Youth & Community Consultation Report

**YOUNG PERSON:** The time of life when one is young; especially: the period between childhood and maturity, or: the early period of existence, growth, or development *(Miriam Webster Dictionary 2016)*

**INNOVATE:** Make changes in something established, especially by introducing new methods, ideas, or products. *(Oxford Dictionary 2010)*

**PARTICIPATION:** The act of participating; the state of being related to a larger whole. *(Geddes & Grosset Dictionary 1999)*

Report Date: 9th March 2017

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Co-creator: Stephen Ansell Director/Principal Consultant Mindesign Australia ABN: 28 833 512 807
Executive Summary

The purpose of the report is to explore the need for youth-related services (as outlined in the Innovation Youth Centre synopsis) in the inner-northern peri-urban regions adjacent to Melbourne and support applications to prospective funding bodies.

Specific outcomes anticipated to be achieved through IYC include; young people:

- having a positive voice that is highly regarded in their community
- achieving measurable social change via innovation and participation
- experiencing deeper sense of connection with their community
- working in collaboration with service providers
- building positive connection with authority bodies (police, local government)
- advancing themselves through greater awareness of, and access to education services
- deepening understanding of what constitutes respectful attitudes and behaviours
- developing higher self-reliance through greater awareness of, and access to health services
- gaining employment and subsequently building careers more in line with their aspirations
- growing life skills that enable them to foster the peer development of others
- having their needs identifiably responded to and met via the IYC service model

Methodology

IYC conducted a focus group on 21st January 2017 where 16 participants were asked a series of questions (via a questionnaire, viewable in Appendix 1) to explore opinions regarding the degree of need for youth-related services, using the approach of innovation and youth participation.

Primary reference material used was INNOVATION YOUTH CENTRE - Policy & Procedures Manual, 2016 – Synopsis, business plan, website and social media (see Appendix) which referenced data gathered from:

- Whittlesea Youth Plan 2030 – 2007

The focus group, (Youth Consult Survey, held at Lalor Library on 21st January 2017, 3 p.m. – 5 p.m.) involved 16 participants ranging in (stated) age from 19 to 38 years. There was a series of 5 questions in the survey.

Note: all participants answered every question. Four questions required a Yes/No answer and provided a space below for comment if the participant wished to elaborate. Question 5 requires a graded response of 1 to 5, where 1 = unimportant and 5 = extremely important.
Demographics

The Local Government Areas where the participants live are:

City of Whittlesea
City of Darebin
City of Moreland
IYC Consult Participants Work and School Status

Total Participants: 16

IYC Consult Participants Culturally And Linguistically Diverse Community (CALD) Status

Total Participants 16
Results

Question 1:

Do you believe there is a need for a youth centre in your local community?

YES: 16 – NO: nil

Additional comments:

- lack of youth centres and youth support in the area
- would keep young people out of trouble
- meet others our own age and make new friends
- it is an investment providing positive social interaction and education
- can get emotional help and help with employment
- We need a positive, secure environment that’s fun

Age/Postcode

?/3088
24/3055
24/3075
24/3083
21/3082
20/3073
Question 2:

Do you believe that youth participation and innovation can work hand-in-hand to support your local community?

YES: 16 – NO: nil

Additional comments:

• Getting young people involved in creating new ideas is something that’s different. It gives a chance to voice what they need in the community. 19/3046
• It helps build a better community 20/3055
• It builds teamwork and that’s a big thing for me 20/3075
• Helps emotionally and with building successful lives 21/3082
• Because we need multiple perspectives on things 21/3073
Question 3:

If IYC was operational would you be involved in the reference group to help your local community by being involved in projects where there is a gap in services for young people?

YES: 16 – NO: nil

Additional comments:  
Age/Postcode

- I would like to contribute in the youth centre 21/3073
- I would be furthering my investment in my local community 24/3083
- Keen to help keep it up and running 21/3082
- Want to be more involved 24/3055
- To understand the projects and help and get to know new people 24/3075
Question 4:

*If IYC was funded and operational would it be a place where you feel safe and can create a better quality of life? NOTE: one respondent added a further category.*

**YES: 15 – MAYBE: 1 – NO: nil**

Additional comments:

- Can get away from the violence in the family 24/3075
- I would feel safer 20/3072
- It’s about teamwork and I’m all about that 20/3075
- It would help us finding jobs 20/3073
- It would help me get a job and make friends 24/3055
Question 5:

How important to you is going to IYC at a location that is accessible by public transport and to use as a resource?

<table>
<thead>
<tr>
<th>Scale Score</th>
<th>Low</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>High</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Responses</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>1</td>
<td>12</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Additional comments:

- Important when I can’t ride my bike 3/38/3082
- Useful for people with disabilities 5/20/3073
- I can already get to nearly all locations 3/20/male
- Won’t have to rely on others/esp. places in industrial estates and unsafe 5/ ? /3088
- I live far away and the transport isn’t good 5/20/3072
- Most young people don’t have access to a car so this matters 5/19/3046
- Living in Preston means a lot of changes to get there on public transport 5/20/3072
- Accessibility and quality of resources means tenfold return on investment 5/24/3083
**Conclusion**

- Feedback indicates the perceived need for an organisation that delivers/coordinates quality youth services is considerable. Respondents indicate that they believe insufficient services currently exist in their areas and that being able to access quality services is a key issue. Respondents also indicate their willingness to:
  1. travel in order to avail themselves of the services, provided the travel is not too arduous/risky
  2. help in creating the operational framework
  3. actively participate in the centre’s life

- Developing employment skills and forming friendships appear highly valued, with clear indication that respondents believe IYC would be skilled at providing avenues for attaining these outcomes.
Recommendations

It makes sense on many levels to provide adequate services to young people. Doing so addresses many of the complex challenges faced by our young people.

As a suitably funded/supported provider, IYC would provide highly cost-effective guidance, education and support in the following areas:

- **Financial**
  - Building understanding of financial/economic principles
  - Building skills to manage money more effectively
  - Learning how to select a bank or financial institution
  - Assessing the most suitable service provider (phone/internet etc.)

- **Health**
  - Learning about nutrition
  - Understanding what constitutes a balanced diet
  - Developing a fun, guilt-free exercise regimen
  - Identifying meaningful and healthy activities

- **Employment**
  - Understanding the “world of work”
  - Building an effective CV and cover letter
  - Creating your personal professional “brand”
  - Handling and understanding rejection
  - Developing interview skills
  - Building a career strategy, beyond just “a job”

- **Life Skills**
  - Understanding the implication of our actions
  - Knowing how to walk away when it matters most
  - Building skills through volunteering
  - Seeking help the most effective way
  - Overcoming personal victimhood

- **Substance Abuse**
  - Learning to say no without losing face (or teeth!)
  - Understanding addiction and its causes
  - Dealing with others who are suffering
  - Creating support networks

- **Crime/Legal issues**
  - Knowing who can help
  - Avoiding trouble before it’s too late
  - Understanding your rights and responsibilities
  - Building positive relationships with Authorities
- **Humanity**
  - Understanding community
  - Finding connections, near and far
  - Grasping how ideas shape and challenge us all
  - Asking questions about everything

- **Acceptance**
  - Recognising the need for diverse opinions, beliefs and positions
  - Arguing without anger
  - Knowing what’s “OK” or “not OK” for you and how to respond

- **Recognition**
  - Learning how to give and receive positive feedback
  - Understanding how to deal with the opinions of others
  - Learning what recognition is appropriate/most effective

- **Homelessness**
  - Finding refuge in the darkest hours
  - Accessing emergency care providers
  - Minimising risk until help arrives
  - Learning skills that assist in knowing who/when to trust

- **Creativity and Design**
  - Finding your inner designer
  - Playing to learn and earn
  - Creating a personal ideas bank
  - Building something really interesting
  - Youth Participation and Innovation used to benefit community
  - Being willing to be judged

This list is not comprehensive, but the positive effect of being able to cost-effectively provide these crucial services to our young people cannot be overstated.

IYC has the experience, education, drive and desire to deliver these services on behalf of a caring government. What is needed is the financial support to enable this work to formally commence. In his book “Leadership Is An Art” Max DePree states “Organisations must be a place of realised potential” … this applies no less to communities and it is absolutely vital that we lose no time in equipping our young people to better manage the twists and turns of an uncertain future, filled with profound complexities as yet unimagined.

No one can know the implications of doing this work with our young people, but it is fair to assume that lives will be made manifestly better, possibly even saved, through its successful delivery. If funding is allocated, it will be IYC’s single mission to ensure these wonderful people are afforded a greater slice of humanity’s promise than they currently enjoy.
The Future ...

Once the pilot is successfully completed and its merits are assessed, the IYC model would be both scalable and replicable, moving into other municipalities and regions. Future “plugins” include:

- Certified education outcomes
- Opportunities for developing practical mechanical skills
- Developing a Youth Craftsperson’s Guild
- Creating an upcycling school to transform discarded things into cherished heirlooms
- Building our own community centre, from design to construction
- Creating a “Projects for Good” program that builds community facilities or objects of art that people can enjoy and that are at zero-cost to the community.

All initiatives outlined are intended primarily to assist our young people to break the negative cycles in their lives and build more fulfilling futures for themselves, their communities and society at large.

Through this process, it is the intention of IYC to build a robust, global brand/reputation as a place of realised potentials for all young people willing to extend a little faith in the IYC process and commit to building a life of greater significance through their efforts.
REFERENCES


Innovation Youth Centre - Policy & Procedures Manual 2016

Innovation Youth Centre – Project Synopsis 2016

Innovation Youth Centre – Business Plan 2016

Innovation Youth Centre Youth & Community Consult Questionnaire & Session Outline 2016

Innovation Youth Centre - Website and Social Media Pages 2016

- [https://www.facebook.com/Innovationyouthcentre](https://www.facebook.com/Innovationyouthcentre) - Facebook
- [https://www.instagram.com/innovationyouthcentre](https://www.instagram.com/innovationyouthcentre) - Instagram
- [https://twitter.com/tourba331978/status/764981314952933376](https://twitter.com/tourba331978/status/764981314952933376) - Twitter

Miriam Webster Dictionary 2016

Oxford Dictionary 2010

Geddes & Grosset Dictionary 1999
Synopsis of (IYC)

Value Statement

Innovation Youth Centre (IYC) is a young people’s organization that works to create the best outcomes for community by using innovation and youth participation working hand in hand.

Rationale & Why

Melbourne’s outer northern suburbs are growing rapidly due to the relatively affordable housing in the region. Without the commensurate growth in services, the increasing youth population (12 to 25) experiences a higher than average number of issues, manifest in a rise in youth crime, drug and alcohol abuse and other anti-social behaviors. Creating a conveniently located youth centre will help address this services gap. Fostering youth participation and innovation - our young people will learn to create their own resources and help their local community.

IYC’s proposed zones of operation i.e. interface and rural council areas, are in marginally held electorates. Upon successful completion of the pilot program, it is envisaged that the IYC model be rolled out to other municipalities. In the City of Whittlesea alone young people not only represent a significant proportion of the Whittlesea population (21%), but are also a very large group in absolute terms with approximately 28,000 people aged 10 to 25. This age cohort will increase by 40% over the next 15 years and reach almost 40,000 young people by 2021. (City of Whittlesea Youth Plan 2030, Page 3, 2007)

Description

IYC would act as the project coordinator and lead agency, it is proposed that a collaborative management & staffing structure be developed that includes partner agencies taking responsibility for key service outcomes and management. These agencies would be on a part time, sessional or project basis, and would cover issues identified in the research, including health, employment and community education. Research has identified significant support for young people to be involved in the running a youth centre by way of peer reference group and student work placements. (YAC VIC codes of Ethics, page 6, 2008)
Example that this model can benchmark against is Phoenix Youth Centre (PYC) run by the Maribyrnong Council that has a open drop in model, Monash Youth and Family Services (MYFS) that has structured programs for community running out of the building and the Northland Youth Centre (NYC) run by the City of Darebin, that the Founder of Innovation Youth Centre created and built for the City of Darebin in his previous role, that has been a success that the Victorian State co-funded through the department of planning and community development in 2009. Other council youth services have benchmarked against the NYC model. The IYC model will have the same aspect of the NYC model; it will have a stronger focus on youth participation through innovation.

**Expenditure Summary**

<table>
<thead>
<tr>
<th>Group Item</th>
<th>Cost/Loss</th>
<th>Revenue/Profit</th>
</tr>
</thead>
<tbody>
<tr>
<td>1) Community Training Centre</td>
<td>40,000</td>
<td></td>
</tr>
<tr>
<td>2) Community Access Lounge</td>
<td>9,816</td>
<td></td>
</tr>
<tr>
<td>3) Security and safety infrastructure</td>
<td>27,800</td>
<td></td>
</tr>
<tr>
<td>4) Radio, Website, Social Media –</td>
<td>6,500</td>
<td></td>
</tr>
<tr>
<td>Community Outreach news</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5) Neighbourhood Kitchen</td>
<td>34,500</td>
<td></td>
</tr>
<tr>
<td>6) Community Art Gallery</td>
<td>11,564</td>
<td></td>
</tr>
<tr>
<td>7) Volunteer Resource Space</td>
<td>3,550</td>
<td></td>
</tr>
<tr>
<td>8) Staff x 4 Salary for 2 years polite</td>
<td>710,000</td>
<td></td>
</tr>
<tr>
<td>9) Centre Operations day to day operations</td>
<td>120,000</td>
<td></td>
</tr>
<tr>
<td>For 2 years</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10) Community Buses to transport young people for innovation events and generate revenue for rent from community groups.</td>
<td>15,000 – Lease/ Transport Youth Group Outings</td>
<td>15,000</td>
</tr>
<tr>
<td>11) Rent Money Return for Groups</td>
<td>25,000</td>
<td></td>
</tr>
<tr>
<td>12) Computer Resources</td>
<td>10,000</td>
<td></td>
</tr>
<tr>
<td>13) Funding Grant Applications Estimate</td>
<td>100,000</td>
<td></td>
</tr>
<tr>
<td>14) IYC Promotion – Info Cards, Banners, Lanyards, Wrist Bands T-Shirts and Info Books</td>
<td>10,000</td>
<td></td>
</tr>
<tr>
<td>----------------------------------------------</td>
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<td></td>
</tr>
<tr>
<td>15) Rent Pay for building for 2 years.</td>
<td>70,000</td>
<td></td>
</tr>
<tr>
<td>16) Staff Development Training/ Consultants 2 years</td>
<td>15,564</td>
<td></td>
</tr>
<tr>
<td>17) Evaluation – Consultant for 2 years polite</td>
<td>3,000</td>
<td></td>
</tr>
<tr>
<td><strong>Total Cost</strong></td>
<td><strong>1,087,294</strong></td>
<td><strong>140,000</strong></td>
</tr>
</tbody>
</table>

**Grand Total + Cost – Revenue = $947,294**

**Service Structure**

The IYC is taking a four dimensional approach to all programs and activities. These four models of operation are:

<table>
<thead>
<tr>
<th>1) <strong>Drop in Unstructured</strong></th>
<th>2) <strong>Drop in Structured</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Doors Open/Activities Unspecified</td>
<td>Doors Open/Activities Specified</td>
</tr>
<tr>
<td>Doors open to all YP with</td>
<td>Eg. Discussion Innovation for local community while doing recreation activities. Youth Participation lens. IYC young peoples reference group.</td>
</tr>
<tr>
<td>All activities available.</td>
<td>Walk In’s and enquires still undertaken</td>
</tr>
<tr>
<td>Walk In’s and enquires still undertaken</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>3) <strong>Program Unstructured</strong></th>
<th>4) <strong>Program Structured</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Doors Closed/Activities Unspecified</td>
<td>Doors Closed / Activities Specified</td>
</tr>
<tr>
<td>Eg: Muslim girls group to be in safe space and discuss innovation for community.</td>
<td>Walk In’s and enquires still undertaken</td>
</tr>
<tr>
<td></td>
<td>Eg. Community Innovation programs and partnership programs, Youth Support and guidance.</td>
</tr>
</tbody>
</table>
Outcomes - IYC 2 Year Pilot

Youth participation and innovation working hand in hand to meet service gaps in community, through partnership collaboration to improve the quality of life for young people. This will result in young people having a voice in their community and learning skills that can help them grow personally and professionally which in hand increases their quality of life. Through collaboration to reduced crime, unemployment, mental health issues, boredom in community. Higher number of young people attending higher education and finding employment.

- Run/participate in structured and unstructured, drop-in or programs at IYC
- Follow agreed procedures towards the most effective running of IYC overall
- Treating others with respect at all times and be aware of acceptable standards of behaviour, manage difficult situations and behaviours.
- Maintain a healthy and safe working environment for staff and service users.
- Participating in a well-organized youth centre that promotes the development of community and acceptance of diversity.
- Programs working with a youth participation approach using an innovation lens to support local community.
- Young people being valued citizens in their community.

Established IYC youth reference group to be part of the process to build the IYC and launched to the local community to promote it, with a focus on innovative and youth participation that has filled community service gaps. Partnership such as local agencies, schools, police, LGA youth services is innovative by marrying each others value propositions and skills set to service young people through an innovative lens.

Including: Apprenticeships Aplus, Kildonan Uniting Care, Anglicare, Headspace, Centrelink, Victoria Police, PRACE, Mission Australia, Plenty Valley Community Health, Melbourne Polytechnic Work Education Unit, Council Youth Services, Able Australia, Scope, NEAMI, Co Health, Marist Youth Care, Schools, Victorian Police Youth Resource Officers. *(IYC Policy & Procedure Manual, Page 19, 2016)*

Organization Structure

**Board of Management** - President, Security, Treasurer & 3 General Board Members— Not Paid

**Director** - Centre Manager IYC - Paid

**Coordinator Administration & Development** IYC - Paid

**Coordinator Youth Programs** IYC - Paid

**Coordinator Youth Support** IYC - Paid

**Student Placements x 3 and Volunteers x 3** - Not Paid *(Meet Service Demand)*
YOUTH CONSULT

When: SATURDAY 21ST of JANUARY 2017
Time: 3PM TO 5PM
Place: LALOR LIBRARY – 2 May Street, Lalor

SESSION OUTLINE

2:30pm - IYC Staff meet at Lalor Library and but snacks and drinks, set up community room at the library and go over session outline.

-Start-

3pm - Young People arrive and sign in and fill details out in sign consult sign folder. IYC staff explain what the consult is about and its purpose to help IYC to be operational. Discuss consult rules of session, house keeping, and give young people IYC value proposition. Explain to group how the data will be used to present to funding bodies with their information being rounded up and no individual information being presented connected to an individual.
Discuss with group how IYC come about, and were it’s at (Refer to service package summary). How the process of getting funding can be a difficult will be a great reward at the end.

3:15pm - ICE breaker game - make a line shortest to tallest without speaking. (Hand out to young people IYC Synopsis).

3:20pm - IYC team presents to the young people what IYC is (Value Proposition), Service Model and Service Structure. Refer to IYC Synopsis. How the idea come about - connecting Innovation and Youth Participation working hand in hand. Why IYC & supported by BHH to generate funds to operate IYC.

3:50pm - Group discussion about IYC and what it means to be part of a youth space for young and make change to community. IYC staff take notes from young people to gather qualitative data.

Discuss with young people if they will be interested to set up an IYC reference group at this stage of development before service fully operational. How will it work?

4pm - Young People filled out feedback forms about IYC.
4:20pm - IYC Post it poster game, young people on a IYC AO poster place post it’s with comments on what a youth centre means to them with using innovation and youth participation working hand in hand to make their community a better place to live.

4:35pm - Taking group photo of all involved in the IYC consult with post it’s.

4:40pm - Inform young people that they can get access to the tally of results from the consult when the report is completed. Next Steps?

4:45pm - Hang Out & Catch Up with Young People.

- End -

5pm - Staff Debrief of IYC Consult.
BACKGROUND INFO:

AGE:

GENDER:

WHAT'S YOUR POST CODE:

A YOU WORKING OR IN SCHOOL:

CULTURAL BACKGROUND:
QUESTIONS:

1) DO YOU BELIEVE THAT THERE IS A NEED FOR A YOUTH CENTRE IN YOUR LOCAL COMMUNITY? (PLEASE CIRCLE)
   YES    NO
   WHY:  -----------------------------------------------
          -----------------------------------------------
          -----------------------------------------------
          -----------------------------------------------
          -----------------------------------------------
          -----------------------------------------------
          -----------------------------------------------
          -----------------------------------------------
          -----------------------------------------------
          -----------------------------------------------

2) DO YOU BELIEVE THAT YOUTH PARTICIPATION AND INNOVATION CAN WORK HAND IN HAND TO SUPPORT YOUR LOCAL COMMUNITY? (PLEASE CIRCLE)
   YES    NO
   WHY:  -----------------------------------------------
          -----------------------------------------------
          -----------------------------------------------
          -----------------------------------------------
          -----------------------------------------------
          -----------------------------------------------
          -----------------------------------------------
          -----------------------------------------------
          -----------------------------------------------
3) IF IYC WAS OPERATIONAL WOULD YOU BE INVOLVED IN THE REFERENCE GROUP TO HELP YOUR LOCAL COMMUNITY, BY BEING INVOLVED IN PROJECTS WE THERE IS A GAP IN SERVICES FOR YOUNG PEOPLE? (PLEASE CIRCLE)

<table>
<thead>
<tr>
<th>YES</th>
<th>NO</th>
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WHY: ________________________________________________

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4) IF IYC WAS FUNDED AND OPERATIONAL WOULD IYC BE A PLACE WHERE YOU FELL SAFE AND CREATE A BETTER QUALITY OF LIFE FOR YOU? (PLEASE CIRCLE)

<table>
<thead>
<tr>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
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WHY: ________________________________________________

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5) HOW IMPORTANT TO YOU IS GOING IYC AT A LOCATION THAT IS ACCESSIBLE BY TRANSPORT AND TO USE AS A RESOURCE? 5 = EXTREMELY IMPORTANT TO 1 = NOT IMPORTANT AT ALL. (PLEASE CIRCLE)

1 2 3 4 5

WHY: ____________________________________________________________

THANK YOU FOR FILLING OUT THE IYC CONSULT SURVEY.