



Northern
Territory
Government

DEPARTMENT OF CHILDREN AND FAMILIES

SUBMISSION TO THE COMMITTEE ON YOUTH SUICIDE IN THE NT

September 2011

DCF STANDING REPRESENTATION ON YOUTH-RELATED COMMITTEES

INTRODUCTION

The Department of Children and Families (DCF) was created on 1 January 2011 as a result of recommendations from the Board of Inquiry (BOI) into the Child Protection System in the Northern Territory (NT).

While the BOI does not specifically address youth suicide in its recommendations it does talk to the particular case of abused and neglected children, children in care and Aboriginal youth.

Known risk factors for suicide such as high rates of alcohol and drug abuse, crime, domestic violence, sexual abuse, lower education attainment and low socio-economic status are prevalent in the NT and DCF acknowledges the increased risk where children are being abused and or neglected; the need for awareness programs for children in care and the particular need to engage and support Aboriginal clients and families.

DCF is cognisant of the *National Suicide Prevention Strategy* (NSPS) of the Mental Health Early Intervention and Prevention Branch in the Commonwealth Department of Health and Ageing (DoHA), which provides the platform for Australia's national policy on suicide prevention with an emphasis on **promotion, prevention** and **early intervention** for mental health; and DCF actively contributes to the *NT Suicide Prevention Plan*, coordinated by the NTG Department of Health (DoH).

From a broad perspective, *The Safe Children, Bright Futures* strategic framework for child protection and family support systems works around building the capacity and resilience of families and young individuals which could contribute to lessening youth suicide. Within the context of an integrated end-to-end service continuum DCF deliver a range of Universal, Targeted and Tertiary services and support to promote child safety and family wellbeing which contribute to the overarching objectives of the NSPS:

- Improve the evidence base and understanding of suicide prevention
- Build individual resilience and the capacity for self-help
- Improve community strength, resilience and capacity in suicide prevention
- Take a coordinated approach to suicide prevention
- Provide targeted suicide prevention activities
- Implement standards and quality in suicide prevention

The two examples of DCF direct involvement with suicide promotion, prevention and early intervention are:

- Partnership between the Office of Youth Affairs and the Beyond Blue Foundation in support of National Youth Week. Grants are offered to host Youth Events that promote and share information about suicide prevention. A list of sponsored events for 2011 is at **Attachment A**.
- Recurrent annual grant funding to Life Line Top End for the provision of mental health support via the operation of a 24 hour per day, seven day a week telephone counselling and crisis support service. Service results for the 2008-2009 and 2009-2010 financial years are at **Attachment B**.

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1. DCF CLIENT DEMOGRAPHIC

The Select Committee on Youth Suicides in the NT maintains a particular focus on 17-25 years of age.

The Policy Framework

The DCF Policy classification of youth is 12-25 year olds.

DCF acknowledges that between the ages of 17-25 is a high risk stage of life for acts of self-harm. From a whole-of-life perspective 17-25 year olds are typically less engaged with family support; ready for a driver's license with increased access to alcohol and risk of road accidents etc. People are becoming young adults and choose to disengage from services and become independent – this includes becoming independent of government interventions. This is a normal growth and development cycle of life. It is also note-worthy that once over 17, young people are typically outside the reach of school interventions and access to school counsellors.

Where possible DCF services target at risk groups but focus on the quantum of factors which impact young people across whole of life. The DCF services aim to improve the lives and wellbeing of families and individuals thus mitigating some of the stem causes that foster thoughts of self harm, providing holistic messages that build individual resilience and the capacity for self-help.

Statutory Limitations

Although DCF services a range of targeted demographics (up to 25 and other services for families and parenting) limitations on the age grouping of DCF primary clients are determined by key legislative instruments such as the *Care and Protection Act* and the *Youth Justice Act*.

As a result the bulk of DCF primary clients are birth to 18 years of age. The bulk of DCF clients are 15 years and under.

For example:

- Less than 4% of the totals of children on Care and Protection orders are 17 years of age.¹
- And the number of children subject to Care and Protection Orders aged 15-17 years of age as of 30/06/2011 is 85 individuals or 12% of the total.

However, DCF can provide voluntary support services to young people after their 18th birthday if they have been subject to Care and Protection orders.

Evidence base – the importance of suicide prevention in pre-teen aged children

Evidence is growing that as well as early childhood, adolescence is a critical period for suicide prevention and early intervention.² It is important that suicide prevention and mental health promotion starts as early as possible as evidence suggests that half of all mental health issues start before the age of 14 years. Many of these effects become stable and are resistant to change in the long term.³

¹ The number of children within the target age range exhibiting suicidal risk behaviour would constitute a very small subset of the estimated 4% and would be receiving case planned services to address suicide risk.

² Mitchell P (2000) *Valuing young lives – the National Youth suicide prevention strategy and its evaluation*, Family Matters No. 57 Spring/Summer 2000, Australian Institute of Family Studies

³ KidsMatter Early Childhood (2010) *Overview: Framework, components and implementation details*, Canberra, ACT: Australian Government Department of Health and Ageing

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Prevention of youth suicide is to prevent the development of risk factors, including preventing mental health problems, and promoting the development of resilience and protective factors, such as being positive and strong connections between people and community.⁴

For children and young adolescents good relationships with family and friends are critical. Studies have shown a strong link between the qualities of parent-teenager relationships with young people's mental health. Parents support can have a direct positive impact on their children's mental health.

DCF's Care and Protection staff are supported to identify factors that contribute to a child or young person being at risk of suicide. DCF Care and Protection staff incorporates the accessing of targeted specialist mental health services in their interventions provided to clients.

Cultural Respect

Prior to the creation of DCF at 1 January 2011 all Departmental staff and Non-Government providers were bound to adhere to the *Cultural Security Policy*, which now resides within the Department of Health.

In February 2011 the *DCF Aboriginal and Torres Strait Islander Staff Forum* recommended the creation of the Aboriginal and Torres Strait Islander Policy Unit.

The overarching framework of this Policy Unit is to strategically work across the department with a strengths-based approach in the development and creation of policy and programs that are culturally appropriate and sensitive to the needs of Indigenous children, youths and families in the NT.

This Policy Unit aims to ensure an integrated, comprehensive and sustained approach by DCF towards cultural security; develop policies and procedures focused on early intervention and prevention measures in collaboration with other program and policy units that incorporate strong ideals of cultural respect.

While DCF and the Aboriginal and Torres Strait Islander Policy Unit are new and developing in form and structure; DCF continues to incorporate adherence to the DOH *Cultural Security Policy* and other relevant legal instruments as key compliance criteria in all direct and auspice services via funding (grant) agreements with all non-government sector partners.

2. DCF CORE SERVICES

DCF recognises the Mental Health team within DoH, as the 'lead' Agency for targeted suicide prevention and response in the Northern Territory.

DCF provides, either directly or via the NGO sector, a range of core services addressing self-harm by working across a broad spectrum of family and individual development and crisis periods to build capacity and resilience; and more specifically in the acute care of young people under 18 years of age with tertiary case management within a legislative framework.

DCF is the lead Agency in the delivery of the following acute services which by their nature require stringent risk assessment, mitigation and response embedded in all workplace practices, including of risk of self harm:

⁴ KidsMatter Early Childhood (2010) *Overview: Framework, components and implementation details*, Canberra, ACT: Australian Government Department of Health and Ageing

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- Child Protection and Outreach services
- Supported Accommodation and Safe Houses
- Family and Parenting Support
- Youth Services
- Domestic and Family Violence Messages
- Youth Camps

Details of each of the respective DCF Program areas are at **Attachments C and D**.

All DCF core programs and services incorporate principles, policies and practices tailored to ensure appropriate client risk management and integrated service responses across Agencies and the NGO Sector. Compliance with DCF policies and professionals standards is implemented within a DCF workforce planning strategy and formally incorporated in to the explicit terms and conditions of all DCF-funded service agreements with non-government service providers.

3. DCF STANDARDS

Organisational

DCF is still a new agency defining its form and function.⁵ The new DCF Strategic Plan, when developed, will set the direction for ongoing inter-agency collaboration and DCF will continue to generate expectations and embed preventative principles in all services through continuous quality improvement. Examples of DCF current standards of Organisational collaboration are the Alice Springs Youth Action Plan and Family Responsibility Centres in Darwin and Alice Springs (See **Attachments E and F**).

Professional Development

DCF has a professional workforce and is committed to growing the capacity of its employees within its Workforce Development Framework; delivering high quality, contemporary and relevant learning that enable high standards in client care.⁶ DCF staff, carers, other NTG Agencies and staff from DCF funded organisations are eligible to participate in DCF Learning and Development opportunities.

All DCF employees in the Professional stream are required to maintain the professional standards associated with their classification and a *Professional Development Allowance* is available to assist professionals with the registration of professional bodies, attendance at seminars or conferences, research or maintaining qualifications.

DCF also has a new Supervision Policy and Framework within which training is compulsory for all DCF staff that provide staff supervision. Training in staff supervision commences from October 2011. Roll-out is continuing and additional targeted in-house training includes:

- Introduction to Child Protection
- Aboriginal Cultural Practice in Care and Protection
- Therapeutic Crisis Intervention (TCI)
- Strengths Approach
- Child Protection Intervention in the Context of Domestic Violence
- Introduction to Out of Home Care

⁵ The DCF Strategic Plan is under development and will more clearly define our business and client groups.

⁶ <http://internal.dcf.nt.gov.au/learning/Pages/default.aspx>

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- SAAP Case Management
- Understanding and Responding to People's Mental Health
- Child Protection & Family Safety Seminar - A Rural & Remote Focus
- Court and Legal Issues
- Transforming the Care
- Emotional Intelligence in Workplace Relations

National and International evidence suggests that suicide prevention training programs have a significant impact on reducing rates of suicide within a community; and DCF makes reference to the requirement for targeted professional development staff in relevant DCF-funded non-government service provider funding agreements, specifically:

- The Applied Suicide Intervention Skills Training (ASIST).
- SafeTALK. A half day training program, which can run either as a stand-alone or a precursor to ASIST Training, is also becoming increasingly popular. Its focus on teaching participants to recognize and engage people who might be having thoughts of suicide, and then to connect them with community or other professional resources trained in suicide intervention, is a more appropriate training program for some groups such as prison officers. It is also able to be used with young people over the age of 15.
- Mental Health 1st Aid. The Youth Mental Health First Aid Course is for adults working or living with adolescents (those aged between 12 and 18 years). This course can be relevant when helping people who are a little younger than 12 years or a little older than 18 years (i.e. early 20s).⁷ There are 5 accredited providers in the NT.⁸

Risk Management

DCF maintains and requires of all direct and auspice services stringent risk management systems that apply to NTG employees and relevant non-government staff members.

Risk assessment of self-harm is imbedded in all areas of DCF core service delivery and design including assets and facilities management requiring a comprehensive look at facilities design for youth/children services; with a particular emphasis on ensuring that service facilities do not create environs where young people can hurt themselves purposefully or otherwise. Client safety is paramount and DCI are very responsive to these needs and criteria.⁹

Programs and services providers that work with clients in complex, high risk categories such as Youth Camps are provided with targeted support from DCF, particularly in relation to risk registers, staff/client ratios and risk management and mitigation.

DCF also works across Agencies through the shared Client Care Information System (CCIS) database to mitigate gaps in service to clients at risk. A new 'flagging' function has been developed in this database establishing a mechanism by which DoH and DCF can cross-reference multiple services for individuals at risk while maintaining privacy and confidentiality in the best interest of the client.

4. ISSUES

Defining 'youth suicide' as a mental health issue does not acknowledge the many causes of self-harm. Youth suicide is an indicator of both personal and community safety. Fragmentation

⁷ <http://www.mhfa.com.au/cms/youth-course-information>

⁸ http://www.mhfa.com.au/instructor_list.php?type=youth&search=&state=NT&postcodefrom=&postcodeto=

⁹ i.e. No hanging points in line of site, Security, Duress alarms et al.

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of the health system, including mental health service provision affects Government's ability to deliver effective responses to young people at risk of self harm. An holistic response is required whereby all risk factors may be addressed.

DCF is a New Agency which is developing in form and function:

- DCF is under a high degree of scrutiny with a particular focus on the care and protection, service provision and quality improvements for under 18 year olds. As DCF works to finalise its Strategic Business Plan, it will continue to generate an expectation about standards of supports for its clients, staff, services and service providers.
- DCF is developing remotely for the first time (place-based staffing in remote communities). Examples of some critical challenges to DCF expansion in to remote areas include, but are not limited to: - recruitment, professional development and housing availability.
- DCF future directions in the provision of targeted youth services may be impacted by the outcomes of the Youth Justice System Review.

DCF does not prescribe operational practice to non-government service providers. Each NGO retains independent business discretion to conduct internal assessment of their capacity to resource services to response to suicide risks; and mitigate other identified risks. Although NGOs are required to comply with DCF policies and relevant legislation NGOs have discretion on how and when they respond operationally dependant on their own internal risk assessment/s. This is necessary because different services and different client groups require policies to be tailored into unique practice guidelines that best to suit the needs in that space. An example is remote non-government safe houses turning away suicide attempts as they are determined to be too high risk to staff – budget allocation on staff training and/or facilities development is not prescribed.

NGO capacity is a risk across the breadth of the human service portfolios. Where the sector does not have capacity, DCF continues to directly deliver the more complex and high risk services. Workforce development is crucial as many frontline staff 'burn-out' due to poor support systems.

Inter-agency data streaming is difficult as a result of separate database and client management systems across key agencies in the holistic framework of prevention (Justice, Child Protection and Police data systems) as identified in the DCF submission the Youth Justice System Review.

KEY RECOMMENDATIONS

There are some clear ways forward for DCF and others to work towards problem solving in this space:

- a. **Inter-agency collaboration.** Opportunities to be explored for systemised and consistent inter-agency governance and communications with a focus on youth suicide. "Youth Suicide" could leverage from service models like the Family Responsibility Program and Alice Springs Youth Hub for the operationalisation of inter-agency responses which have demonstrated success in data sharing protocols. A list of scheduled inter-agency Youth-related meetings is at **Attachment G**. The remote focus of DCF places it in a strong position to develop stronger working relationships with other agencies.
- b. **Embed cultural security.** Services to be characterised by strong cultural/community engagement elements through place-based approaches.
- c. Develop and extend **quality improvement framework**. Minimum standards are established in workforce and professional development. Increase investment in workforce development.
- d. Although DCF **research and evaluation** activities do not currently address youth suicide issues specifically there is scope for inter-agency collaboration with DoH, in recognition of its key policy, program and service delivery role in mitigating against youth suicide.

BEYOND BLUE YOUTH WEEK EVENTS 2011

National Youth Week is an annual event held around April each year in every Australian state and territory. In the Northern Territory (NT) it has become our largest celebration of youth. The Office of Youth Affairs (OYA) has worked in partnership with *beyondblue: the national depression initiative* for over five years to provide positive mental health messaging to young Territorians. Since 2010, OYA and *Youthbeyondblue* have worked together to coordinate Opening and Closing Celebrations across the Territory. The Celebration concept was derived from ideas provided by young people who attended the Youth Mental Health Forum hosted by the Mental Health Program, NT Department of Health and Families on 14 to 16 October 2008.

Opening and Closing Celebrations provide an opportunity for young Territorians to participate in large events specifically tailored to urban, regional and remote localities. The events focus strongly on the key *Youthbeyondblue* message; Look, Listen, Talk and Seek Help. The total funding *Youthbeyondblue* allocated towards the partnership amounts to \$50,000 which is negotiated on an annual basis.

The grant process involves wide promotion of the funding which encourages organisations to submit an expression of interest for consideration. In 2011, a total of 14 applications were received and reviewed by a grants panel. The panel consisted of OYA staff and the NT Young Member. The OYA provided *Youthbeyondblue* with the recommended events planned for the following locations: Darwin, Palmerston, Katherine, Tennant Creek, Alice Springs, Nhulunbuy, Wadeye and Galiwin'ku. This model is highly successful and plays an important role in the promotion of key services and mental health related information to young Territorians.

REGION	LEAD ORGANISATION	CELEBRATION DESCRIPTION	DATE / TIME LOCATION	YOUTH ENGAGED
Darwin	The Australian Red Cross	<p>Look, Talk and Seek Help Together Expo</p> <p>The Look, Talk and Seek Help Together Expo raised and reinforced <i>Youthbeyondblue</i> messages to the youth of Darwin. The event held at the SHAK provided access to information about mental health awareness in a fun and non-threatening environment. The event will include an expo, hip hop workshops, sumo suits, rock wall climbing and DJ. The event was MC'd by a young person.</p> <p>* The SHAK is a youth centre located in the Northern Suburbs, that is frequented by predominantly young Indigenous youth and youth considered at risk.</p>	<p>Closing Celebration</p> <p>9 April 2011</p> <p>The SHAK</p>	<p>The Look, Talk and Seek Help Together Expo was developed, coordinated and presented by the SHAK Youth Advisory Task Force with support from the Australian Red Cross Youth Services Team.</p> <p>Over 15 youth were involved at every stage of the development and coordination of the event.</p> <p>The event organiser's feedback to the Office of Youth Affairs indicated that attendance was low despite their best efforts to promote and advertise the event widely in the Darwin / Palmerston Region.</p> <p>Attendance: 120 50% Male 50% Female</p>

BEYOND BLUE YOUTH WEEK EVENTS 2011

REGION	LEAD ORGANISATION	CELEBRATION DESCRIPTION	DATE / TIME LOCATION	YOUTH ENGAGED
Palmerston	Palmerston City Council	<p>NYW in Palmerston</p> <p>The Palmerston National Youth Week Closing Celebration incorporated an afternoon of entertainment held at the Palmerston Aquatic and Lifestyle facility. The afternoon began with a youth Bazaar which included information and educational stalls. All youth service providers provided interactive activities for youth.</p>	<p>Closing Celebration</p> <p>9 March 2011</p> <p>YMCA Recreational Centre, Palmerston</p>	<p>120 12 - 18</p> <p>The event involved local youth in the planning, implementation and delivery of the event:</p> <ul style="list-style-type: none"> > eight youth involved in planning > five youth assisted in set up > eight youth from the Mission Australia Urban Quest performed <p>The event provided young entertainers with an opportunity to get involved and perform in front of a live crowd.</p> <p>Attendance: 84</p> <p>Male 27 Female 34 Not stated 23</p> <p>40% Indigenous 60% Non-Indigenous</p>
Alice Springs	Incite Youth Arts	<p>Harmony</p> <p>The Opening Celebration was held at the Alice Springs Youth Hub. The program for the evening included a concert where youth performed original hip hop music; a zumba demonstration class, performances from professional local and interstate dance and music mentors, a fluoro theme dance party, a CD launch of music created by local young musicians;</p>	<p>Opening Celebration</p> <p>1 April 2011</p> <p>Alice Springs Youth Hub</p>	<p>Since late 2010, a group seven of young people from the Alice Springs area have been working together in partnership with committed youth services to plan National Youth Week activities. The group have named themselves Harmony Crew.</p> <p>Many youth volunteers were involved in the local performances and consulted in the lead up of creative and logistical particulars.</p>

BEYOND BLUE YOUTH WEEK EVENTS 2011

REGION	LEAD ORGANISATION	CELEBRATION DESCRIPTION	DATE / TIME LOCATION	YOUTH ENGAGED
		<p>presentation of show bags and BBQ.</p> <p>The event included a diverse range of Alice Springs youth organisations, community organisations, all level of government, schools and the youth advisory group – Harmony Crew.</p>		<p>Attendance: 300 60% Non-Indigenous 30% Indigenous 10% CALD</p> <p>135 13 – 15 years 130 16 – 19 years 35 20 – 25 years</p>
Katherine	Katherine Town Council	<p>The Closing Celebration was held at the Katherine Aquatic Centre. A range of activities were on offer during the celebration including: a texting competition, commando run, fashion parade, chill out tent, jewellery making, water activities and more. Catering included a range of healthy meals and smoothies.</p>	<p>Closing Celebration</p> <p>9 April 2011</p> <p>Katherine Aquatic Centre</p>	<p>The event organiser conducted consultation with over 85 youth to generate ideas around what activities would feature at the Closing Celebration.</p> <p>The event organiser indicated that there was not a core group of youth involved in the planning however there was a high level of interest in participating and getting involved.</p> <p>Attendance: 230 25% Indigenous - mostly town youth 75% Non-Indigenous 40% Male 60% Female</p>

BEYOND BLUE YOUTH WEEK EVENTS 2011

REGION	LEAD ORGANISATION	CELEBRATION DESCRIPTION	DATE / TIME LOCATION	YOUTH ENGAGED
Barkly	Barkly Regional Arts	<p>Youth Week Closing Concert</p> <p>The Closing Celebration took place at the Tennant Creek Civic Centre. The concert showcased expressive pieces which had been workshopped leading up to and during National Youth Week. Performances included hip hop crew dance battles, a rehearsed dance including 20 dancers and solo pieces. The evening also includes introductions and highlighting of key youth service providers / how to access them and distribution of showbags inc giveaways.</p>	<p>Closing Celebration</p> <p>10 April 2010</p> <p>Tennant Creek Civic Centre</p>	<p>On the night there were two young women who MC'd the concert and a total of 39 young performed musical acts.</p> <p>Unfortunately due to the school holiday period there was not a strong group of youth who were able to participate as a youth advisory group.</p> <p>Attendance: 245 60% Indigenous 40% Non-Indigenous 50% Male 50% Female</p>
Nhulunbuy	Anglicare NT	<p>Youth Week 'Own It' Fun Day</p> <p>This event was an opportunity for young people aged 12 – 25 years to come together and access a range of activities, games, entertainment and information. Entertainment, free giveaways, prizes, food and a range of information were on offer to young people in attendance. Local youth services were invited to hold an information stall about their service and resources they offer to young people.</p>	<p>Closing Celebration</p> <p>8 April 2011</p> <p>Nhulunbuy Town Hall</p>	<p>A youth advisory committee assisted in the planning of the event by meeting a couple of times prior to the event. Youth facilitated organised activities handed out information and provided assistance with the clean up.</p> <p>Attendance: 140 50% Female 50% Male 70% non-Indigenous 30% Indigenous</p>

BEYOND BLUE YOUTH WEEK EVENTS 2011

REGION	LEAD ORGANISATION	CELEBRATION DESCRIPTION	DATE / TIME LOCATION	YOUTH ENGAGED
Wadeye	Victoria Daly Shire Council	<p>Wadeye Music and Dance Ceremony</p> <p>Wadeye Community held an Opening and Closing Celebration for the youth of the community. The Opening Celebration featured a focus on traditional songs and dancing. The Closing Celebration also included an AFL game, a drug and alcohol free disco with youth given the opportunity to DJ for the evening.</p>	<p>Opening Celebration</p> <p>1 April 2011</p> <p>Wadeye Community</p>	<p>There was a core group of five young people assisting in the organisation and implementation of the event.</p> <p>Attendance: 800 100% Indigenous</p>
Galiwin'ku	The Australian Red Cross	<p>Listen Up</p> <p>'Listen Up' was a concert aimed at showcasing young people's interests, talents and self expression while promoting positive mental health messages and support services available.</p> <p><i>The Chooky Dancers</i>, a world renowned dance group from East Arnhem Land volunteered as the headline act. The young men were happy to perform for their community as role models.</p> <p>Respected members of the community spoke to the concert participants about the Youthbeyondblue message.</p>	<p>Opening Celebration</p> <p>6 April 2011</p> <p>Galiwin'ku Community</p>	<p>All performances were conducted by young people. Around 50 youth showed off their line dancing routines developed in workshops during the week.</p> <p>A group of 10 youth assisted the production of a Youthbeyondblue banner which was displayed at the event.</p> <p>Youth assisted with organising and preparing catering for the event.</p> <p>Attendance: 250 100% Indigenous 60% 12 – 25 40% 8 – 12</p>

DHCS Program Funding

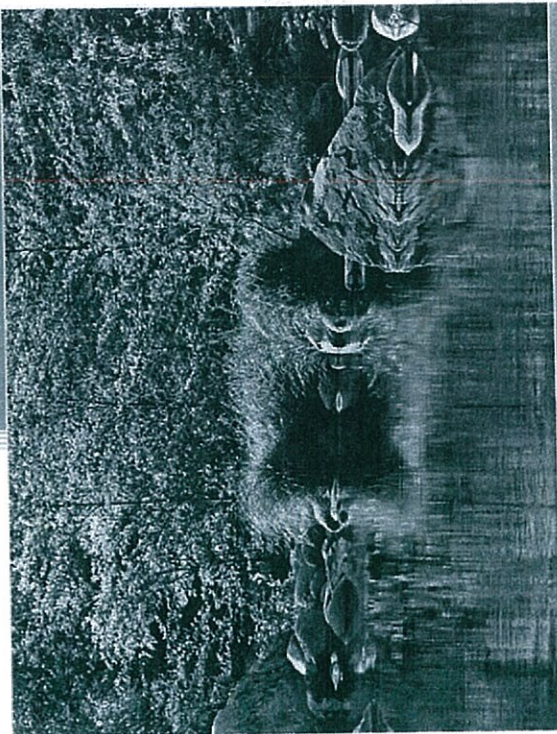
Lifeline Top End continues to receive funding for the provision of Mental Health Support Services from the NT Department of Health and Families. This funding is used to ensure that residents in the Top End have access to a 24 hour per day, seven day per week telephone counselling and crisis support service.

The funding is granted on a three year renewable cycle, on the understanding that the use of funds is transparent and that outcomes reports are provided on a six monthly basis, with audited financial statements made available annually.

The following pages constitute a report of the activities of Lifeline Top End against the outcomes required by the funding agreement. The Audit Report is annexed after the report.

DHS Program Outcomes Report

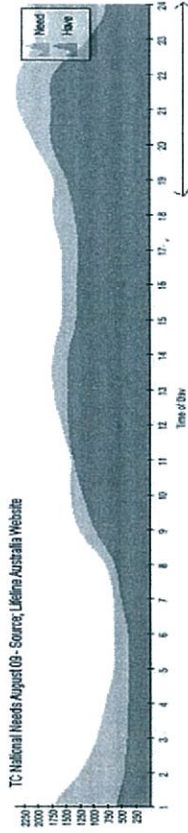
2009



DHCS Program Outcome:

Community Support: *Individuals, families and communities are supported to achieve independence and develop capacity to improve their own well being. Individuals and families are supported through crisis.*

In the past 12 months, Lifeline Top End has been an active part of the Lifeline National Network, providing trained, accredited Volunteer Telephone Counsellors who undertake shifts as part of an Australia wide service. Since the Top End does not have access to the large pool of trained volunteers as enjoyed by larger centres, LTE board and management have consciously sought to staff shifts at the times that other States and Territories find difficult to fill. In this way a small centre can maximise its contribution, with each 5 hour shift reaching callers when the need is highest.



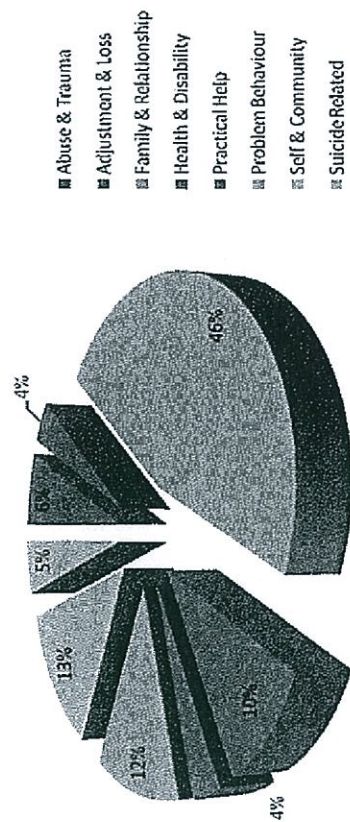
The average number of hours per month contributed to the network in the last 12 months has increased by 24% (98.62 : 122.02) over the same period last year. Even more pleasing, the number of logged in hours that Telephone Counsellors are engaged with callers during their shift has increased by 57% (44.68 : 70.2). Time recognised as 'not ready' (the time when counsellors complete records, etc) has been kept within nationally accepted levels (under 32%) and 'ready time' – the time when counsellors are logged in and ready but not engaged with callers – has dropped from 17% to 11% of the logged in time.

	Call attempts from Darwin	Calls abandoned from Darwin	calls rejected	Darwin Calls answered nationally	Calls answered in Darwin
Average 2007/8	443.67	182.00	59.50	202.33	141.25
Jul-08	252.00	114.00	14.00	124.00	138.00
Aug-08	377.00	156.00	61.00	160.00	115.00
Sep-08	450.00	148.00	125.00	177.00	188.00
Oct-08	568.00	169.00	80.00	319.00	175.00
Nov-08	240.00	92.00	47.00	101.00	228.00
Dec-08	285.00	143.00	5.00	137.00	242.00
Jan-09	425.00	199.00	4.00	222.00	226.00
Feb-09	734.00	233.00	11.00	490.00	277.00
Mar-09	844.00	222.00	6.00	616.00	208.00
Apr-09	703.00	159.00	30.00	514.00	175.00
May-09	237.00	110.00	3.00	124.00	113.00
Jun-09	268.00	113.00	5.00	150.00	208.00
Average 2008/09	5,383.00	1,858.00	391.00	3,134.00	2,293.00
	448.58	154.83	32.58	261.17	191.08

ATTACHMENT B
 DATA SOURCE:
 2009 ANNUAL REPORT
 LIFELINE TOP END, OCT. 2009

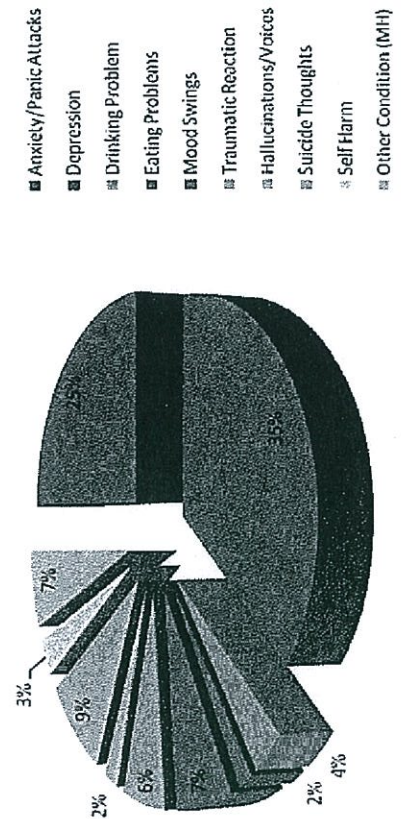
Issue Categories

Volunteer Telephone Counselors gather data about calls which is anonymous and confidential. The information relates to general demographic data which helps to create a profile of those who call and the reasons they call Lifeline. In 2008/9, the highest number of calls (46%) received from the Darwin area concerned Family and Relationship issues. This was similar to 2007-8. Next highest was Self and Community (13%), with problem behaviour third highest at 12% of all calls received. The lowest number of calls were from callers simply seeking information about local services (practical help).



Mental Health

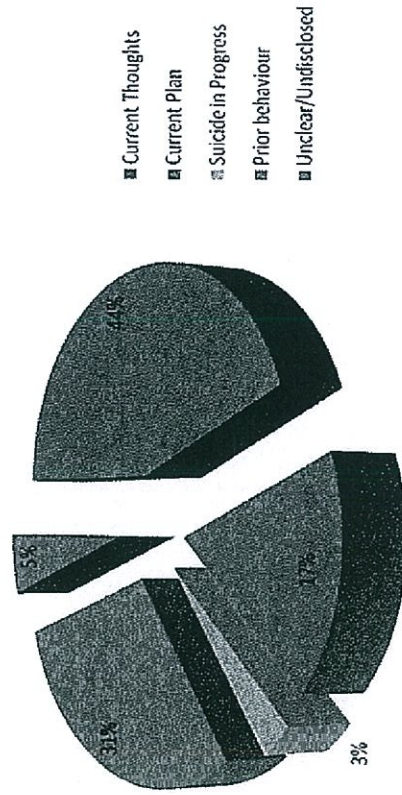
Mental Health Calls feature prominently within the issue categories listed above, either as part of the problem or as compounding another issue. Nationally, 1 in 5 people suffer depression. Predictably, depression featured highest on the reasons given by callers from the Top End (35% of all calls related to mental health issues), with Anxiety and Panic Attacks a close second at (25%).



Suicide Related Calls

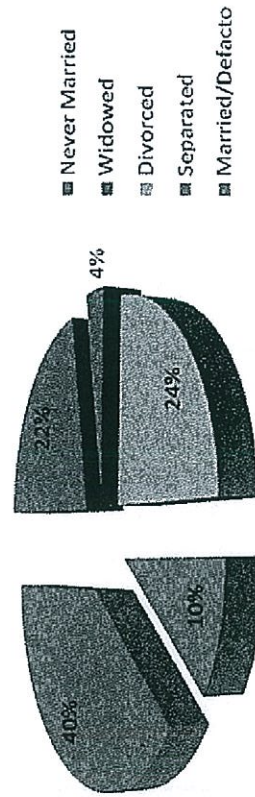
As in 2007/8, 5% of calls received related to suicide in 2008/9. Of the number received, 44% were considering suicide and called for help, 17% had a current suicide plan and 3% related to a suicide in progress which required emergency intervention. 31% admitted that they had had prior suicidal behaviour.

All suicide calls received by Lifeline Volunteers are taken seriously. Volunteer Telephone Counselors are all trained using the ASIST Suicide intervention program which is reinforced annually with mandatory refresher sessions.



Marriage Status of Callers

Of the number of callers (55%) who declared marital status, 22% stated that they had never married, with 40% stating that they were in a married or de facto relationship. A total of 34% were divorced or separated with 4% stating widowhood.



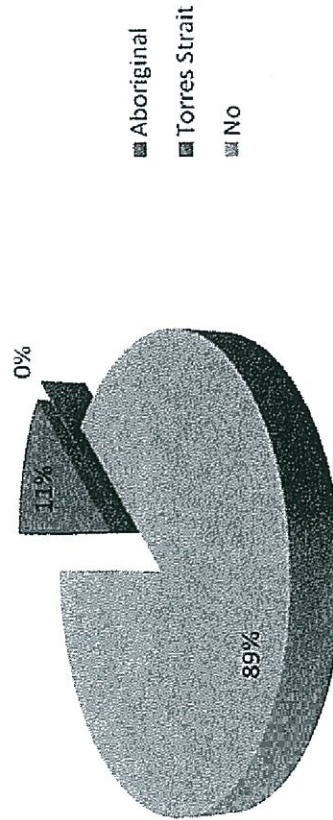
Employment Status

Of the number of callers (51%) who provided information on their employment status, 63% stated that they were employed, with 15% stating that they were unemployed. 22% were not in the labour force.



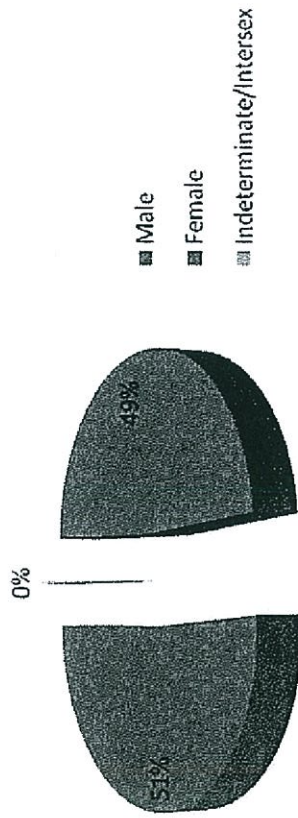
Aboriginality

Of the callers (30%), for whom ATSI origin was recorded, 11% declared that they were of Aboriginal descent. 1 person responded that they were of Torres Strait Island descent. This is similar to 2007/8.



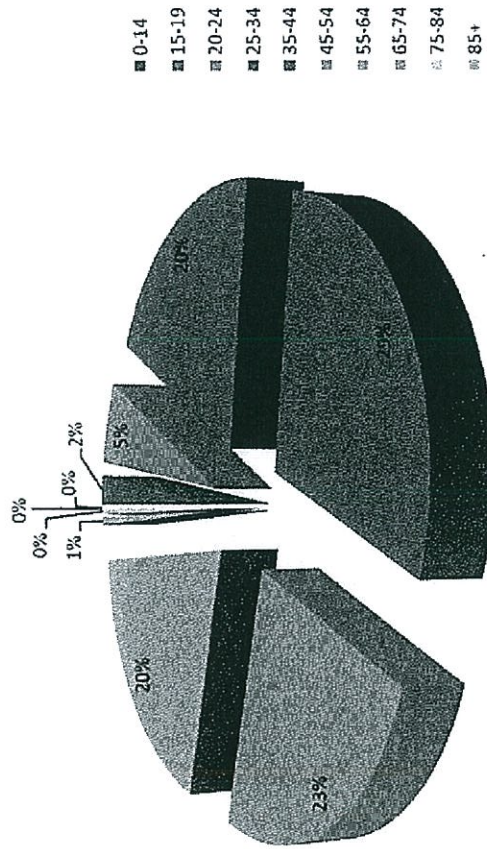
Gender of Callers

Gender was recorded in 89% of cases. There were slightly more calls from women. 4 callers claimed to be transgender, or were dealing with sexual identity issues.



Age Groups of Callers

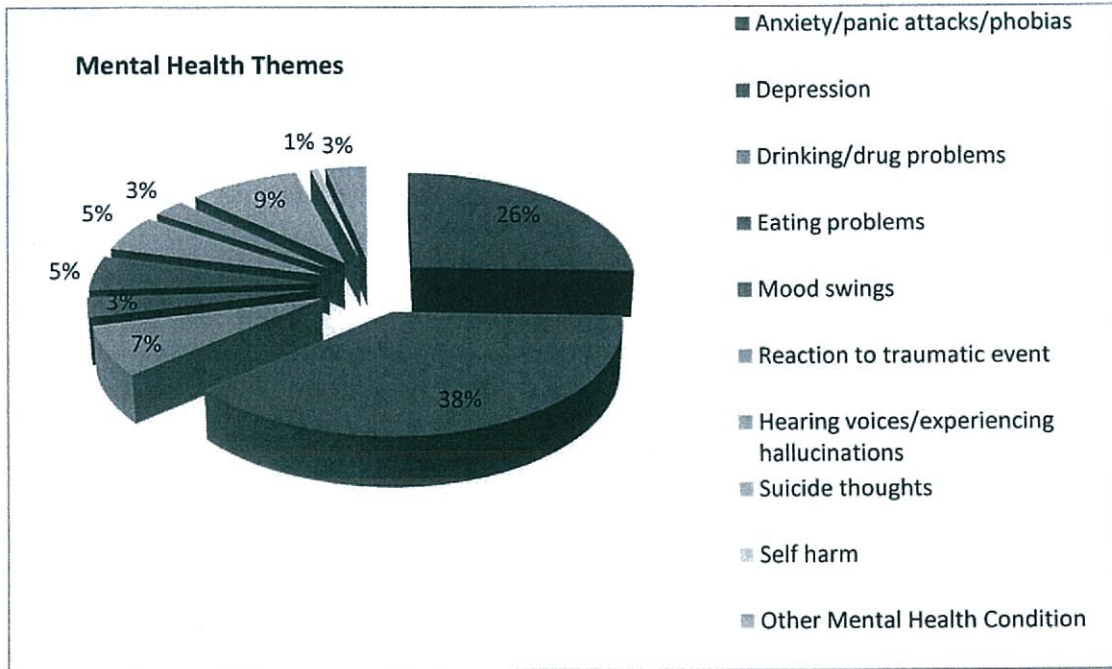
Calls generated from the Top End were predominantly from the 25 – 64 age range, with the highest number from people aged 35 – 44. Few calls came from 15 – 24, with none at all from under 14.



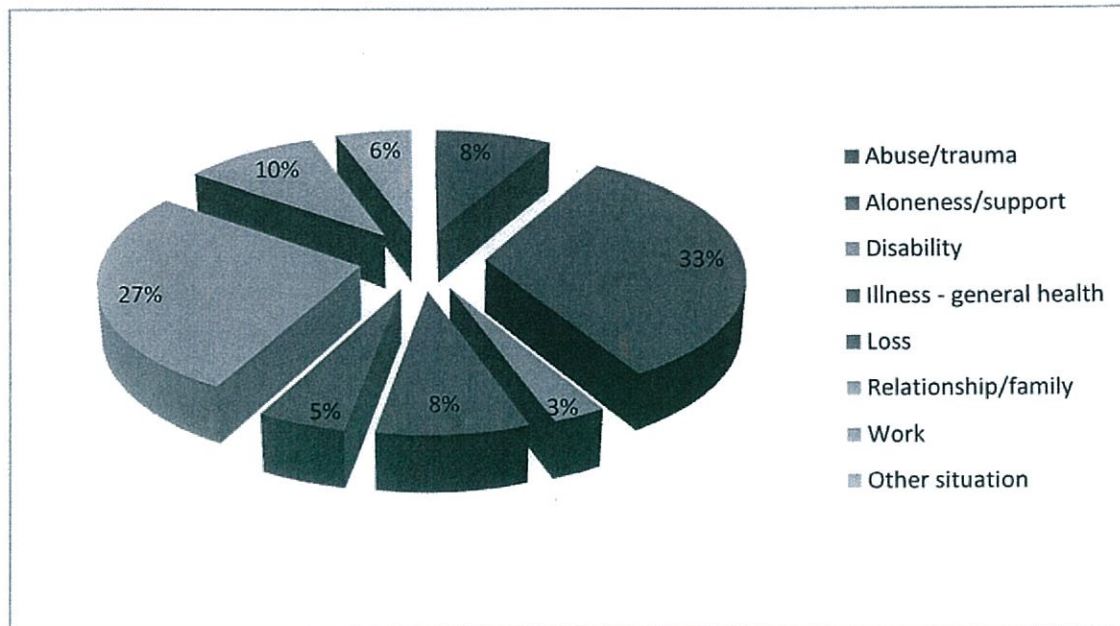
Caller Data

In the year commencing 1st July 2009, 5092 calls were generated from the Top End, an average of 424 per month. Of these calls, 3,429 (286 monthly) resulted in contact with a counsellor. Although Lifeline calls are de-identified, certain information is recorded for statistical purposes.

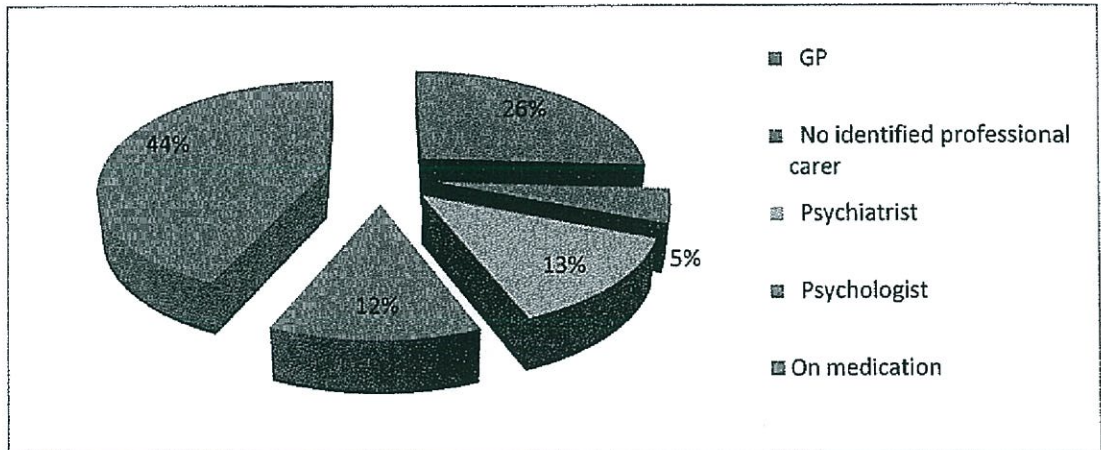
In the 2009-2010 year, 38% of Top End callers who rang in relation to mental health concerns identified as suffering from depression, with a further 26% recognising a problem with anxiety.



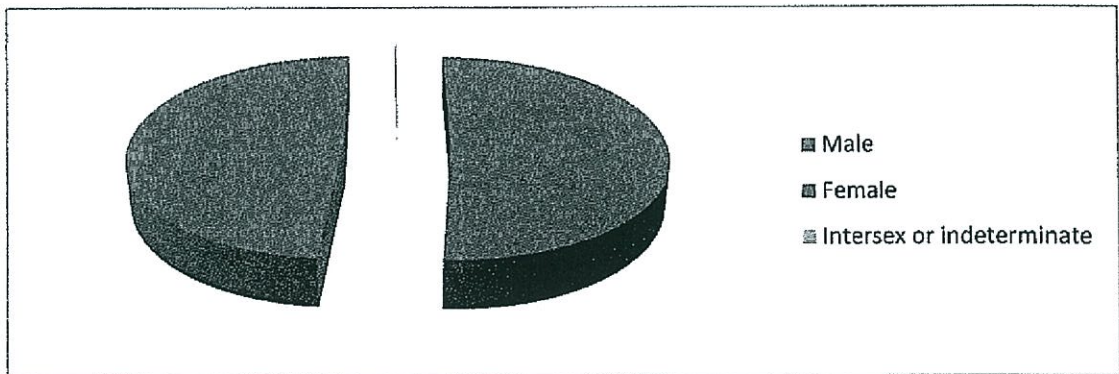
Not all callers managing a mental health condition call because of the specific problem, but often as a result of a secondary issue. Of callers with mental health issues, reasons given for the contact with Lifeline 33% were coping with loneliness, 27% with family or relationship issues, 10% with abuse or trauma, and 8% general health problems.



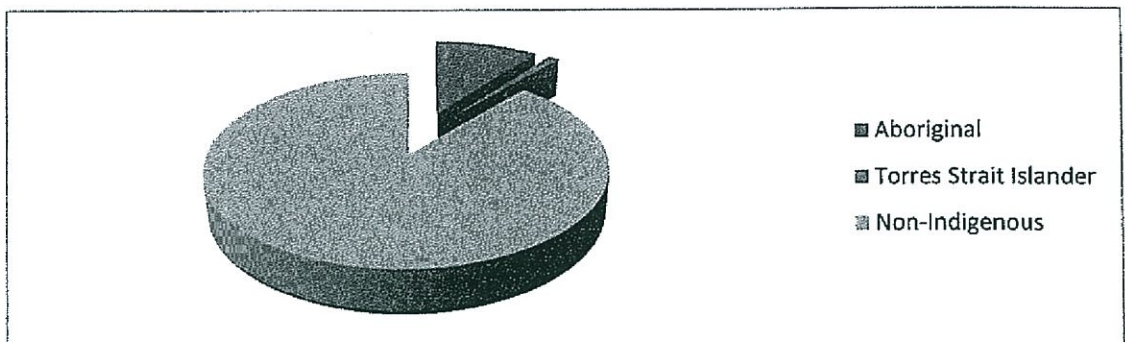
Of the callers ringing that discussed mental health issues, 44% admitted to taking some form of antidepressant, antipsychotic or other maintenance medication. 26% were under the care of a GP, 13% under the care of a psychologist and 12% under psychiatric management.



Once again, there were more male than female callers to Lifeline originating from the Top End. This is in line with NTG data which suggests that the Territory has the highest male to female ratio of all jurisdictions. As at 30 June 2009², the Territory had significantly more males than females, with an estimated 108 males for every 100 females, the highest of all jurisdictions and much higher than the national ratio of 99 males for every 100 females.

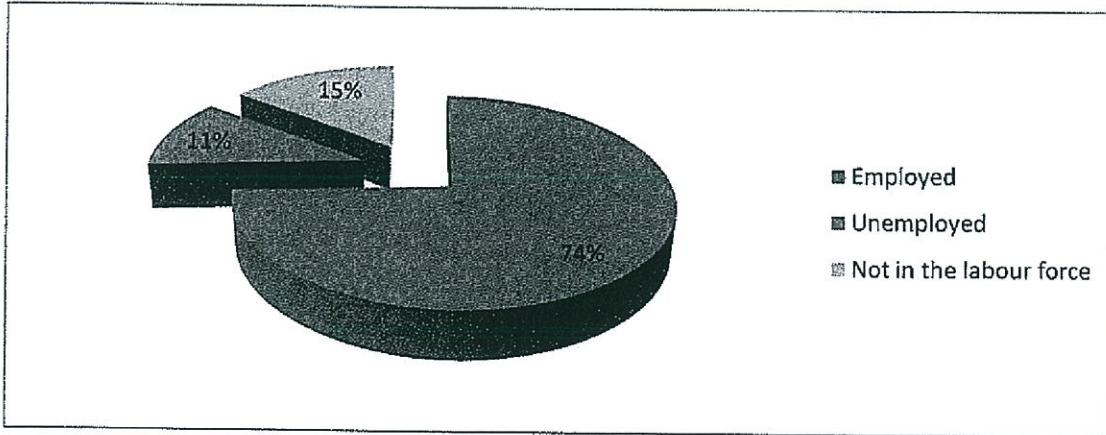


As in previous years, the majority of local people calling Lifeline are non-indigenous, with only 10% of callers identifying as Aboriginal and only 1% as of Torres Strait Islander origin.

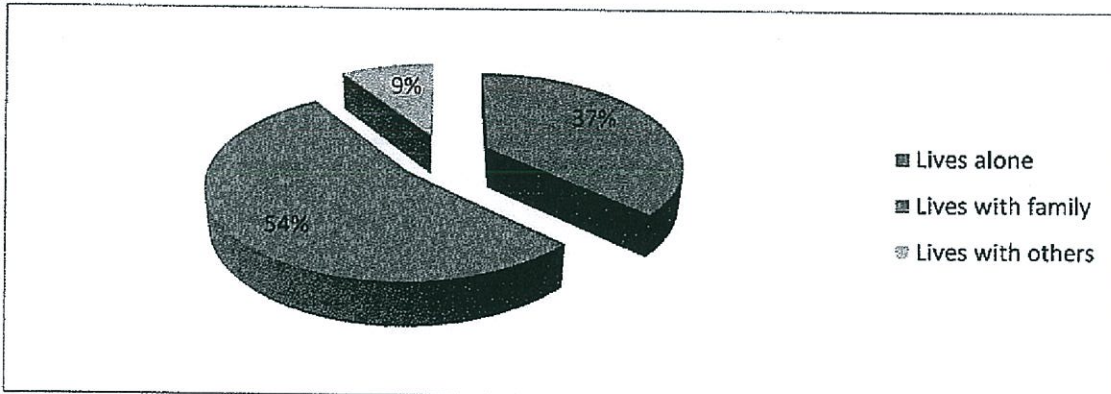


² <http://www.budget.nt.gov.au/papers/econ/4.population.pdf> page 37

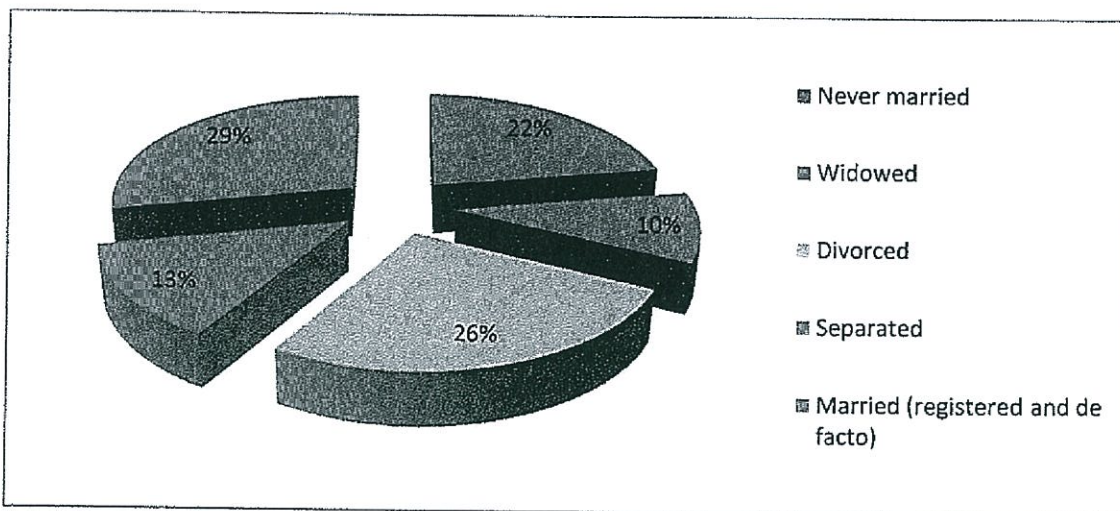
As could be expected statistically, with reference to NT employment figures, the majority of callers were in regular employment.



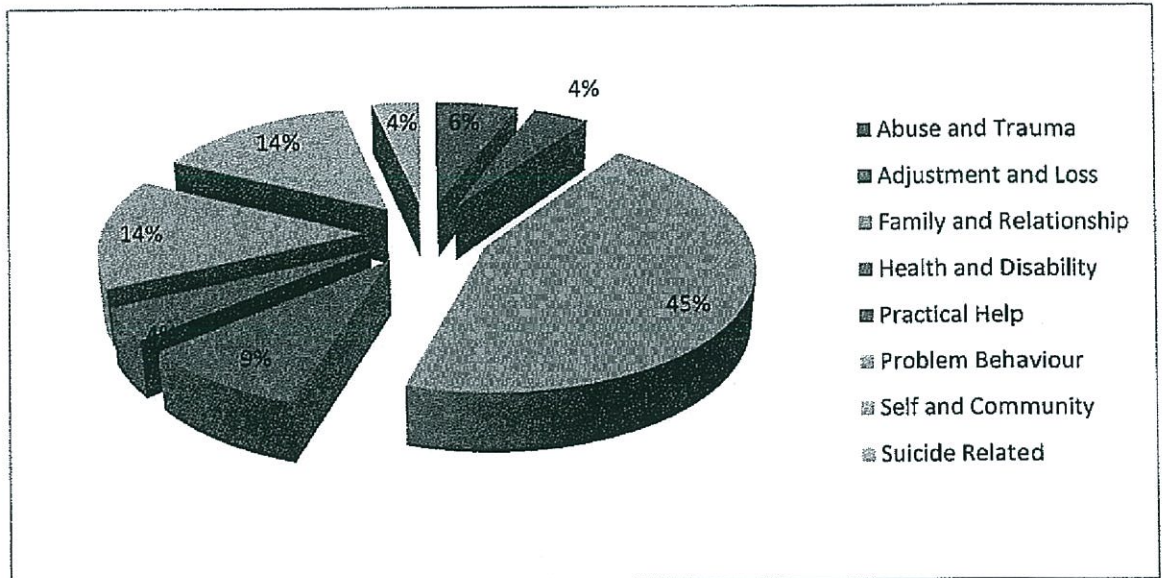
54% of callers lived with family, 37% stated that they lived alone and 9% lived with those other than family. This includes callers in full time supported accommodation.



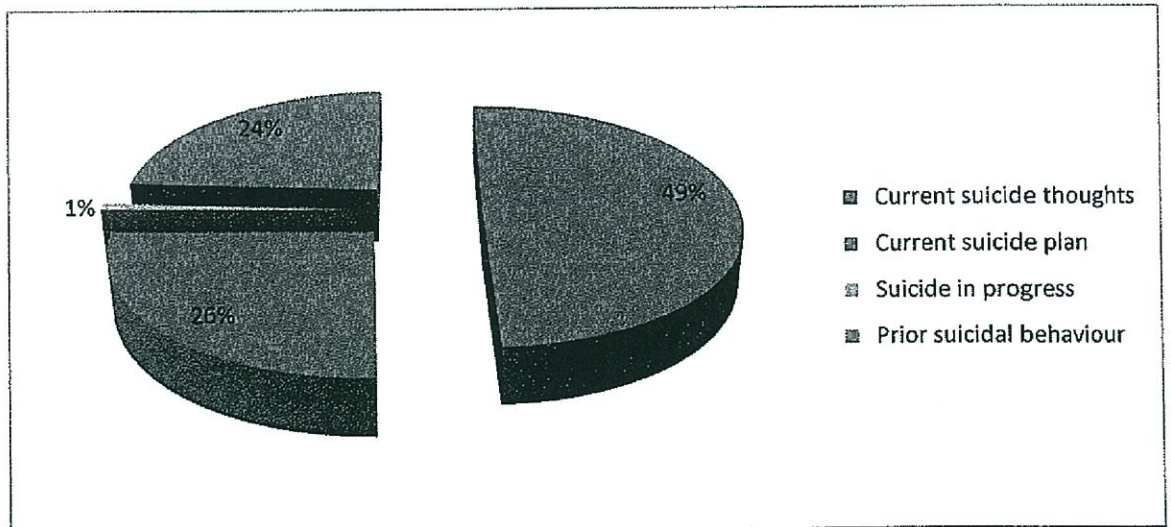
The majority (29%) of callers from the Top End indicated that they were in married or defacto relationships, 22% said they had never been married, 26% were divorced, 13% separated and 10% widowed.



The most common issue prompting calls to Lifeline other than mental health during the year 2009 to 2010 were family and relationship problems at 45% of all calls. Much lower in propriety was problem behaviour, those seeking practical help, and lower still health and disability.



Similar to previous years, 5% of calls that originated in the NT were suicide calls. Fortunately, 49% of those were people coping with suicidal ideation and seeking timely help, and 24% discussed prior suicidal behaviour as a coping mechanism. However, 26% of callers admitting having a current plan, and therefore were categorised as seriously at risk. Only 1% of calls came from a suicide in progress.



DCF CORE SERVICE CHARACTERISTICS

A brief overview of the range of DCF services is set out below.

1) Government Services (delivered by NTG employees)

Child Protection

Generic casework incorporates a number of policy and legislative components that support youth at risk, such as maintaining a positive connection to a young person's community of origin. Specifically, children receiving casework services by Care and Protection staff are protected, guided and supported by:

- Structured decision making tools in their assessment of the client's needs, safety and risks, including risk of self-harm and suicide.
- Case plan templates that canvass the client's needs in a range of domains, including psychological health.
- Policy and procedures that support using the expertise and competence of other agencies so that the most appropriate and effective services are provided to the client, including working with psychologists and mental health professionals.
- A shared client case management system that promotes service coordination between DCF and the Department of Health program areas of Mental Health, Disability and Alcohol and Other Drugs and includes a client risk management tool for identifying high risk clients.
- Creating client alerts in the shared electronic case management system (community care information system) which enables staff to identify risks or concerns for a client they may come in to contact with. This includes an alert of specific suicide risk.
- Accessing options such the (soon to be operational) secure care facilities that are being commissioned to cater for high risk, emotionally and behaviourally disturbed young people in the care of the CEO, using a therapeutic model of care.
- Provision of therapeutic services to children and young people in the care system, to address the impact of abuse and trauma.
- The Mobile Outreach Service (MOS plus) provides therapeutic counselling to children in remote communities who have experienced recent or past trauma as a result of child abuse and neglect or who display problem sexual behaviour.
- 'Leaving care' planning that includes identifying the young person's psychological and emotional needs and assistance and support they require during and after transitioning from the care of the CEO.
- DCF funding of Anglicare to provide the Moving On service for young people aged 16 to 24 who have left the care of the CEO.
- DCF funding of CREATE NT to support young people in care and who have been in care, from 0 to 25 years.
- Provision of ASSIST training to staff.
- Alternative care services including foster carers who are provided training in generic areas of risk behaviours (including suicide risk) and their management. Specific training regarding identifying and dealing with risk of suicide is provided on an occasional basis.
- Youth Triage services. Youth Triage provides an assessment for young people whose wellbeing is considered to be at risk and transitions them home or to Youth Safe Places.
- The development of a comprehensive response plan for youth at risk including the creation of a "youth at risk" category for Central Intake (as per recommendation 32 of the Report of the Board of Inquiry into the Child protection System in the Northern Territory 2010).

Mobile Child Protection Teams

This team operates across the DCF to deliver remote service. 78 communities were visited in 2010.

DCF CORE SERVICE CHARACTERISTICS

Mobile Outreach Service Plus (MOS +)

MosPlus is an Australian Government initiative delivered by DCF with a budget of \$14m in the NT, funded across 4 years. It provides therapeutic and educational support services for children and families experiencing abuse and trauma. MosPlus was extended from a sexual abuse team to a trauma team and a Mobile Forensic Team was established in 2009. MosPlus is delivered in 90 prescribed remote Aboriginal communities across the Territory. MosPlus teams consist of a counsellor and an Aboriginal Therapeutic Resource Officer. Offices are located in Darwin and Alice Springs. Between July 2010 – 31 March 2011 82 of the 90 Remote communities were visited, 668 episodes of care were provided, 46 Community Education sessions were provided, 23 Professional Development sessions provided and 1187 community meetings were held.

Family Support Centres

Family Support Centres deliver intensive family support services and case coordination for families referred under the Family Responsibility Program (FRP). The FRP helps families deal with young people's behaviour problems, school attendance and offending issues. The Program is set up under the *Youth Justice Act (Part 6A)*.

The Family Responsibility Program involves a number of Departments, including Children and Families, Health, Education, Justice, Police, and Housing. These Departments share information about young people and families they are concerned about, co-ordinate services, and can make a referral to a Family Support Centre.

Family Support Centres provide services to families to promote the safety and well-being of young people and to support parents to provide appropriate parenting. This work is undertaken through a Family Responsibility Agreement with families, or working with families who have a Family Responsibility Order made by the Youth Justice Court.

Remote Family Violence Women's and Men's Safe Places

The Australian and Northern Territory Governments have funded 20 safe places in 15 remote communities and two transitional houses in Darwin and Alice Springs. Safe Houses are staffed by local aboriginal people. There are 8 Men's Places and 12 remote Women's Safe Houses. Men's Places run programs for Men in communities i.e. Bush Mob, AOD and strong Men's Groups. Unaccompanied children may not stay overnight at Women's Safe Houses or Men's Places.

Remote Aboriginal Family Community Workers

RAFCW provides a responsive and culturally appropriate child protection service to Aboriginal families living in remote communities and trains and supports local Aboriginal family workers. (Closing the Gap funding) 29 of 33FTE staff are aboriginal and 22 staff live and work remotely. This service is based in 14 remote communities and provides family support for a total of 34 communities. It is predominantly funded by Australian Government with a \$1m contribution from NT Government. Last year there were 339 referrals total for the six months July to December 2010.

Domestic Violence Hospital Social Worker Program

Children/young people's past or current exposure to domestic/family violence is one of a number of factors that can lead to a young people engaging in self-harming behaviours. DCF funds a dedicated position to liaise with Indigenous clients at Royal Darwin Hospital to assess and respond to at risk indicators.

DCF CORE SERVICE CHARACTERISTICS

- 2) *Non-Government Services (delivered by the private sector/non-government organisations and personnel)*

Youth Services – Reducing Risk Taking Behaviour

DCF manages the delivery of general Youth Engagement Services via the non-government sector that provide recreation programs, school holiday programs, youth drop in centres and after hours outreach programs to divert young people from risk taking behaviour. During 2010-11 DCF funded 10 organisations to deliver 15 programs for young people based mostly in the urban centres of Darwin and Alice Springs.

Youth Services – Diversion

DCF manages the delivery of both urban and remote Youth Diversion Program services via the non-government sector. Existing Youth Diversion service delivery models vary from urban to remote and Top End to Central Australia.

The Youth Diversion program provides for an interface between police and community and is aimed at reducing offending behaviour of young people and those at risk of offending. This occurs in a restorative justice framework with formal diversion and associated case management support in urban centres. In remote and regional areas Community Youth Development Units (CYDUs) work with those at risk within a community development framework. They provide a comprehensive range of early intervention programs and case management support as required to those on diversions and at risk.¹⁰

Formal diversion referrals under Part 3 of the *Youth Justice Act* are limited to 18 years, however pre-diversion and community referred diversions can be accepted for up to 25 year olds.

Office of Youth Affairs

The Office of Youth Affairs (OYA) provides a whole-of-government approach to policy priorities for young people aged 12 to 25 years and develops effective communication links between young people, Government and the wider community. The office sits within the Department of Children and Families and supports initiatives that improve young Territorians' personal wellbeing, promotes their positive achievements and assists them to reach their goals. The four programs OYA focuses on are Youth Engagement Grants, the Youth Minister's Round Table of Young Territorians (Round Table), Youth Policy Framework and National Youth Week (NYW).

The Youth Engagement Grant program engages young Territorians through a variety of drug and alcohol free entertainment and youth development and leadership programs. In particular the category drug and alcohol free entertainment aims to promote healthy choices among young people and to encourage young people to have fun in a safe and supportive environment. In the June/July round a total of 41 grants were awarded to organisations and individuals, totalling \$77,695 to stage activities during the school holidays.

Since 1997, approximately 240 young people have participated in the Round Table program. A number of community based projects conducted over this period have focused on positive mental health and wellbeing. In 2011, there are two projects focusing on suicide awareness and prevention. The projects will be presented to the Minister and senior Northern Territory Government staff at the final meeting to be held on 3-4 December 2011.

From October 2010 to February 2011, the OYA conducted a series of consultations across Northern Territory (NT) sites in order to inform the development of a new Youth Policy. Involving over 200 young Territorians and individuals working within the youth and community sectors, consultations revealed many thoughtful and considered views relating to education, employment, training, culture, the arts and health. The draft NT Government Youth Policy aims to deliver a framework that

¹⁰ Input from the Northern Territory Police Youth Justice

DCF CORE SERVICE CHARACTERISTICS

articulates both the positive contribution and recognition of young people while also acknowledging the dedicated services and policy focus required across Government.

NYW is an annual event held around April each year in every Australian State and Territory. In the Northern Territory it has become our largest celebration of youth. Opening/Closing Celebrations are coordinated across the Northern Territory with the support of Youthbeyondblue. The Celebrations focus on the promotion of positive mental health. Originally, the Opening/Closing Celebration concept was derived from ideas provided by young people who attended the Youth Mental Health Forum hosted by the Mental Health Program, NT Department of Health and Families on 14 to 16 October 2008.

Strong themes and messages from youth include:

- Connection to culture significant factor in identify and disengagement crisis
- Services are needed not just for those thinking of suicide or self harm – the people who survive – the parents, children, friends and extended family of suicide victims, require so much support – targeted bereavement counselling / grief trauma etc.

Homelessness

DCF funds a range of specialist homelessness services through the National Affordable Housing agreement (NAHA) and the National Partnership Agreement on Homelessness (NPAH). The focus of these services is to provide assistance through supported accommodation, case management, outreach, counselling, advocacy and engagement with education, employment and training. Services target young people who are homeless or at risk of homelessness aged either 15-19 or 16-24 years.

Although specialist homelessness services are not specifically funded to provide youth suicide prevention or treatment services, these services can offer support to young people in crisis and key times of transition in their lives. Some of these young people experience a range of complex issues related to mental health, substance misuse, a history in statutory care and economic and educational disadvantage. Anglicare NT are the registered training organisation for the Applied Suicide Intervention Skills Training (ASIST) and all Anglicare NT youth workers undertake ASIST as part of their core training. Staff from the Young Women's Christian Association (YWCA) youth programs also regularly access ASIST. The case management and support offered by skilled staff in these specialist homelessness services may contribute to an early intervention or crisis intervention response for young people contemplating self harm or suicide.

Non-government reporting parameters require the collection of with regard to people turned away from the service and why. Anecdotally there are high instances of 'attempt' suicides being turned away from DCF-funded remote non-government safe houses due to the high risk posed to the service, its staff and the potential client.

Child and Parenting Support

Parenting support services available for parents with older children and adolescents including:

- Parentline. An NT-wide telephone counselling service that provides evidence-based support, referral and information, including facilitation of Triple P Parenting program
- Parenting Support. Providing parenting support, information, referrals and resources to individuals, families and agencies re children (0 - 12years) in Alice Springs.
- 7 Steps to Safety Kit. A free kit developed by DCF to help families work together to develop safety plans with children and give them the skills and confidence to feel and be safe at home.

Family Violence and Sexual Assault

DCF funds the social marketing campaign 'Stop the Violence'.

DCF CORE SERVICE TABLE

Name of service/program ¹¹	Current categories of main service activity type							Service Hierarchy ¹²			Distribution
	Parenting/ home mgmt skills/dev	Counselling including therapeutic intervention	Youth diversion	Family reunification	Youth Engagement	Other	Universal	Targeted	Tertiary	DCF Region ¹³	
Hospital-based DFV project								X	X	2	Royal Darwin Hospital
Child Protection Services						Statutorily regulated intake, care and referral systems for up to .18yo			X	All	NT-wide
Mobile Outreach Service Plus (MOS +)		X						X	X	All	All NTER Prescribed Communities
Sexual Assault Response Centres (SARC)		X							X	All	TBC
DCF provided Therapeutic Services	X	X		X					X	All	NT-wide
Family Support Centres	X	X						X	X	1, 2	Alice Springs, Darwin
Community Child Safety and Wellbeing Teams						Community Engagement Model to effectively case manage children/youth at risk	X	X	X	All	All Territory Growth Towns – under establishment
Family Violence Women's and Men's Safe Places						Crisis Accommodation and Referral Services		X	X	All	(W) – Angurugu, Kakarindji, Ntaria, Lajamanu, Maningrida, Ngulu, Ngukurr, Ramingining, Peppimentarti, Ti-tree, Yarralin (M) – Angurugu, Apatula, Maningrida, Ngulu, Ngukurr*, Ramingining, Pnara Jutunta, Beswick, Yuendumu*
Remote Aboriginal Family and Community Workers (RAFCW)	X						X	X	X	All	NT Growth Towns (established): Borroloola, Galwinku, Ngulu, Gunbalunya, Yuendumu, Kakarindji, Hermannsburg, Elliott, Papunya, Wadeye NT Growth Towns (under establishment): Ramingining, Ngukurr, Lajamanu, Angurugu Other Locations: Ti Tree, Santa Teresa, Daly River and Mutitjulu (being established)

¹¹ DCF Delivery, DCF Policy, NGO Delivery, Peak Bodies

¹² Universal services are available to the whole of the population and are designed to promote positive functioning and thereby decrease the likelihood of specific disorders developing. Targeted services are available to select groups or individuals who are known to be at risk of developing a particular health or developmental problem, and are designed to reduce the incidence of the problem developing. Tertiary services are available to individuals or families who have an established condition to problem and are designed to minimise the negative impact of the condition or problem. Moore, T.G. (2008). Rethinking universal and targeting services. CCH Working paper 2 (August 2008). Parkville, Victoria: Centre for Community Child Health

¹³ Central = 1. Darwin/Palmerston = 2. Katherine/Northern = 3.

DCF CORE SERVICE TABLE

Name of service/program ¹¹	Current categories of main service activity type							Service Hierarchy ¹²				Distribution	
	Parenting/ home mgmt skills/dev	Counselling including therapeutic intervention	Youth diversion	Family reunification	Youth Engagement	Other	Universal	Targeted	Tertiary	DCF Region ¹³	Location		
Youth Services	X		X		X	Youth Justice and Family Support Centres	X	X	X	All	NT-wide		
Office of Youth Affairs					X	Policy, small grants and advocacy	X	X		All	NT-wide		
NT Youth Round Table					X	Advocacy	X	X		All	NT-wide		
Family Violence and Sexual Assault						Policy, Social Marketing and small grants	X	X		All	NT-wide		
Child and Parenting Support	X					Policy and small grants	X	X		All	NT-wide		
Wurrli Wurrli Aboriginal Corporation – Katherine Targeted Family Support	X	X		X		Family Counselling and Support - the Targeted response service to prevent families entering or re-entering the Child Protection system.		X	X	3	Katherine		
Larrakia Nation Aboriginal Corporation – Darwin Targeted Family Support	X	X		X		Family Counselling and Support - the Targeted response service to prevent families entering or re-entering the Child Protection system.		X	X	2	Darwin/Palmerston		
Central Australian Aboriginal Congress Inc – Alice Springs Targeted Family Support Services	X	X		X		Family Counselling and Support - the Targeted response service to prevent families entering or re-entering the Child Protection system.		X	X	1	Alice Springs		
Anglicare – Moving On Program						Transitioning from out-of-home care		X	X	1,2	Darwin and Alice Springs		

ATTACHMENT D

DCF CORE SERVICE TABLE

Name of service/program ¹¹	Current categories of main service activity type							Service Hierarchy ¹²			Distribution	
	Parenting/ home mngt skills/dev	Counselling including therapeutic intervention	Youth diversion	Family reunification	Youth Engagement	Other	Universal	Targeted	Tertiary	DCF Region ¹³	Location	
Anglicare – The DEPOT Program						Supported Residential			X	2	Darwin	
Anglicare – Katherine Alternative Care & Support Services (KACSS)						Out-of-home care – residential			X	3	Katherine	
Anglicare Katherine Youth Accommodation and Support Service (KYASS)					X	Crisis Youth Accommodation – medium to long term for 15-19yo			X	1	Alice Springs	
Lifestyle Solutions – Specialised residential care		X			X	Out-of-home care supported accommodation			X	2	Darwin	
Lifestyle Solutions – Emergency residential care						Out-of-home care emergency supported accommodation			X	2	Darwin	
Mission Australia – Assertive Case Management		X			X				X	2	Darwin	
Relationships Australia – Counselling Service		X				Counselling and case management			X	All		
Relationships Australia – THERAPEUTIC INTERVENTION SERVICES FOR CHILDREN, DARWIN AND PALMERSTON and Top End Remote	X	X				Counselling and case management			X	2, 3	Darwin, Palmerston, Katherine, Nhulunbuy, Milikapiti	
Relationships Australia – Youth Diversion			X		X				X	1	Alice Springs	
Somerville - YOUTH AND FAMILY SERVICES - KATHERINE	X								X	3	Katherine	
Young Woman's Christian Association – INDEPENDENT LIVING PROGRAMS					X	Life Skills			X	2	Darwin	
Young Woman's Christian Association – CASY HOUSE					X	Crisis Accommodation and			X	2	Darwin	

DCF CORE SERVICE TABLE

Name of service/program ¹¹	Current categories of main service activity type								Service Hierarchy ¹²			Distribution	
	Parenting/ home mngt skills/dev	Counselling including therapeutic intervention	Youth diversion	Family reunification	Youth Engagement	Other	Universal	Targeted	Tertiary	DCF Region ¹³	Location		
Including INTENSIVE CASE MANAGEMENT AND IMPROVED LINKAGES FOR YOUNG PEOPLE IN CRISIS ACCOMMODATION						support							
Akeyerre / Community Wellbeing						Cultural Wellbeing				1		Alice Springs	
ALICE SPRINGS YOUTH ACCOMMODATION AND SUPPORT SERVICE INCORPORATED (ASYASS) - AMPE AKWEKE						Crisis Accommodation and Outreach Support				1		Alice Springs	
ALICE SPRINGS YOUTH ACCOMMODATION AND SUPPORT SERVICE INCORPORATED (ASYASS) - ASYASS Youth Refuge						Youth Crisis Accommodation				1		Alice Springs	
ALICE SPRINGS YOUTH ACCOMMODATION AND SUPPORT SERVICE INCORPORATED (ASYASS) - YOUTH HOUSING AND ADVOCACY PROGRAM					X	Youth Accommodation semi-supported				1		Alice Springs	
Anglicare – CYRSS (incorporating Forrest and Lesley Houses)		X				Supported Residential Care				1		Alice Springs	
ANGLICARE - YOUTH HOUSING PROGRAM DARWIN						Youth Accommodation – medium to long term				2		Darwin	
ANGLICARE - YOUTH HOUSING PROGRAM PALMERSTON & RURAL						Youth Accommodation – short-term				2		Darwin, Palmerston	
Anglicare – Youth Housing Options and Pathways Program (YHOpp)						Youth Accommodation – medium to long term for 15-19yo				2		Palmerston/Rural	
Anglicare – Health Connections for Youth					X					2		Darwin	
Anglicare – YOUTH DROP IN &					X					3		Nhulunbuy	

DCF CORE SERVICE TABLE

Name of service/program ¹¹	Current categories of main service activity type								Service Hierarchy ¹²			Distribution	
	Parenting/ home mngt skills/dev	Counselling including therapeutic intervention	Youth diversion	Family reunification	Youth Engagement	Other	Universal	Targeted	Tertiary	DCF Region ¹³	Location		
ACTIVITY ZONE (VDIAZ)													
Anglicare - GALIWINKU YOUTH DIVERSION PROGRAM		X			X			X	3		Galiwinku		
Anglicare - GUNBALUNYA YOUTH DIVERSION PROGRAM		X			X			X	3		Gunbalunya		
Australian Red Cross - E-CRUZ YOUTH RECREATION					X		X	X	2		Darwin		
Australian Red Cross - THE SHAK SCHOOL HOLIDAY PROGRAM					X		X	X	2		Darwin		
BAWINANGA ABORIGINAL CORPORATION - MANINGRIDA CHILD SAFETY SERVICE	X				X			X	3		Maningrida		
CENTRAL AUSTRALIAN ABORIGINAL CONGRESS INCORPORATED (CAACI) - AFTER HOURS YOUTH RECREATION					X			X	1		Alice Springs		
Create Foundation - Out of Home Care Advocacy & support services	X				X			X	All		TBC		
GAP YOUTH CENTRE ABORIGINAL CORPORATION - late Night Youth Drop-in Centre					X			X	1		Alice Springs		
GROOTE EYLANDT AND MILYAKBURRA YOUTH DEVELOPMENT UNIT INC SEMYDU Youth Diversion			X		X			X	3		Angurugu, Umbakumba		
JULALIKARI COUNCIL ABORIGINAL CORPORATION - Youth Diversion Program			X		X			X	1		Tennant Creek		
JULALIKARI COUNCIL ABORIGINAL CORPORATION - YOUTH RESIDENTIAL PROGRAM						Youth Accommodation semi-supported		X	1		Tennant Creek		
MACDONNELL SHIRE COUNCIL -					X			X	3		Papunya		

DCF CORE SERVICE TABLE

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	Parenting/ home mgmt skills/dev	Counseling including therapeutic intervention	Youth diversion	Family reunification	Youth Engagement	Other	Universal	Targeted	Tertiary	DCF Region ¹³	Location		
Youth Diversion													
MISSION AUSTRALIA - DARWIN AND PALMERSTON YOUTH BEAT			X		X					2	Darwin, Palmerston		
MISSION AUSTRALIA - SKHOLIDAYZ PROGRAM					X					2	Darwin		
MISSION AUSTRALIA - KATHERINE YOUTH SERVICES					X					3	Katherine		
NGAANYATJARRA PITJANTJATJARRA YANKUNYATJARRA WOMEN'S COUNCIL ABORIGINAL CORP Youth Diversion					X					3	NPY Lands		
ROPER GULF SHIRE COUNCIL - Youth Diversion			X		X					3	Ngukurr, Numbulwar, Borroloola		
YWCA - Youth Diversion Program	X				X			Mentoring and Support		2	Darwin		
Tiwi Islands Shire Council - Youth Diversion			X		X					3	Nguiu		
Tangentyere- Safe Families								Out-of-home care supported residential		1	Alice Springs		
Tangentyere- Ketve Program	X							Families referred with 0-7yo	X	1	Alice Springs		
Tangentyere- Yarrenyby Avlebe Learning Centre	X								X	1	Alice Springs		
Tangentyere- AFTER HOURS YOUTH RECREATION					X					1	Alice Springs		
THE GATHERING INCORPORATED - CHILD, YOUTH AND FAMILY SUPPORT IN THE RURAL AREA								Crisis Support - not youth specific		2	Darwin/Rural		
THE SALVATION ARMY (NT) - RED SHIELD HOSTEL COMMUNITY PATHWAYS PROGRAM - STREET TO HOME INITIATIVE								Homelessness - not youth specific	X	2	Darwin		

DCF CORE SERVICE TABLE

Name of service/program ¹¹	Current categories of main service activity type								Service Hierarchy ¹²			Distribution	
	Parenting/home mgnt skills/dev	Counselling including therapeutic intervention	Youth diversion	Family reunification	Youth Engagement	Other	Universal	Targeted	Tertiary	DCF Region ¹³	Location		
WARPIRI YOUTH DEVELOPMENT ABORIGINAL CORPORATION (T/A MT THEO - WILLOWRA YOUTH DEVELOPMENT PROGRAM					X			X		3	Willowra		
YMCA - KATHERINE YOUTH			X		X			X		3	Katherine		
CatholicCare NT – Our Family Our Kids program	X					Counselling and family diversion		X		2	Darwin		
CatholicCare NT – Katherine Family Link/Home strength						Sexual Assault Counselling		X		3	Katherine		
Children's Services Support Program – Parenting Support	X					0-5 only	X	X		1	Alice Springs		
BALJUNU – YOUTH CAMP PROGRAM		X	X		X				X	2	Darwin		
BRAHMINY – YOUTH CAMP PROGRAM		X	X		X				X	3	Eva Valley		
TANGENTYERE - YOUTH CAMP PROGRAM		X	X		X				X	1	Alice Springs		
Tangentyere – CAYLUS YOUTH SUPPORT PROGRAM						Professional Development support for Youth Workers		X	X	1	Alice Springs		
AMSANT – New PEAK BODY						Multiple interface for cross- cultural security in youth and related services	X	X		All			
BOYSTOWN - INDIGENOUS FAMILY ENGAGEMENT					X		X	X		All			
HSTAC – NTYAN Website/Coord					X		X	X		All			
NAPCAN							X			All			
NTCOSS									X	All			
Foster Care NT incorporated								X	X	All			

NB:// Table format adapted from a Treatment and Support Services mapping exercise

FACT SHEET ALICE SPRINGS YOUTH INITIATIVES

Alice Springs Youth Action Plan

The Northern Territory Government announced the Alice Springs Youth Action Plan in February 2009.

The Youth Action Plan aims to reduce youth anti-social behaviour by providing better support to young people and their families while tackling those who do the wrong thing.

The plan offers increased opportunities for young people to engage in the community and build positive futures.

Initiatives delivered under the Youth Action Plan include:

- Youth Hub at the former ANZAC Hill school established
- Expansion of the youth outreach services
- Youth Services Coordinator appointed
- 'No School, No Service' program introduced

The Department of Children and Families is leading the implementation of the Alice Springs Youth Action plan, supported by the Department of Chief Minister, Department of Education and Training, NT Police and the NT Council of Social Services representing the non-government sector.

Other initiatives being delivered under the Youth Action Plan include the creation of the Centralian Middle School and the establishment of a boarding facility for young people in Alice Springs who need a safe quiet environment to study during the week.

Additional safe house and emergency beds have been made available for young people who have been assessed as needing emergency accommodation.

YSOS

The Youth Street Outreach Service (YSOS) operates in the Alice Springs city centre seven nights a week from 6 pm to 3 am.

YSOS identifies young people at risk and follows up with families and agencies as soon as possible, preferably the day after a young person has been reported out late at night.

YSOS operates under the Department of Children and Families and allows staff to work with young people to keep them safe, take them to a place of safety and go and talk to families if they think the young people are starting to act in unsafe ways.

The team has two patrols working in the inner city to engage with young people and transporting them to places of safety when needed. They also operate a triage service which assesses the needs of young people who have been referred by NT Police and if needed, placing them in safe places or emergency accommodation.

The public can also make referrals to the YSOS program through the Department of Children and Families' 24-hour Central Intake service on **1800 700 250**.

If initial efforts to engage the youth are not successful, then the young person might be entered into a formal care arrangement with the Department of Children and Families.

YSOS also refers families and young people to other government and non-government agencies such as Truancy and Attendance Officers and the Family Support Centre to ensure they can access appropriate help and support.

Over the past year the YSOS program has:

- transported 70 young people to a safe place i.e.: emergency accommodation
- made 17 notifications to DCF Central Intake, and

- taken 7 young people into provisional protection.

Over the past year YSOS has also referred:

- 17 young people to Alice Springs Family Support Services
- 20 young people to local youth services
- 26 to Education
- 71 young people to other non-government organisations

Family Support Centre

The Family Support Centre provides advice to parents and guardians about support and services available coordinates services among NT Government agencies and works with non-government organisations to identify the gaps in available services for families.

The Family Support Centre is also responsible for the management and coordination of Family Responsibility Agreements and Family Responsibility Orders and managing the cases of families whose specific circumstances can't be addressed by one agency or service.

Last year the number of families entering into a Family Responsibility Agreement steadily increased.

Emergency Accommodation

As part of the Alice Springs Youth Action plan the number of emergency accommodation places has increased with 12 extra beds provided through Anglicare and Tangentyere.

The Department of Children and Families has also provided \$1.5 million for three Safe Houses to ensure additional beds are available in Alice Springs for children and young at risk.

Youth Action Plan Implementation Group

The Youth Action Plan Implementation Group is based at the Alice Springs Youth Hub and consists of a Youth Services co-ordinator, Youth Activities Consultant, and an Administration Worker.

The team coordinates and helps local agencies in Central Australia to deliver youth services as well ensuring NT Government agencies and

community organisations have a coordinated approach to supporting young people in the community.

Youth Action Group Meeting

Managers of the Youth Service Providers in Central Australia regularly meet to discuss strategic direction of the local youth sector.

Information, feedback and suggestions from the group is then shared with the Youth Coordination Committee which highlights emerging issues with NT Government agencies.

Youth Coordination Committee

The Youth Coordination Committee is made up of senior staff from the Department of Education and Training, NT Police, the Department of Children and Families and the Office of the Chief Minister. The meeting is chaired by the Department of Children and Families Chief Executive Officer, Clare Gardiner-Barnes.

The Committee identifies and puts into action the NT Government's responses to address identified causes of anti-social behaviour involving young people in Central Australia.

The Committee also closely examines strategies and initiatives that successful and ensures all agencies work together.

Casework Interagency Meetings

Caseworker Interagency Meetings are held weekly to ensure services being provided to at-risk youth in Central Australia. The meetings identify which agency is providing services and support to at risk young people.

Meetings are held on Tuesdays to ensure agencies have enough time to engage with young people and their families before the next weekend period.

Interagency meetings have been highly successful in ensuring the appropriate service is working with at risk youth and their families and taking action before the anti-social behaviour of the young person escalates.



Truancy Meetings

Regular meetings are held among NT Government agencies to identify young people with low school attendance.

The focus of the meetings are young people who have come into contact with the Youth Street Outreach Service (YSOS). The meetings also aim to ensure NT Government and non-government agencies including NT Police and Department of Education and Training target appropriate resources for these identified young people.

The meetings also make sure that young people who are out late at night are enrolled in school and with a goal of getting them attending at least 80 per cent.

School Holiday Activity Programs

Alice Springs Youth Hub staff co-ordinate the compilation of an Alice Springs School Holiday Activities Calendar and distribute the calendar throughout the town.

The calendar is also distributed through NT Government websites including Office of Youth Affairs Site and through social media outlets such as the Alice Springs Youth Hub Facebook page.

Patrols Meetings

NT Police have created a position of Patrol Coordinator which aims to provide better coordination of patrol services in the CBD and ensure kids are off the streets and in a safe place late at night

The Patrol Coordinator regularly meets with the Department of Children and Families, Congress, Tangentyere, Alice Springs Town Council and with security agencies that provide patrols in the Alice Springs Central Business District to share knowledge and information about hot spots and identified anti-social behaviour by young people.



Family Support Centres

Information For Families

Family Responsibility Program

What is the Family Responsibility Program?

The Family Responsibility Program helps families deal with young people's behaviour problems and school attendance issues. The Program is set up under the *Youth Justice Act (Part 6A)*.

The Family Responsibility Program involves a number of Departments, including Children and Families, Health, Education, Justice, Police, and Housing.

These Departments share information about young people and families they are concerned about, co-ordinate services, and can make a referral to a Family Support Centre.

Family Support Centres provide services to families to promote the safety and well-being of young people and to support parents to provide appropriate parenting. This is done through entering into a Family Responsibility Agreement with families, or working with families who have a Family Responsibility Order made by the Youth Justice Court.

What is a Family Responsibility Agreement?

A Family Responsibility Agreement is an agreement between parents/carers and the Family Support Centre.

The Family Support Centre may offer you a Family Responsibility Agreement if your child/young person is showing behaviour problems that are having an impact on the community.

These problems might be getting involved in anti-social or criminal activities or not attending school.

The Family Support Centre staff will work with you and your child/young person to help improve your child's behaviour.

Who can be offered a Family Responsibility Agreement?

Family Responsibility Agreements can be offered to any mum, dad, step-parent, or other carer or responsible adult who is involved with the care of the child/young person.

The Family Support Centre will usually try to contact all of the child's parents or carers to discuss what each of them can do to help improve their child's behaviour and the types of support they might need.

Depending on the circumstances, the parents/carers may then enter into a joint Family Responsibility Agreement or separate Family Responsibility Agreements.

What does a Family Responsibility Agreement involve?

Family Responsibility Agreements are made to give you support.

Under the agreement you agree to do certain things, for example, making sure that your child goes to school every day by going to school with them.

The Family Support Centre in return agrees to provide particular support so that you can do the things you have agreed to do. For example, the Family Support Centre may be able to offer help with advice on setting boundaries at home or helping you talk to the school about any problems the young person may be having there.

Do I have to enter into a Family Responsibility Agreement?

No – Family Responsibility Agreements are a voluntary arrangement between you and the Family Support Centre. You cannot be forced to enter into an agreement.

However, they do provide you with a chance to get support and to help your child.

If you decide not to enter into an agreement, you will need to try to find other ways of improving your child's behaviour or school attendance and it may be worth discussing with the Family Support Centre how you intend to do this.

If there is no improvement, the Family Support Centre will have to consider what further action should be taken.

If you don't want to enter into an agreement, or do not follow the agreement, the Family Support Centre can apply to the Youth Justice Court to conduct an Inquiry into Family Circumstances. The court could then make a Family Responsibility Order to ensure you deal with your child's behaviour.

What is a Family Responsibility Order?

A Family Responsibility Order is a direction made by the Youth Justice Court.

Parents are obliged by law to follow the directions the Court has given. A Family Responsibility Order is made when a Family Responsibility Agreement has failed to make a difference to the young person's behaviour or if the parents/carers have refused to sign or not followed an Agreement, or if the young person has been charged with an offence or has breached bail.

An order can not be made for a child less than 10 years old.

What could be in a Family Responsibility Order?

A Family Responsibility Order will include actions that individual family members need to take to support their family. This may include:

- parents to attend counselling or other programs
- parents making sure that their children are attending school and staying out of trouble with the law and or the community.

What happens if the Order is not followed?

If an Order is not followed, consequences include:

- prosecution for non-compliance.
- a fine to the maximum value of 20 penalty units. As at 1 July 2011, 20 penalty units equal \$2,740.

If the fine is not paid, the parent may have to do community work or non-essential family goods to the value of the fine may be seized.

Where is the Family Support Centre?

Alice Springs

Alice Springs Youth Hub (Old Anzac School Buildings)

Phone (08) 8951 5867

Darwin

17 Scaturchio Street, Casuarina (*between Centrelink and the bus depot*)

Phone (08) 8944 8605

Office hours: 8.30 am to 4.30 pm



Family Support Centres

Information For Families

Comments and Complaints

Family Responsibility Program

Protecting Your Privacy

The Northern Territory *Information Act* protects the privacy of personal information held by NT Government Departments by:

- providing the right to access and correct personal information
- providing remedies for breaches of privacy of an individual's personal information.

The Family Responsibility Program involves a number of Departments, including Children and Families, Health, Education, Corrections, Police, and Housing.

These departments share information about young people and families they are concerned about, co-ordinate services, and can make a referral to the Family Support Centre.

The information collected by us will only be shared with other Departments and services with your consent, unless it is required or authorised by law.

We will keep your information secure, and take reasonable steps to ensure it is accurate, complete and up to date.

Privacy complaints

If you are concerned that your personal information has not been protected, or that the Family Support Centre has breached your privacy, you should first talk to the Manager of the Family Support Centre. You can also choose to contact the Information and Privacy Unit on (08) 8999 2880.

If you are not satisfied with the response you receive from the Family Support Centre you can then lodge a complaint with the Northern Territory Information Commissioner.

The Information Commissioner is an independent external authority that can deal with your complaint and make orders to remedy it.

The Office of the Information Commissioner can be contacted on (08) 8999 1500 or Freecall 1800 005 610.

Access to your personal information

If you would like access to your personal information held by the Family Support Centre, you can make a request directly to the Manager of the Family Support Centre.

Access will be provided unless the information is sensitive, providing access is complex, or there is a law that requires access to be refused.

If you request photocopies of documents or other media, charges may apply.

Freedom of Information (FOI)

The *Information Act* establishes a Freedom of Information scheme for formally accessing government information or your personal information held by NT Government Departments. An FOI application must:

- be in writing
- give your name and address
- describe in detail the information that you want

You must also provide proof of your identity.

An *Application to Access Information* form is available at the Family Support Centre.

Correcting your personal information

If, after accessing your personal information, either informally or under FOI, you believe the information is inaccurate, incomplete or out of date, you can request that the information be corrected.

Your application for correction should be in writing and explain why you think the information is not accurate, correct or is out of date. Send your application to the Information and Privacy Unit of the Department see the 'Lodgement of applications' section below.

Under the *Information Act*, the Department of Children and Families can make the change you requested, change the information in another way, or refuse to change the information.

Where your requested change is not agreed to, you will be provided with written reasons for refusal, and be given an opportunity to place with your personal records a statement of your opinion that the information is inaccurate, incomplete or out of date.

An *Application to Correct Information* form is available at the Family Support Centre.

Tell us, we want to know

It is important to the Department of Children and Families that Territorians get the best possible service from us. We are committed to providing high-quality services that are responsive, adaptable and reflect individual and community needs. You can assist us by providing feedback on your experience with us.

What you can expect

- to have access to information which allows you to participate actively in the service being provided to you
- to have your personal privacy and confidentiality respected
- to be treated with respect and courtesy
- to know the name of the person providing services to you
- to have any concerns or queries about the service responded to appropriately
- to have the right to refuse a service, to the extent permitted by law

Your responsibilities

- treat staff with respect and courtesy
- carry out your part of any agreed plan
- advise the service if you are unable to keep an appointment

How to provide feedback or make a complaint

- in writing - you may ask for a complaint form or write a letter to: PO Box 40596, Casuarina, NT 0811
- by telephone
- in person

Your feedback or complaint may be directed to the staff member providing the service, or if you prefer, to that person's Manager.

The Manager may be able to resolve the complaint immediately. If this is not successful then the complaint should be lodged with the Director of Regional Services.

If you are not satisfied with the outcome, you may contact the Ombudsman's Office, an independent statutory body for complaints handling.

Where is the Family Support Centre?

Alice Springs

Alice Springs Youth Hub (Old Anzac School Buildings)
Phone (08) 8951 5867

Darwin

17 Scaturchio Street, Casuarina (*between Centrelink and the bus depot*)
Phone (08) 8944 8605
Office hours: 8.30 am to 4.30 pm

ATTACHMENT G

DCF STANDING REPRESENTATION ON YOUTH-RELATED COMMITTEES

Meeting	Purpose	Representatives	Frequency
Community Safety Working Group	Oversee NT Public Safety model	Director & ED level from DoJ, Police, DoH, DCF, Housing, Transport, DCM - Meeting has a second component that involves the Australian Government & NGOs at alternate meetings	Monthly
Mind Matters Reference Group	The reference group guides and provides advice for the implementation of Kids, Mind and Community Matters across the Territory	DET staff, Headspace, Principal, Office of Youth Affairs	Quarterly
Youth Court Matters	Provide a forum to discuss youth court matters & reforms	DCF, DoJ, DoH, Courts Administration	2 Months - Linked to youth justice review & potential reforms
Strategic Interagency Group	Advise on FRP across government	Police, DET, DoJ, Housing, DCF, DoH	2 Months
Youth Justice Review Expert Reference Panel	Provide a point of reference to the NT review of Youth Justice System	NAAJA, DoJ, Police, DCF, Review Team	6-8 Weeks
Integrated Family Support Working Group (IFSWG)	Advise on IFS initiatives managed through DET	DET (chair), DCF, NTCOSS, AMSANT, NGOs, DATSIH, FAHCSEA	Bi Monthly
Australasian Juvenile Justice Administrators (AJJA) Research Task Group	To inform policy development and practise for youth justice by improving the evidence base available for juvenile justice interventions in Australia and New Zealand.	Directors, Senior Managers and Senior Policy Officers of Youth Justice from each State/Territory	Monthly
Child Safety and Wellbeing Directors Network	Policy and Program coordination re: Child Safety and Wellbeing	DCM; NTFES; DET; DHLGRS	Bi-monthly
Early Childhood Working Group	RSD/COAG issues relevant to early childhood building block	DET; FAHCSEA; DCF; DEWR	TBC
Darwin and Rural Workers with Youth Network (DARWWYN)	Information sharing across Darwin youth sector	Darwin based youth sector agencies.	Monthly
Palmerston and Rural Workers with Youth Network (PARYS)	Information sharing across Palmerston youth sector	Palmerston based youth sector agencies.	Monthly
Youth Minister's Round Table of Young Territorians	Youth Advisory Group to Minister of Young Territorians and the NTG	15 young Territorians 15-25 years of age	Quarterly face-to-face, monthly teleconference
Katherine Youth ITCG	This group is a sub-group of the TCG. As there are no other youth sector network meetings on an ongoing basis it also covers this need and focuses on Youth Issues.	Katherine based youth sector agencies	3 weeks
Barkly Youth Services Providers Network	Information sharing across the Tennant Creek youth sector	Tennant Creek Based Youth Organisations	Monthly
Youth Services Alice Springs Forum	Information sharing across the Alice Springs youth sector	Alice Springs Based Youth Organisations	Monthly
Youth Interagency Tasking and Coordinating Group & East Arnhem Youth Interagency Network	This group both doubles as the youth sector network meetings and subcommittee of the ITCG on Youth Issues.	East Arnhem Youth Sector Organisations	Monthly
Darwin Region Interagency Tasking and Coordination Group	This group is targeted at initiatives to reduce anti-social behaviour in Darwin and Palmerston	Darwin and Palmerston based community organisations and NTG and AG representatives sector agencies.	Fortnightly
Northern Territory Youth Affairs Network (NTYAN) Subcommittee	To guide the development of the Northern Territory Youth Affairs Network across the Territory	Representatives from each of the youth sector network groups across the Territory and the Office of Youth Affairs	Quarterly
National Youth Working Group	Previously a subcommittee of the MCEEDYA - currently limited functions including approving dates for National Youth Week.	Director/Managers for Office of Youth Affairs across Australia	TBC
NTG Youth Policy Framework Reference Group	To guide and provide advice during the review of the NTG Youth Policy Framework	NTG, AG, NTCOSS and Youth Round Table Representation	As required
Strategic Investment Framework Working Group	Develop an investment fwk for DCF to inform allocation of family support funding as part of the BOI recs	Reps from across DCF, AG just expressed interest in becoming involved	Monthly