 8311 9617
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