homelessness assistance for young people

Services offered by Melbourne City Mission
This booklet has been developed by the Homelessness and Justice Division, Melbourne City Mission.

Additional copies of the booklet can be accessed by contacting:

Family Reconciliation Mediation Program (FRMP)
frmp@mcm.org.au

For updates and further information:
www.melbournecitymission.org.au

How to use this booklet

This booklet has been designed to provide support workers assisting young people who are homeless or at risk of homelessness with information about services for young people, offered by Melbourne City Mission (and linked services).

The booklet contains flow charts to assist support workers to identify the most relevant resources and referral points and includes program descriptions, eligibility criteria and contact details for services providing assistance for young people who are homeless or at risk of homelessness.

Contents

For guidance on choosing the most suitable program(s) for the young person according to their particular needs and circumstances, refer to the Service maps:

PAGE 9–12
Service maps (showing the various homelessness programs)

The maps provide page numbers for more detailed information according to the following categories:

PAGE 14–17
Programs to support young people if they are unsafe

PAGE 18–25
Programs to support young people with family (re)connection (to remain or return to home, to stay with extended family or friends, or to reconnect with family)

PAGE 26–41
Programs to assist young people access accommodation & homelessness support

PAGE 42–46
Programs to support young people with education, training or employment

PAGE 48–53
Programs provided by Frontyard Youth Services
Introduction

Melbourne City Mission provides a range of services to assist young people who are homeless or at risk of homelessness. These services operate within the broader Victorian Homelessness Service System.

Young people who are homeless or at risk of homelessness are generally highly vulnerable. It is important that these young people have information about their options for assistance as soon as possible.

Melbourne City Mission has designed this booklet for professionals who come into contact with young people who are homeless, or at risk of homelessness, but who have not yet contacted a homelessness service. Our hope is that this booklet will assist those professionals to give general advice to young people about their options, and refer them to appropriate services or programs if they require support.

This brochure outlines homelessness services and programs available to young people that are delivered by Melbourne City Mission, but also includes information about similar programs managed by other agencies.

The brochure is predominantly focused on the North and West areas of Melbourne (refer to map below). Contact details for programs in other areas are provided where relevant.

The North and West areas of Melbourne include the Department of Health and Human Services (DHHS) regions and local government areas shown on this map.

Over 30% of people who are homeless in Victoria and the largest number of homelessness assistance services are linked to these areas.

Melbourne City Mission

Established in 1854, Melbourne City Mission is a non-denominational organisation that provides assistance to thousands of Victorian people and communities experiencing disadvantage.

As a service provider Melbourne City Mission's work is focussed on providing a hand up not a hand out, supporting people to take charge of their own lives and participate fully in community life. Melbourne City Mission’s service profile includes: Children, Youth, Adult and Family, Disability, Employment, Education and Training, Homelessness; Justice and Palliative Care.

As a social change agent Melbourne City Mission advocates for social policy change and works across all sectors in seeking to achieve sustainable outcomes for communities experiencing disadvantage.

Melbourne City Mission's key response to young people who are homeless or at risk of homelessness is provided through its Homelessness Access Point, Melbourne Youth Support Service (MYSS) based at Frontyard Youth Services in the city. This service operates in conjunction with locally based Homelessness Access Points (see page 27) to provide:

· an initial assessment,
· short term planning with young people who are homeless or at risk of homelessness; and
· referral to homelessness support and accommodation.

Frontyard MYSS sits within a suite of other Frontyard programs providing health, legal, income, housing and generalist support for people 12-25 years of age (see page 48-53).

Melbourne City Mission also manages three youth refuges, two longer term supported accommodation services called ‘foyers’ (see page 32 & 37) and a number of homelessness support programs. Melbourne City Mission’s main office locations for the delivery of youth homelessness services are:

· Frontyard Youth Services
  19 King Street, Melbourne, 3000
  9611 2411

· Melbourne City Mission Braybrook office
  3/6-12 South Road, Braybrook, 3019
  8311 5400

· The Precinct
  Fitzroy North, 3068
  8486 2111
Types of Assistance

Each category contains information on programs that provide support, accommodation and/or targeted financial assistance (such as brokerage programs).

Support programs assist young people who are homeless or at risk of homelessness to stabilise their current housing, find alternate housing and address any issues that a young person identifies has contributed to their experience of, or risk of homelessness. Support programs also endeavor to build upon young people’s capacity to live independently.

These programs may provide general case managed support, or specific assistance with living skills or access to education, employment and training. Support may be provided on a short term (crisis), medium term (transitional) or longer term basis. Outreach support is provided where a young person feels comfortable. Participation in all support services managed by Melbourne City Mission is voluntary and services are generally funded to assist young people for 3-6 months. Some programs may be able to offer longer periods of support.

Accommodation is generally provided on a time limited basis and is connected to support. Accommodation is very limited and supported placements are prioritised for those most in need or most vulnerable. Referrals to supported accommodation vacancies are generally made by Homelessness Access Points (see page 27).

Financial assistance is also limited and tightly targeted. Funds may be used to assist young people to access accommodation (e.g. crisis accommodation, rent in advance or rental bonds) or support (e.g. to cover the costs of counselling or education or training).
Homelessness Programs for Young People

- Under 16
- Homeless or
- At risk of homelessness

Homelessness support services are funded to support young people aged 16-25. Young people aged up to 17 years who are at risk of harm are assisted by Child Protection.

If seeking support for the whole family
Finding Solutions (page 24)
If requiring support to prevent ongoing involvement with Child Protection (referred to by Child Protection; if the young person is already involved with Child Protection, or a notification is to be made, a referral may be possible).

Child First (page 16)
If they have recently left care:
Springboard (p.43)
TILA (p. 50)

Legal, health, income support:
Frontyard Youth Services (p.48)

Pregnancy, parenting or family support:
YAPP drop-in, support (p.35), Child Protection (p.16), Child First (p.16)

Employment, Education & Training:
Youth Services (p.50), Wheels (up to 22) (p.45), Creating Connections/EET (p.46)

School disengagement
CEEP (p.44), Melbourne Academy (15+) (p.42)
HEAT (p.45)

FRMP Brokerage (page 25)
For mediation or counselling
FRMP (p.25)
Access Points (page 27-30)
For referral to: Youth Focussed Housing Placement Workers or MYSS (for referral to refuge), homelessness support programs, short and longer term housing options and targeted financial assistance

FRMP (page 20)
For assistance with the costs of ‘respite’/time out from family

Reconnect (page 21)
If under 18 & homeless or at risk & seeking support to reconnect with family/community or to live independently

Detour (page 23)
If risk or newly homeless with connections to Western metro, Frankston or Shepparton

Wheels (page 45)
If 15 years or over

Melbourne Academy (page 40)
If 15 years or over

Frontyard Youth Services (page 48)
Some services available to young people (10-16)

Is the young person at risk of harm OR does the family need support?

Does the young person want support to return or remain at home OR is the family at risk of harm?

Child Protection (page 14)
Consider notifying child protection in relation to any young person under 18 who is homeless and/or vulnerable

If the young person is already involved with Child Protection, or a notification is to be made, a referral may be possible.

Finding Solutions (page 24)
If seeking support to prevent ongoing involvement with Child Protection (referred to by Child Protection; if the young person is already involved with Child Protection, or a notification is to be made, a referral may be possible).

Child First (page 16)
If they have recently left care:
Springboard (p.43)
TILA (p. 50)

Legal, health, income support:
Frontyard Youth Services (p.48)

Pregnancy, parenting or family support:
YAPP drop-in, support (p.35), Child Protection (p.16), Child First (p.16)

Employment, Education & Training:
Youth Services (p.50), Wheels (up to 22) (p.45), Creating Connections/EET (p.46)
School disengagement
CISP (p.44), Melbourne Academy (15+) (p.42)
HEAT (p.45)

Is the young person at home but at risk of homelessness?

If staying at home is not an option is there another significant adult they can stay with?

FRMP Brokerage (page 25)
For mediation or counselling
FRMP (p.25)
Access Points (page 27-30)
For referral to: Youth Focussed Housing Placement Workers or MYSS (for referral to refuge), homelessness support programs, short and longer term housing options and targeted financial assistance

FRMP (page 20)
For assistance with the costs of ‘respite’/time out from family

Reconnect (page 21)
If under 18 & homeless or at risk & seeking support to reconnect with family/community or to live independently

Detour (page 23)
If risk or newly homeless with connections to Western metro, Frankston or Shepparton

Wheels (page 45)
If 15 years or over

Melbourne Academy (page 40)
If 15 years or over

Frontyard Youth Services (page 48)
Some services available to young people (10-16)

Is the young person at risk of harm OR does the family need support?

Does the young person want support to return or remain at home OR is the family at risk of harm?

Child Protection (page 14)
Consider notifying child protection in relation to any young person under 18 who is homeless and/or vulnerable

If the young person is already involved with Child Protection, or a notification is to be made, a referral may be possible.

Finding Solutions (page 24)
If seeking support to prevent ongoing involvement with Child Protection (referred to by Child Protection; if the young person is already involved with Child Protection, or a notification is to be made, a referral may be possible).

Child First (page 16)
If they have recently left care:
Springboard (p.43)
TILA (p. 50)

Legal, health, income support:
Frontyard Youth Services (p.48)

Pregnancy, parenting or family support:
YAPP drop-in, support (p.35), Child Protection (p.16), Child First (p.16)

Employment, Education & Training:
Youth Services (p.50), Wheels (up to 22) (p.45), Creating Connections/EET (p.46)
School disengagement
CISP (p.44), Melbourne Academy (15+) (p.42)
HEAT (p.45)
If you think that the young person you are assisting is unsafe, you may need to make a notification to Child Protection. Child Protection should be contacted in the following circumstances:

- If the young person has indicated they are unsafe or being neglected at home. Child Protection will coordinate responses for young people up to 17 years of age who are not safe. If you have concerns about the safety of a young person 17 years or over you should contact the Police or a family violence service (see page 17).

- If the young person is 17 years old or under and has already left home – especially if they are not living in a safe and stable environment – e.g. with a trusted friend or family member, or

- If there are risk factors present with the young person or their parents that may make the young person more vulnerable, for example, an intellectual disability, mental illness, or alcohol or drug misuse.

If you are unsure whether or not a notification should be made, contact Child Protection, Child First or a Melbourne City Mission program offering secondary consultation (such as Creating Connections Youth Homelessness Workers, p.34) for advice.

The following table outlines the factors that determine whether to make a Child Protection notification or a referral to Child First. In general, Child Protection intervenes when a child or young person (up to 17 years of age) is being abused or neglected, while Child First acts as an entry point to Family Support Services. This information is relevant to young people who are homeless or at risk of homelessness, as well as the children of young people who are homeless or at risk.

<table>
<thead>
<tr>
<th>When FAMILY SERVICES is appropriate (Child First)</th>
<th>When CHILD PROTECTION is appropriate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Significant parenting problems affecting the child’s wellbeing and development</td>
<td>Significant physical abuse or non-accidental injury to a child or young person</td>
</tr>
<tr>
<td>Significant social or economic disadvantage which may impact on a child’s care or development</td>
<td>Significant family violence or parental substance misuse, psychiatric illness or intellectual disability where there is a likelihood of significant harm to the child</td>
</tr>
<tr>
<td>Significant family conflict including family breakdown</td>
<td>A disclosure of sexual abuse by a child or witness to that abuse</td>
</tr>
<tr>
<td>Families under pressure due to a family member’s physical or mental illness, bereavement, disability or substance abuse</td>
<td>Serious emotional abuse and ill treatment of a child impacting on the child’s safety, stability and development</td>
</tr>
<tr>
<td>Young, isolated or unsupported families</td>
<td>Persistent neglect, poor care or lack of appropriate supervision, where there is a likelihood of significant harm to the child</td>
</tr>
</tbody>
</table>

Where a child’s actions or behaviour may place them at risk of significant harm or the child appears to have been abandoned.
Child Protection

If the young person is being subjected to violence but a referral to Child Protection is not appropriate (for example, they are 16 years or over), consider a referral to a family violence service. Family violence services receive funding to support those experiencing family violence 16 years and over.


Family Violence

Family Violence & Support Programs for Aboriginal Women & their Children

Young Aboriginal women and men (16-25 years old) experiencing family violence or requiring family support services may choose to seek help from a program in an Aboriginal Community Controlled Organisation.

• To remain or return to home,
• To stay with extended family or friends, or
• To reconnect with family

In Victoria 35.6% of young men (presenting alone and under 25 years) and 56.4% of young women (presenting alone and under 25 years), contacting the homelessness service system indicate that their reason for leaving home and entering homelessness is due to family breakdown or conflict with parents or guardians1.

Connecting young people with their family (in its broadest sense), where it is safe, has been identified as a significant protective factor for young people.

While there is no single trajectory into homelessness, the literature suggests that the breakdown of family support is a central factor that contributes to youth homelessness. One of the avenues for early intervention is through building and fostering connections and support between the young person and their family.

Even where family disruption and conflict have led to homelessness the connection to family is still often an important factor in the lives of young people who are homeless. Research indicates that having contact with family members and a competent formal support service are the two factors that facilitate progress out of homelessness. Where possible, it is nearly always positive for young people to remain connected to families. Recent research demonstrates that most newly homeless adolescents return home for significant amounts of time within two years of becoming homeless.

Having contact with parents, particularly mothers, is seen to increase the likelihood that newly homeless young people will return home and remain home over time.

The following outlines a number of support programs that can assist young people to explore the options available to them, assist them to make contact with family (if safe and appropriate) and/or assist with short term accommodation and some costs while young people have ‘time out’.

<table>
<thead>
<tr>
<th>ASSISTANCE TYPE</th>
<th>PROGRAM NAME</th>
</tr>
</thead>
<tbody>
<tr>
<td>Respite/Short stay accommodation</td>
<td>Detour (able to refer to accommodation such as): Kids Under Cover studios (p.23) Homelessness support (p.33) Refuge short stay beds (p.32)</td>
</tr>
<tr>
<td>Support</td>
<td>Reconnect (p.21) Detour (p.23) Finding Solutions (p.24) Finding Solutions Plus (p.24)</td>
</tr>
<tr>
<td>Targeted financial assistance</td>
<td>Family Reconciliation &amp; Mediation Program (brokerage to support respite arrangements) (p.20)</td>
</tr>
<tr>
<td>Comments</td>
<td>Respite bed supply is limited Finding Solutions referrals are made by Child Protection</td>
</tr>
</tbody>
</table>

Respite Assistance and Short Stay Accommodation

Refuge short stay beds
A number of youth refuges have short stay beds available to provide young people with supported crisis accommodation and to give them ‘time out/respite’ to consider their options. Short stay beds are generally available for 1-5 nights.

During their stay young people will be supported to discuss their situation, consider their options, mediate with family and develop some strategies to manage their situation. See page 32 for more information.

Family Reconciliation and Mediation Program (FRMP) Respite Funds
FRMP funding can be provided to assist a young person to cover their costs (e.g., food, utilities, travel) while staying with friends, family members or other temporary accommodation on a short term basis.

This funding is available for young people who have a support worker who has assisted them to arrange safe short term accommodation with friends or family members. Funds of up to $400 for 14 days can be provided up to twice a year. See page 25 for more information.

Support Programs

Reconnect (Western & Gateway)

What
Assists young people who are homeless or at risk of homelessness to stabilise and improve their housing situation and improve their level of engagement with family, work, education, training and their local community.

Who
- Young people aged 12-18 years and their families
- Homeless or at risk of homelessness
- Living or connected to the Cities of Maribyrnong, Brimbank or Moonee Valley (Western Reconnect)
- Links to or are presenting in the CBD (Gateway Reconnect) or in areas without a Reconnect service

How
- Drop in support at Frontyard Youth Services (dependent on worker availability — ring Gateway Reconnect to confirm).
- Outreach-based case management support, counselling, conflict resolution, family mediation, therapeutic group work, practical support, opportunities for personal growth and developing life skills, and information for parents on parenting strategies and adolescent development
- Reconnect services generally provide 3-6 months of support.

Gateway Reconnect also works with Reconnect services across Victoria to link young people who present in the Melbourne CBD to the Reconnect service in their local community, where appropriate.

Where & When
Outreach support:
- Western Reconnect: Melbourne City Mission Braybrook office Monday to Friday, 9am-5pm
- Gateway Reconnect: Frontyard Youth Services, Monday to Friday, 9am-5pm with a drop-in service, Mondays and Wednesdays, 1-5pm.

Contact
- Referrals are accepted from young people, family members, community agencies, other Reconnect services, schools, police, Department of Human Services Centrelink, Child First services, Child Protection, Youth Justice, etc.
- Contact Early Intervention Services Duty service:
  - Western: 8311 5458
  - Gateway: 9611 2420 or 9611 2452
  - gatewayreconnect@mcm.org.au

Respite Assistance and Short Stay Accommodation

Family Reconciliation and Mediation Program (FRMP) Respite Funds

Support Programs

Reconnect (Western & Gateway)

What
Assists young people who are homeless or at risk of homelessness to stabilise and improve their housing situation and improve their level of engagement with family, work, education, training and their local community.

Who
- Young people aged 12-18 years and their families
- Homeless or at risk of homelessness
- Living or connected to the Cities of Maribyrnong, Brimbank or Moonee Valley (Western Reconnect)
- Links to or are presenting in the CBD (Gateway Reconnect) or in areas without a Reconnect service

How
- Drop in support at Frontyard Youth Services (dependent on worker availability — ring Gateway Reconnect to confirm).
- Outreach-based case management support, counselling, conflict resolution, family mediation, therapeutic group work, practical support, opportunities for personal growth and developing life skills, and information for parents on parenting strategies and adolescent development
- Reconnect services generally provide 3-6 months of support.

Gateway Reconnect also works with Reconnect services across Victoria to link young people who present in the Melbourne CBD to the Reconnect service in their local community, where appropriate.

Where & When
Outreach support:
- Western Reconnect: Melbourne City Mission Braybrook office Monday to Friday, 9am-5pm
- Gateway Reconnect: Frontyard Youth Services, Monday to Friday, 9am-5pm with a drop-in service, Mondays and Wednesdays, 1-5pm.

Contact
- Referrals are accepted from young people, family members, community agencies, other Reconnect services, schools, police, Department of Human Services Centrelink, Child First services, Child Protection, Youth Justice, etc.
- Contact Early Intervention Services Duty service:
  - Western: 8311 5458
  - Gateway: 9611 2420 or 9611 2452
  - gatewayreconnect@mcm.org.au

Respite Assistance and Short Stay Accommodation

Family Reconciliation and Mediation Program (FRMP) Respite Funds

Support Programs

Reconnect (Western & Gateway)

What
Assists young people who are homeless or at risk of homelessness to stabilise and improve their housing situation and improve their level of engagement with family, work, education, training and their local community.

Who
- Young people aged 12-18 years and their families
- Homeless or at risk of homelessness
- Living or connected to the Cities of Maribyrnong, Brimbank or Moonee Valley (Western Reconnect)
- Links to or are presenting in the CBD (Gateway Reconnect) or in areas without a Reconnect service

How
- Drop in support at Frontyard Youth Services (dependent on worker availability — ring Gateway Reconnect to confirm).
- Outreach-based case management support, counselling, conflict resolution, family mediation, therapeutic group work, practical support, opportunities for personal growth and developing life skills, and information for parents on parenting strategies and adolescent development
- Reconnect services generally provide 3-6 months of support.

Gateway Reconnect also works with Reconnect services across Victoria to link young people who present in the Melbourne CBD to the Reconnect service in their local community, where appropriate.

Where & When
Outreach support:
- Western Reconnect: Melbourne City Mission Braybrook office Monday to Friday, 9am-5pm
- Gateway Reconnect: Frontyard Youth Services, Monday to Friday, 9am-5pm with a drop-in service, Mondays and Wednesdays, 1-5pm.

Contact
- Referrals are accepted from young people, family members, community agencies, other Reconnect services, schools, police, Department of Human Services Centrelink, Child First services, Child Protection, Youth Justice, etc.
- Contact Early Intervention Services Duty service:
  - Western: 8311 5458
  - Gateway: 9611 2420 or 9611 2452
  - gatewayreconnect@mcm.org.au
Detour

What
Permanently diverts vulnerable young people away from homelessness. Detour works with young people who are newly homeless and those at risk of homelessness to enable them to access and develop resources, strengthen family and social networks and enhance life opportunities. Detour works in partnership with Department of Human Services Centrelink, schools, Kids Under Cover and Kildonan Uniting Care.

Who
- Young people aged 12-24 years
- Newly homeless or at imminent risk of homelessness
- Connections to Western Metro Melbourne, Southern Melbourne or Greater Shepparton

Where & When
- Outreach from Melbourne City Mission Braybrook office, Monday to Friday, 9am-5pm
- Outpost at Sunshine Centrelink, Monday, Wednesday and Friday, 1pm-4.30pm
- Outreach from Kildonan Uniting Care, Monday to Friday, 9am-5pm
- Outreach from Maude Street, Shepparton, Monday to Friday, 9am-5pm
- Outreach from Frankston, Monday to Friday, 9am-5pm
- (1800 338 687), 7 days per week, 9am-8pm

Contact
Detour Youth Coach
- Melbourne 1800 338 687
- Shepparton 03 5831 6157
- Frankston 1800 338 687

Other Reconnect Programs
(North & West Melbourne)

<table>
<thead>
<tr>
<th>SERVICE NAME</th>
<th>ADDRESS</th>
<th>CONTACT</th>
</tr>
</thead>
<tbody>
<tr>
<td>KITS Reconnect</td>
<td>917 Main Road, Eltham, Vic, 3095</td>
<td>9430 9100</td>
</tr>
<tr>
<td>Reconnect West (Werribee Support &amp; Housing Group)</td>
<td>19 Duncans Road, Werribee, Vic, 3030</td>
<td>9742 6452</td>
</tr>
<tr>
<td>Crossroads Reconnect</td>
<td>2/828 Sydney Road, Coburg North, Vic, 3058</td>
<td>9353 1017</td>
</tr>
<tr>
<td>Central Northern Corridor Reconnect Kildonan Child and Family Services</td>
<td>188 Mcdonalds Road, Epping, Vic, 3076</td>
<td>8401 0100</td>
</tr>
<tr>
<td>Melton Youth Services Reconnect</td>
<td>193 Barries Road, Melton, Vic, 3337</td>
<td>9747 5373</td>
</tr>
<tr>
<td>CMY Reconnect – NAYS and Refugee SE and NW</td>
<td>80B Harvester Road, Sunshine, Vic, 3121</td>
<td>9091 8200</td>
</tr>
</tbody>
</table>

Further information, including contact details for Reconnect services in other regions, is located on the Department of Social Services website: [www.dss.gov.au/our-responsibilities/housing-support/programs-services/homelessness/reconnect](http://www.dss.gov.au/our-responsibilities/housing-support/programs-services/homelessness/reconnect)
Finding Solutions

What
Provides short-term support to young people and their families experiencing conflict in relationships, or with developmental or behavioural issues, in order to prevent ongoing involvement of Child Protection or other statutory services.

Who
• Young people 12-16 years & their families
• At risk of entering the Child Protection and/or out of home care system
• A report has been made to Child Protection and Child Protection has recommended a referral to Finding Solutions
• In North and West Melbourne (refer to map on page 4)

How
• Family Support
• Individual Support
• Family Mediation
• Parental support

Where & When
Outreach from Melbourne City Mission’s Braybrook office
Monday to Friday, 9am-5pm

Contact
• Referrals are received through DHHS Child Protection Intake Team only
• For further information contact Early Intervention Services Duty service 8311 5458

Finding Solutions Plus

What
Provides intensive and collaborative support, through the Stronger Families Partnership, to improve young people’s safety, stability and development so they remain in, or return to, their parent’s care.

Who
• Young people 10-15 years & their families
• Likely to have first out of home care placement
• From Cities of Yarra, Banyule, Darebin, Nillumbik & Whittlesea
• Child Protection has made a referral to Kildonan Uniting Care through the Stronger Families Partnership

How
• Family Support
• Individual Support
• Family Mediation
• Parental support

Where & When
Outreach from Kildonan UnitingCare
648 High St, Reservoir
Monday to Friday, 9am-5pm

Contact
• Referrals are received through DHHS Child Protection only
• For further information contact Melbourne City Mission Early Intervention Services Duty service 8311 5458

Targeted Financial Assistance

Family Reconciliation and Mediation Program (FRMP)

What
Offers funds to assist young people who are homeless or at imminent risk of homelessness to access specialist support, group work or some costs associated with ‘time out’ or respite. Brokerage funds are limited; however, available funds can be provided to assist young people to:
• Return home, wherever possible and appropriate
• Reconnect with family, significant others or community
• Resolve within themselves issues relating to family conflict and breakdown
• Build on their capacity to create ‘families of choice’

Who
• Young people aged 16-25 years, living anywhere in Victoria
• Homeless or at imminent risk of homelessness
• Has a support worker who can provide case managed support for the period that FRMP assistance is offered

How
Brokerage can be accessed for the following:
• Individual specialist interventions such as family mediation, family therapy and individual counselling, up to ten sessions
• Family mediation for the young person and their family, up to ten sessions
• Group work: Up to $500 to enable a young person to participate in group work
• Group work: Up to $1,000 for an agency to run a group for young people in the target group
• Respite: Provide a financial contribution to assist young people who are not able to return to their caregiver’s home, to stay at a safe place, such as with an extended family member or friend (if verified by their support worker) while they explore other accommodation options or negotiate return to family (up to $400 for two weeks up to twice a year paid to the carer or in vouchers or reimbursement to the support worker)
• Discretionary funding: For associated services such as childcare, travel or interpreting costs while utilising FRMP funds to access services

Contact
• Program guidelines and application forms can be accessed from www.melbournecitymission.org.au or www.frmp.org.au
• For further information contact the FRMP Team: frmp@mcm.org.au 9611 2416
Programs to Assist Young People Access Accommodation & Homelessness Support

<table>
<thead>
<tr>
<th>ASSISTANCE TYPE</th>
<th>PROGRAM NAME</th>
<th>LONG TERM, INDEPENDENT HOUSING</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accommodation</td>
<td>Homelessness Access Point arranged private accommodation (p.28)</td>
<td>Homelessness Access Points &amp; Homelessness support programs can assist young people to apply for long term accommodation such as public housing (Office of Housing), social housing (Housing Associations) or private rental (p.27)</td>
</tr>
<tr>
<td></td>
<td>Youth refuge (p.32) Foyer models (p.37) Transitional housing (THM) (p.28)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Respite refuge bed (p.20)</td>
<td></td>
</tr>
<tr>
<td>Support</td>
<td>Melbourne Youth Support Service Intensive Support (p.33). Creating Connections Youth Focussed Housing Placement Workers (p.34)</td>
<td>Homelessness support (p.33)</td>
</tr>
<tr>
<td></td>
<td>Interim Response 2 (p.31) Reconnect (p.21)</td>
<td></td>
</tr>
<tr>
<td>Comments</td>
<td>Due to limited availability of appropriate housing, accommodation arranged by Homelessness Access Points (e.g. rooming houses) may be of poor quality and unsafe</td>
<td>Public waiting times are lengthy. Private rental may be expensive and difficult to obtain. Private Rental Brokerage is tightly targeted.</td>
</tr>
<tr>
<td></td>
<td>Youth refuge places are prioritised to young people most in need of intensive support Foyer models and transitional housing supply is severely limited</td>
<td></td>
</tr>
<tr>
<td>Targeted financial assistance</td>
<td>Housing Establishment Fund (HEF) for crisis accommodation, rent in advance or rent arrears (p.28)</td>
<td>Bond Loan Scheme to cover cost of private rental bonds (p.41) Private Rental Brokerage (p.41) Transition to Independent Living Allowance (TILA) (p.41 &amp; p.50)</td>
</tr>
</tbody>
</table>

Accessing Homelessness Services

Homelessness Access Points are the primary means of accessing homelessness assistance in Victoria by operating as entry points to the homelessness service system.

Young people have the option of either presenting to one of the five generalist Homelessness Access Points in North and West Melbourne or to Melbourne Youth Support Service (MYSS), based at Frontyard Youth Services, which is a specialist statewide Access Point for young people.

Homelessness access points provide an initial assessment and response to people who are homeless or at risk of homelessness, hold lists of those waiting for homelessness support and/or accommodation, and make referrals to suitable homelessness support and accommodation services when vacancies arise.

Unfortunately the need for homelessness assistance and accommodation in Victoria far exceeds the capacity of the homelessness service system so available resources are allocated based on a match between need and the resource available.

Homelessness Access Points

Homelessness Access Points are high volume services funded to provide an immediate response and referral for further assistance if required, for people who are homeless or at risk of homelessness. Access Points undertake the following functions:

- **Initial assessment & planning (IA&P):** An assessment of the housing and support needs of households in housing crisis, and the provision of information, referral and advocacy services. IA&P services also manage ‘prioritisation lists’ of people awaiting access to transitional housing and homelessness support programs (see further explanation below).

- **Interim Response 1:** A telephone-based ‘checking in’ service for people awaiting access to homelessness assistance who are identified as being most vulnerable.
• **Transitional Housing**: Provision of short to medium-term accommodation with case management support from homelessness support programs. Transitional housing provides people with an opportunity to:
  - recover from or avoid experiences of homelessness, trauma or family violence
  - address support related issues
  - develop and implement a plan to achieve stable, long term housing
  - learn how to exercise their rights and responsibilities under the Residential Tenancies Act (RTA), and succeed in sustaining a tenancy

• **Housing Establishment Fund (HEF)**: Provision of financial assistance to households in housing crisis. HEF funding assists people to either access or maintain private rental accommodation, or to secure accommodation if they are homeless or at risk of homelessness. HEF is provided in conjunction with short term case planning undertaken in conjunction with IA&P staff.

• **Private Rental Brokerage Program**: Access to funds to assist individuals and households to access private rental accommodation.

Unfortunately the need for homelessness support services and transitional housing is far greater than the capacity of the services available. Homelessness Access Points keeps a “prioritisation list” of individuals and households awaiting homelessness support and transitional housing and refers them to the appropriate services when they become available. If a young person has received an assessment at an Access Point and is included on the prioritisation list, they will be contacted before the Access Point makes a referral to available support or accommodation.

**Youth Focussed Housing Placement Workers**

Two Youth Focussed Housing Placement Workers are co-located with two of the Homelessness Access Points in the North and West (Yarra Community Housing and VincentCare Glenroy Hub) one day a week and provide a specialist youth response to young people who present at those services. See page 34 for further information on the Creating Connections Youth Focussed Housing Placement Workers.

---

### Homelessness Access Points Contact Details

To contact the nearest Access Point call 1800 825 955 (24 hour, statewide, toll free number) or refer to the following lists of those located in North and West Melbourne:

#### After-hours services

<table>
<thead>
<tr>
<th>NAME</th>
<th>ADDRESS</th>
<th>PHONE</th>
<th>HOURS OF OPERATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Statewide After Hours Homelessness Service</td>
<td>Phone access only</td>
<td>9536 7777 or toll free from landline 1800 825 955</td>
<td>Mon-Fri 5pm-9am, Weekends &amp; Public Holidays 10am-6pm 24 hours</td>
</tr>
<tr>
<td>Safe Steps – Family Violence Response Centre – women &amp; children experiencing family violence only</td>
<td>Phone access only</td>
<td>9928 9600 or toll free from landline 1800 015 188</td>
<td>24 hours</td>
</tr>
</tbody>
</table>

#### Specialist Services

<table>
<thead>
<tr>
<th>NAME</th>
<th>ADDRESS</th>
<th>PHONE</th>
<th>HOURS OF OPERATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Melbourne Youth Support Service (MYSS) – for young people 16-25 years old</td>
<td>Frontyard Youth Services, 19 King St, Melbourne</td>
<td>9614 3688</td>
<td>Mon-Fri 9am-8pm, Weekends &amp; Public Holidays 10am-6pm</td>
</tr>
<tr>
<td>Women’s Housing Ltd – for women with or without children</td>
<td>Suite 1, Level 1, 21 Cremorne St, Cremorne</td>
<td>9412 6868</td>
<td>Mon-Fri 9am-5pm</td>
</tr>
</tbody>
</table>
Interim Response 2: Short term support

‘Interim Response’ was developed by the homelessness service system in response to the overwhelming need for homelessness support. Interim Response 2 (IR2) offers limited short term assistance to people presenting at the Homelessness Access Points, with a focus on completing imperative, discrete tasks, in order to either divert people away from the homelessness service system, where appropriate, or contain acute crisis until more appropriate resources become available.

IR2 is offered by a number of homelessness support services in coordination with Homelessness Access Points. Referrals for IR2 are made by Access Points. IR2 may be offered at the Access Point, at the support service or on an outreach basis.

Melbourne City Mission provides IR2 through the Young Women’s Crisis Service, Stopover Housing Service, Youth Focussed Housing Placement Workers (refer to page 34) and Melbourne Youth Support Service (refer to page 5).

Youth Refuges: Crisis Supported Accommodation

There are 19 youth refuges across Victoria.

Melbourne Youth Support Service (MYSS) (page 5) is the primary point of referral to youth refuges. Other Homelessness Access Points can also refer to the youth refuges in their local area.

Melbourne City Mission manages three youth refuges: two generalist and one for young women, with or without children.

Youth Refuges

What
Provide short-term supported accommodation for young people who are homeless and require intensive support. Youth refuges are staffed 24 hours.

Who
• Young people aged 16-24 (and their children)
• Homeless and in need of intensive support to stabilise their situation
• Vicky’s Place caters for young women only (with or without children)

How
Accommodation
(average length of stay is six weeks)
• Stopover: Nine bed facility
• Vicky’s Place: Six bed facility
• WRAP: Nine bed facility

Support:
• Case management support
• Assessment and short term assistance to young people presenting to Homelessness Access Points

Where & When
• Stopover: Inner North (secure address); Staff on site 24/7; intake 7am-10pm
• Vicky’s Place Refuge: North (secure address); Female only staff on site 24/7; intake 7am-10pm
• WRAP: West (secure address); Staff on site 24/7; intake 7am-10pm

Contact
• Present to MYSS at Frontyard Youth Services or 9614 3688 (see page 5)
• Phone Statewide Homelessness Service 1800 825 955
• Present or phone the closest Homelessness Access Point (see page 27)

Homeless Support Programs

• Unless otherwise stated, access to the following support programs is via Homelessness Access Points.
• To enquire about vacancies in these programs contact the closest Homelessness Access Point (refer to pages 29 & 30).
• Refer to the Service Maps on pages 8-13 to determine the most appropriate service/s.
• Services can be contacted directly for information about the assistance that they provide.
• Unless otherwise stated these programs provide services throughout North & West Melbourne.

Melbourne Youth Support Service (MYSS) – Intensive Case Management Service

What
Provides short-term intensive case management support for young people who require holistic support to achieve their goals. MYSS is part of the Frontyard integrated services for young people. MYSS operates as the statewide Homelessness Access Point for youth refuges around the state.

Who
• Young people aged 16-24 years
• Homeless or at risk of homelessness

How
Support: To assist young people to meet identified goals, using a strength based approach, and to provide information and assisted referrals to appropriate housing and support services

Where & When
Frontyard Youth Services, 19 King Street, Melbourne, Monday to Friday, 9am-8pm; Weekends & Public Holidays, 10am-6pm

Contact
Present to MYSS at Frontyard Youth Services or 9614 3688 (see page 5)
Young Women’s Crisis Service, Stopover Housing Service and Enhanced Youth Refuge Support

What
Provides young people who are homeless with support to access secure and sustainable accommodation. Young Women’s Crisis Service provides support specifically to young women with or without children, whilst Stopover Youth Housing Service provides assistance to young men and women.

Who
- Young people aged 16-24 years who would like to be supported in the north or west of Melbourne
- Homeless or at risk of homelessness
- Young Women’s Crisis Service caters for young women only

How
- Support: Outreach based case management support (average 13 weeks), plus Interim Response 2 (see page 31 for description)

Where & When
Outreach from The Precinct, Monday to Friday, 9am-5pm

Contact
For referral contact a Homelessness Access Point in Melbourne’s north or west (see pages 29 & 30) or for further information 8486 2135 or ywcs@mcm.org.au

Creating Connections Youth Focussed Housing Placement Workers

What
Provides short term case management to young people to assist them to stabilise their housing crisis through the securing of appropriate crisis, medium or long term accommodation.

Who
- Young people aged 16-25 years
- Homeless or at risk of homelessness
- Seeking assistance in the north or west of Melbourne

How
- Support: outreach-based, short term, case management support to maintain or secure housing and, where necessary, link to supports such as mental health services, drug and alcohol services, family violence services, income support and employment, education and training services
- Secondary consultation to workers seeking information about the homelessness system
- Targeted financial assistance to support clients to access housing

Where & When
‘Drop-in support’
- Glenroy Hub, 80 Wheatsheaf Road, Glenroy, Thursdays, 11am-4pm
- Yarra Community Housing, 112-122 Victoria Street, Footscray, 9.30am-4pm Fridays

Contact
- For referral contact a Homelessness Access Point in Melbourne’s North and West (see pages 29 & 30)
- Present to Glenroy Hub or Yarra Community Housing during drop-in times listed above

Young & Pregnant, Parenting Program (YAPP) Case Management Support

What
Supports young parents to access affordable and appropriate housing, develop independent living skills, develop confidence in parenting, make community connections, and to access required/available resources.

Who
- Young people aged 16-25 years, seeking assistance in the north or west of Melbourne
- Homeless or at risk of homelessness
- Pregnant and/or parenting

How
Support: Outreach case management support to young people who are pregnant and/or parenting to obtain housing and baby goods, access parenting and childhood development information, complete required registrations such as birth registration and Centrelink family payment, and link to specialist services and community supports.

Where & When
- Outreach support from Frontyard Youth Services, Monday to Tuesday, 9am-5pm
- When funding is available YAPP runs a drop-in service at Frontyard Youth Services providing: information and support around pregnancy and parenting, parent/child music and story sessions, and a free lunch. Please contact Frontyard Youth Services (9611 2411) or check the Melbourne City Mission website for updated information.

Contact
For referral contact a Homelessness Access Point in Melbourne’s north or west (see pages 29 & 30) or for further information 9611 2458 or yapp@mcm.org.au
Reconnect (Western & Gateway)

What
Assists young people who are homeless or at risk of homelessness to stabilise and improve their housing situation and improve their level of engagement with family, work, education, training and their local community.

Who
- Young people aged 12-18 years
- Homeless or at risk of homelessness
- Living or connected to the Cities of Maribyrnong, Brimbank or Moonee Valley (Western Reconnect)
- Links to or are presenting in the CBD (Gateway Reconnect) or in areas without a Reconnect service

How
- Drop in support at Frontyard Youth Services (dependent on worker availability — ring Gateway Reconnect to confirm or check Melbourne City Mission website for updates)
- Outreach-based case management support, counselling, conflict resolution, family mediation, therapeutic group work, practical support, opportunities for personal growth and developing life skills, and information for parents on parenting strategies and adolescent development
- Reconnect services generally provide 3-6 months of support
- Gateway Reconnect also works with Reconnect services across Victoria to link young people who present in the Melbourne CBD to the Reconnect service in their local community, where appropriate

Where & When
Outreach support:
- Western Reconnect: Melbourne City Mission’s Braybrook office, Monday to Friday, 9am-5pm
- Gateway Reconnect: Frontyard Youth Services, Monday to Friday, 9am-5pm.

Contact
- Referrals are accepted from young people, family members, community agencies, other Reconnect services, schools, police, Department of Human Services Centrelink, Child First services, Child Protection, Youth Justice, etc.
- Contact Early Intervention Services Duty service:
  - Western: 8311 5458
  - Gateway: 9611 2420 or 9611 2452
  - gatewayreconnect@mcm.org.au

Foyer Plus Program, Step Ahead and Ladder Hoddle St

What
Provide safe and secure accommodation and long term case management support in an environment free from violence, abuse, bullying and harassment. These programs aim to improve the young person’s physical, emotional and mental health, and social, recreational and economic engagement within their community, therefore empowering them to move to independence.

Who
- Young people aged 16-24 years
- Homeless or at risk of homelessness
- Must be willing/motivated to engage in employment, education and training, personal development and living skills activities

Contact
- For referral contact a Homelessness Access Point in Melbourne’s north or west (see page 27) or for further information 8486 2111
- Step Ahead Kitchen

Longer Term Supported Accommodation

How
Support: Integrated support through individual intensive case management and group work, to create links with employment, education and training, and develop independent living skills and community connections. Assistance to exit into private rental/share accommodation. Six months of ‘aftercare’ support is provided once a young person has moved out of the accommodation.
- Accommodation (for 2 or 3 years):
  - Ladder Hoddle Street in Collingwood (onsite Residential Support Volunteers)
  - Lion Garden in Melbourne CBD (onsite Residential Support Volunteers)
  - Step Ahead in The Precinct, Fitzroy North
  - Dispersed properties in St Kilda

Contact
- For referral contact a Homelessness Access Point in Melbourne’s north or west (see page 27) or for further information 8486 2111
- gatewayreconnect@mcm.org.au
Living Skills Programs

Creating Connections
Living Skills Program

What
Provides living skills training, on an individual and group basis, for young people who require additional support to prepare for independent living.

Who
· Young people aged 16-25 years
· Homeless
· Currently supported in the homelessness service system in Melbourne’s North and West

How
· Support: Living skills modules that are tailored to meet each young person’s individual needs. The program can complement the support provided by case managers by assisting young people to develop skills to sustain independent living, such as cooking, budgeting, home maintenance, hygiene, healthy relationships and communication skills
· Training: Living skills modules to assist groups of young people to improve their living skills. The standard living skills program operates on a calendar basis. Homelessness support workers also have the option of working with the Living Skills Worker to tailor delivery of specific living skills modules to groups of young people

Online resources and information for workers supporting young people who are homeless or at risk of homelessness (see www.melbournecitymission.org.au)

Where & When
Outreach and groups are delivered across North and West Melbourne. For further details refer to www.melbournecitymission.org.au

Contact
· Direct referral
  8486 2153 or 8486 2155
· Support workers are required to complete an initial referral form; the Living Skills Worker will contact the young person to make a time for a further assessment.

Group Programs

Reconnect Group Work

What
Reconnect programs run group work to support young people to build their capacity to have positive relationships in personal, family and community contexts. Reconnect also provides group work programs to assist parents with their parenting.

Who
Young people aged 12-18 years or their parents

How
Group work in community and school settings. Examples of group work offered by Reconnect are:
· Drumbeat (a drumming program with a focus on assisting young people to communicate about their feelings and experiences)
· Breaking the Cycle (support to parents whose children are violent in the home)
· Building Bridges (personal development/self awareness program for young people that develops strategies around healthy and positive relationships)

Where & When
Monday to Friday, 9am-5pm

Contact
Community services and schools interested in having Reconnect deliver a group should contact the Reconnect staff:
· Western: 8311 5458
· Gateway: 9611 2420 or 9611 2452
  gatewayreconnect@mcm.org.au

Reconnect Group Work

Drumbeat Program
Family Reconciliation and Mediation Program (FRMP)

Refer to www.melbournecitymission.org.au or www.frmp.org.au for information about a range of group work programs available around Victoria for young people.

See page 25 for information about the use of FRMP brokerage to assist young people to cover the costs of participation in group work and to assist agencies to run relevant groups for young people who are homeless or at risk of homelessness.

Targeted Financial Assistance

Family Reconciliation and Mediation Program (FRMP)

Funding is provided to assist young people to re-establish or improve connection to their family and/or communities of support by accessing family reconciliation and mediation practice, group work or costs associated with staying with a friend or family member for respite. Refer to page 25.

Housing Establishment Fund (HEF)

A grant program to assist eligible clients to access and/or to maintain private rental housing, or to access emergency short term accommodation. HEF is primarily allocated by Homelessness Access Points, including Melbourne Youth Support Service, based at Frontyard Youth Services. Refer to page 28.

Youth Focussed Housing Placement Workers

As per HEF for young people. Refer to page 34.

Bond Loan Scheme

An interest-free loan administration by the Office of Housing to assist people with private rental bonds. The bond must be returned at the end of the tenancy. Eligibility criteria applies. Further information is located on the Victorian Department of Health and Human Services website: www.dhs.vic.gov.au/for-individuals/housing-and-accommodation/private-renter-assistance/bond-loan-scheme

Private Rental Brokerage

Private rental brokerage programs provide financial assistance and support to eligible people to secure or maintain a private rental tenancy. Programs may have a specific target group – e.g. young people, people living in rooming houses or women escaping family violence. Programs are administered through Homelessness Access Points and homelessness services. Contact the nearest Access Point for further information (refer to pages 29 & 30).

Creating Connections Education Employment Pathways (CEEP)

CEEP provides brokerage funding for young people to develop their education, employment and training pathways. Refer to page 44.

Transition to Independent Living Allowance (TILA)

TILA is an allowance from the Australian Government to help young people who have been in out-of-home care with the costs involved in moving to independent living. Melbourne City Mission manages the application process across Victoria and further advice and information is available through the Melbourne City Mission Leaving Care Hotline: 1300 532 846 or by email: tila@mcm.org.au Refer to page 50.
Programs to Support Young People with Education, Training Or Employment

Support

Melbourne Academy

What
Supports young people who are disengaged from education to get back on track by reconnecting them with schooling.

Who
- Young people aged 15-20 years
- Have not completed year 10, 11 or 12
- Willing to commit to class 3½ days per week
- Willing to travel to North Fitzroy, Braybrook, Maribyrnong, Sunshine or the CBD

How
- Social and education supports to help people achieve their goals within a flexible learning environment
- Foundation and intermediate level Victorian Certificate of Applied Learning (VCAL) and Vocational Education and Training (VET)

Where & When
- North Fitzroy: Multimedia-themed VCAL program
- King Street: Alternative to TAFE in VET subjects such as Creative Industries and Community Services (integrated with Frontyard Youth Services)
- Braybrook: Core literacy and numeracy training, and vocational skills training in the printing and graphics industry (integrated with Print Side Up social enterprise)
- Sunshine: Intermediate and Senior VCAL as well as certificate in Community Services
- South Melbourne: Adult program [20-35 years] where students undertake a senior VCAL integrated with a vocational certificate in Desk Top Publishing
- Maribyrnong: An extension of the Braybrook classroom and provides continued education opportunities for young mums

Contact
Melbourne Academy Co-ordinator on 8625 4458 or melbourneacademy@mcm.org.au

Springboard – Education and employment support for young people leaving care

What
Improves life outcomes for young people leaving residential and lead tenant out-of-home care, by providing access, opportunities and support to education, training and/or employment pathways.

Who
- Young people aged 16-21 years
- Currently are, or have been, under a custody or guardianship order between 16-18 years of age; currently are, or have been, in residential or lead tenant program
- Not engaged in education or training

How
Support: Intensive one-on-one outreach case management support to assist young people to explore their education or employment goals

Where & When
Outreach to Hume, Moreland, Yarra, Banyule, Darebin, Nillumbik & Whittlesea

Contact
Referral forms can be obtained from www.melbournecitymission.org.au and forwarded to springboard@mcm.org.au
For further information Springboard Intake can be contacted on 8486 2159
Targeted Financial Assistance

Creating Connections Education Employment Pathways (CEEP)

What
Brokerage funds to support young people who are homeless to sustain their education, employment and training pathways.

Who
- Young people aged 16-25 years
- Homeless or at risk of homelessness
- Currently supported in the homelessness service system in the North and West of Melbourne

How
- Brokerage funding: To assist young people to access and sustain education, employment and training opportunities. Packages of up to $1,200 are available and support workers can apply once in a calendar year for a young person. Funding will be considered for computers, school fees, books, MYKI travel, uniforms and other education, employment and training related expenses.
- Once a CEEP application has been approved, the submitting agencies purchase the items and invoice CEEP for a reimbursement.

Where
North & West Melbourne (CEEP is provided in other areas of Victoria. Contact your local Homelessness Access Point for information).

Contact
- Application forms and guidelines can be obtained from www.melbournecitymission.org.au
- Applications can be lodged at any time
- For further information 8486 2155

Training

Wheels Vocational Program

What
Supports young people to obtain employability skills, accredited training, living skills and career pathway planning in a supportive environment, to assist them to pursue their education or employment goal/s.

Who
- Young people aged 15-22 years
- Homeless or at risk of homelessness
- Not currently engaged in education or employment

How
- Employment & Training support: Including goal and career planning; assistance to develop resumes and interview skills, as well as living skills; practical and theoretical
- Driver Education Program; Accredited Certificates, such as Certificate 1 Vocational Preparation, Responsible Service of Alcohol (RSA), Workplace Hygiene and First Aid Level 1
- Team Building workshops

Where & When
- The program runs for six weeks, three days per week, 10am-3pm
- Dates and venue details can be accessed via www.melbournecitymission.org.au

Contact
- Referral forms can be obtained from www.melbournecitymission.org.au
- The young person will need to attend an interview before the course begins
- For further information contact the Coordinator Education & Support on wheels@mcm.org.au or 8486 2159

HEAT (Hospitality Employment and Training)

What
An innovative and practical youth re-engagement program that assists young people in developing self-esteem, gaining accredited training qualifications in the hospitality industry, work experience in local businesses and prepares them for the world of work.

Who
Young people aged between 16-25 years who are neither employed or engaged in education or training.

How
- Employment & Training support: Including goal and career planning; assistance to develop resumes and interview skills, as well as living skills; practical and theoretical
- Driver Education Program; Accredited Certificates, such as Certificate 1 Vocational Preparation, Responsible Service of Alcohol (RSA), Workplace Hygiene and First Aid Level 1
- Team Building workshops

Where
- SKYS Learning Centre in South Melbourne 9696 5340
- www.heat.org.au
Capacity Building

Creating Connections Education, Employment and Training

What
Assists young people to engage with employment, education and training opportunities through the provision of training sessions to young people, development of information for homelessness support workers and secondary consultation to other homelessness services.

Who
- Young people aged 16-25 years
- Homeless or at risk of homelessness
- Currently supported in the homelessness service system in Melbourne’s north and west

How
- Training: Education, employment and training sessions to young people as part of the living skills program
- Resources: Education, employment and training resources and forums for homelessness providers in the region
- Secondary consultation: To assist support workers to access education, employment and training opportunities for their clients

Where & When
The Precinct, Monday to Friday, 9am-5pm

Contact
- North and West Access Points (see page 30) or direct referral
- Support workers are required to complete an initial referral form, the Education, Employment and Training Worker will contact the young person to make a time for a further assessment
- For further information contact an Education, Employment and Training Worker on 8486 2153 or 8486 2155

Capacity Building

Frontyard Youth Services
Frontyard Youth Services

What
Assists young people to make choices that improve their health and future wellbeing and, where possible, return them to their community of origin, by providing access to services that work together to address young people’s physical, emotional and social needs.

Who
- Young people aged 12-25 years
- Homeless or at risk of homelessness or with other support needs
- Refer to service descriptions for specific eligibility criteria

How
- Intake & referral to Frontyard Youth Services, including Melbourne Youth Support Service (for homelessness assistance)
- Food: Free all day breakfast and weekly BBQ
- Material aid: Toiletries, clothing and phone cards
- Showers and laundry (available to young people engaging with services at Frontyard)

Where & When
- CBD based service for young people spending time in the Melbourne CBD
- Monday to Friday, 9am-8pm, Weekends 10am-6pm

Contact
- Drop in service with referral to Frontyard services
- Frontyard Intake Youth Workers 9611 2411

The following Melbourne City Mission Frontyard services have been outlined in the previous sections:
- Melbourne Youth Support Service – Intensive Support Work, refer to page 33
- Melbourne Academy, refer to page 42
- Family Reconciliation and Mediation Program, refer to page 25
- Gateway Reconnect, refer to page 21
- Young and Pregnant Parenting Program, refer to page 35

The following information describes additional services operating regularly from Frontyard:
- Young People’s Health Service
- Department of Human Services Centrelink
- YouthLaw
- Evolution Art Project
- Young Parents’ Drop In Program
- TILA — Leaving Care Hotline

Other support services outposted at Frontyard include:
- dietician
- dentist
- podiatrist
- hairdresser
- occupational therapist
- homeless youth dual diagnosis service

Check
- www.melbournecitymission.org.au

Contact
- Frontyard Youth Services 9611 2411
- Additional information about programs operating from Frontyard.
  www.facebook.com/frontyardyouthservices

Frontyard Youth Services Program Space
Department of Human Services
Centrelink Community Engagement Team

What
Delivers Department of Human Services Centrelink services to young people who are homeless or at risk of homelessness, who may have particular barriers preventing them from accessing mainstream Centrelink services.

How
Income support: Assisting clients to obtain and maintain income support payments and access services provided by Centrelink.

Where & When
Monday and Thursday, 12.30pm-4pm

Contact
Frontyard Youth Services (includes clients self referring or referrals from other Frontyard services)

Employment, Education and Training Support

What
- Programs based at Frontyard Youth Services have expertise in providing employment education and training support for young people. Providing information, advice, support and referral with employment and education is also part of their service provision.
- Job Services Australia ceased at the end of June 2015 and Melbourne City Mission now provides support to young people through jobactive based at the South Melbourne office.

Transition to Independent Living Allowance (TILA)

What
TILA is an allowance from the Australian Government to help young people who have been in out-of-home care with the costs involved in moving to independent living.

Who
TILA is for young people aged 15 to 25 who have been in, or are currently in, out-of-home care. Young people must have left out-of-home care after the age of 15 years (or be within 12 weeks of leaving care) and have last been in out-of-home care for a continuous period of at least 6 months.

How
TILA supports the young person’s goals and aspirations as detailed in their transition/leaving care plan. TILA can be used for a range of items to help young people transition to independence. This includes accommodation, transport, household items, counseling, life skills programs and support to access jobs, education or training.

Where & When
Melbourne City Mission Frontyard Youth Services manages the TILA application process across Victoria.
- Monday to Friday, 9am – 8pm
- Saturday, Sunday & Public Holidays 10am – 6pm

Young People’s Health Service – Royal Children’s Hospital

What
Provides opportunistic and strategic health care interventions for young people experiencing homelessness and marginalisation, who may have difficulties accessing the health system.

Who
Young people aged 12-24 years

How
- Primary care: To address issues such as mental and sexual health, alcohol and drug issues, as well as general medical issues
- Outreach: To several youth refuges within inner Melbourne, and clinical street outreach, in collaboration with the Youth Substance Abuse Service (YSAS)
- Health promotion, research & advocacy on health issues specific to homeless young people

Where & When
Melbourne City Mission on the Leaving Care Hotline: 1300 532 846
- tila@mcm.org.au

Contact
- Referral via Frontyard Youth Services (includes clients self referring or referrals from other Frontyard services)
- Clinic 9611 2409

Youthlaw

What
Provides free legal advice and casework to young people via phone, email, face-to-face and Skype. Youthlaw is active in policy development and advocacy of young people’s legal rights. Youthlaw also conducts education programs relating to legal issues for young people and their workers.

How
- Legal clinic: To assist young people with legal information or advice
- Group work: Educational sessions about young people, legal rights and the law

Where & When
Drop in service, Monday, Tuesday, Thursday & Friday, 2pm-5pm

Contact
- Referral via Frontyard Youth Services
- 9611 2412
**Evolution Art Program**

**What**
Provides participants with positive and constructive pursuits and uses art as an engagement tool to link young people into other education and training options at the completion of the program.

**Who**
- Young people who are disengaged from education, training or employment and are not ready to take on intensive full time study
- Aged 13-19 years (applicants out of this age range may be considered if vacancies exist)
- Homeless or at risk of homelessness (or other ‘at risk’ categories i.e categories including having been a youth justice client or having significant barriers including non completion of secondary school)
- Not currently engaged in education, training or employment
- Have an interest in creating art

**How**
Art program: Small groups of young people work alongside an artist and youth worker to explore different art forms including visual art, design, film/video, animation and photography, culminating in an exhibition at the end of the program.

**Where & When**
- The program is run several times a year, two days a week for eight weeks from Signal Art Space located in the CBD
- The Youth Worker is based at Frontyard Youth Services on Tuesday, Wednesdays and Thursdays

**Contact**
- Referral forms can be obtained from www.melbournecitymission.org.au or requested from the Youth Worker on 9611 2411 or frontyard@mcm.org.au
- The young person will need to attend an interview before being accepted into the program

**Young Parents Drop-in Service**

**What**
When funding is available the Young and Pregnant Parenting Program offers a drop-in program for young people who are pregnant or parenting one day a week (currently Tuesdays).

**Who**
- Young people aged 16-25 years
- Homeless or at risk of homelessness
- Pregnant and/or parenting

**How**
- Supports young parents to access affordable and appropriate housing, develop independent living skills, develop confidence in parenting, make community connections and access resources.
- If additional support is required, parent/child music, story sessions and a free lunch is available.

**Where & When**
Drop-in service at Frontyard Youth Services

**Contact**
- www.melbournecitymission.org.au or contact Frontyard Youth Services on 9611 2411 for updated information
To request additional copies of this booklet, please contact:
Family Reconciliation Mediation Program (FRMP)
frmp@mcm.org.au

For further information about the services Melbourne City Mission provides, please visit
www.melbournecitymission.org.au