

City of Cockburn

YOUTH SERVICES STRATEGIC PLAN 2011–2016



JUNE 2011

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Executive summary

The City of Cockburn has a proud history of supporting and empowering young people who live within its boundaries, which can be seen by the extensive array of programs and events it provides.

To build on this strong foundation the City of Cockburn (the City) contracted Bluebottle Consulting (Bluebottle) to develop the City of Cockburn's Youth Services Strategic Plan 2011–2016.

The plan outlines current services in the Cockburn Local Government Area (LGA) for young people aged between 12–25 years, and identifies future services and approaches required to support and enhance the wellbeing of young people across the City over the next five years.

Bluebottle employed the following strategies to achieve the development of the plan:

1. [Provided demographic analysis, and undertook relevant research to identify current and future needs for young people in the Cockburn LGA.](#)

Bluebottle reviewed and analysed demographics for the City of Cockburn; researched local, state and federal government youth policy; not for profit service delivery; research articles and best practice in youth service delivery. We interviewed staff and provided the City with a list of relevant grants that the City can apply for that are consistent with the work of youth services.

Young people make up 20% of the City of Cockburn's population and their numbers are forecast to increase by 10% over the next five years. The City has a high percentage of Indigenous young people. While only 1.9% of the community is Indigenous nearly 10% of the school population is Indigenous. Between July 2005 and June 2010, Cockburn was the largest recipient of settlement arrivals in the South West Statistical Subdivision with a total of 443 people (one quarter were humanitarian and three quarters family).

The largest increases in youth population will occur in the suburbs of Atwell, Aubin Grove–Banjup, Beeliar, Coogee–North Coogee, Hammond Park–Wattelup–Henderson.

Understanding of these demographic factors has underpinned the strategies outlined in the plan. Young people comprise a significant portion of the community. It is essential that their needs be catered for. Demographic analysis provided information about the diversity across young people as well as where the City can expect growing numbers of young people to reside into the future.

2. [Provided comprehensive written information on currently available community services, groups and programs either actively targeting or predominantly catering to young people 12–25 years in the Cockburn LGA.](#)

It was evident when looking at the services offered to young people in the Cockburn LGA that the City is a key service provider in this area. Not only does the City directly provide a number of services and programs itself but it also enables a

number of agencies to co-locate, enabling greater inter-agency collaboration and consequently a more holistic approach to service delivery. This initial mapping also uncovered some gaps in service delivery for young people living in Cockburn.

As part of this strategy Bluebottle also reported on whether the availability of information to the community about the City's youth services is adequate. Bluebottle found that a more consistent design style and branding of material for youth services would create an identity and increase the awareness of youth services and their programs and events.

3. Conducted consultation/s with young people in the broader community and service providers.

Bluebottle's consultation strategy focused on four main groups:

- Young people living in Cockburn.
86 young people contributed their views via questionnaires, workshops and interviews.
- Wider community, including Elected Members.
76 community members either spoke directly to Bluebottle or completed questionnaires.
- Service providers.
32 service providers were contacted with 23 offering their opinions based on their experiences working with young people who live in Cockburn.
- City of Cockburn staff.
Face to face interviews were conducted with 30 staff members.

In total 215 people were consulted through the four main groups.

Overall, young people wanted to increase the vibrancy of Cockburn and they want to make sure that activities and programs are inclusive of all young people including those with disabilities, Indigenous or from other cultural and linguistically diverse backgrounds (CaLD).

Community members indicated that they would like to know more about what the City offered young people. They wanted young people to be able to easily access events. They wanted to see more young people involved in decision-making. Community members also made a number of suggestions for programs that the City might consider running.

Service providers indicated that they believed that the City of Cockburn's youth services have a solid foundation to build from. The City's youth services are perceived to have a combination of great staff and facilities and be set within a council that offers a broad range of complementary supports and services.

During the consultation phase service providers also identified some gaps in services for young people living in the Cockburn LGA. There is an opportunity for the City of Cockburn to work in partnership with other agencies, both government and not for profit to address the gaps in service provision in the community. We recommend that the City develop a stakeholder relations plan to establish and enhance relationships with service providers, so that the needs and requirements of the Cockburn community are integrated at all levels of service delivery.

Interviews with City of Cockburn staff reflected many of the comments made by the other groups consulted with. However, staff members also contributed a number of suggestions in relation to how departments can work together to improve services for young people.

4. Recommended strategies and suggested a forward plan outlining the required type and location of future services for young people over the next five years.

After taking into account the finding of the first three strategies a forward plan was developed for the next five years (2011–2016). The forward plan identifies seven key focus areas for the City's youth services:

1. outreach services
2. public transport
3. vibrancy of the City (built and natural environment)
4. education and employment
5. increasing young people's involvement in decision making and increasing participation in the community
6. recreation and entertainment
7. building on existing youth services

Overview

The City of Cockburn is located in Perth's outer southern suburbs, ranging from 15 to 29 kilometres south of the Perth CBD. The City has 21 suburbs, which include residential, industrial and rural residential areas and is developing a retail and commercial centre in the suburb of Cockburn Central.

It currently has a projected population of 91 448 residents, of which approximately 18 130 are aged between 10–24 years old. This represents 21% of the total Cockburn population.

The overall population is expected to grow to 104 939 by 2016 and the number of young people aged 10–24 years is expected to be approximately 19 899 or 22.5% of the total population.

(City of Cockburn Population and Household Forecasts, forecast.id report, id.consulting 2010)

Current services for young people provided by the City of Cockburn

The City of Cockburn has a youth services department that offers three streams of services for young people – youth work, youth centre programs and youth development.

Youth work. The City receives funding from the Department for Child Protection and the Department of Corrective Services to employ three full time youth workers and one part-time youth worker to support young people in Cockburn aged 10–18 years and their families. The City's youth services provides individual case management, information, advocacy and support as well as group programs for young people up to the age of 24 years. Group programs are developed in response to community needs and can include young parents' groups, young men's and young women's groups,

health and relationships workshops, independent living skills and other programs to enhance youth participation and engagement. Being a mobile service, the youth workers are able to meet with young people in any location that is convenient and safe. Some of the issues the service supports young people with include family conflict, difficulties at school, relationships, feeling down, problems with alcohol and other drugs, accommodation, education, training and employment, income support or legal issues.

Youth centre programs. The youth centre was developed in response to identified community need for a space dedicated to young people. The Cockburn Youth Centre is a versatile facility with many rooms available for hire to meet a variety of needs and requirements.

Services and programs offered by centre staff include:

- Subsidised and affordable life skill and activity programs during school term and during school holidays.
- Supervised hang out space for young people to relax and enjoy non structured social activities with their peer group.
- If identified as required, staff will also provide youth engagement, information and referral.
- Challenger Institute run programs during school term.
- St John of God, and Headspace programs during school term.

Youth development. The City provides a broad range of activities and programs that are accessible to all young people living in the City aged 10 to 24 years of age.

The activities and programs are a mix of community wide activities and include holiday programs, art workshops, recreational based programs (such as skate and bike riding) camps, personal development workshops, leadership development and youth participation strategies such as the Youth Advisory Council (YAC) and education and training.

Beyond the youth services department there are a number of additional ways that the City supports young people. For example, the City offers grants to encourage young people to be active and provides recreational services and environmental school education programs.

It is clear that the City of Cockburn has a history of commitment to providing facilities and services for young people within the 12–25 years age group across the Cockburn LGA and has a solid foundation to work from.

Methodology

Bluebottle drew upon a range of methodologies to assist in the delivery of the project objectives. Our aim was to harness the skills, knowledge and passions of the Cockburn community and those providing services within the region in relation to young people.

Our methodology was based on the City of Cockburn's requirements and included:

- developing a strategic planning framework
- research
- environmental scan
- stakeholder consultations
- communication audit

- review and evaluation
- strategy development.

Key considerations

In developing the consultation methodology, consideration was given to the following key factors in relation to this project:

- **Time of year.** The project was undertaken over the main holiday season, which presented a number of challenges particularly in terms of consultation. Through employing a diverse range of engagement strategies (general media as well as targeted groups) the community and stakeholder's ability to contribute was maximised over this time.
- **Diversity within target group.** The category 'young people' covers a range of ages from 12 to 25 years. There is, of course, wide diversity within this group when factors such as developmental stages, ethnicities, socio economic status and ability are taken into account. The consultation strategy was designed with this diversity in mind.
- **The need to stagger the consultation.** The consultation time line was designed to establish expectations and knowledge within the City of Cockburn and service providers first. The knowledge gained from City of Cockburn and other service providers then informed other engagement methods with young people and the rest of the community.
- **The wellbeing of young people is a whole of community concern.** It was vital that the broader community had the opportunity to input in to the process. As such the communication strategy was designed to welcome the contributions of young people, service providers and the broader community.

Consultation methodology

The consultation methodology was divided into two key strategies: communication and engagement. The communication strategy was designed to raise awareness of the project and the engagement strategy was designed to facilitate the input of information. This methodology was approved by the City of Cockburn at the commencement of the project.

Strategy One

Provide demographic analysis, and undertake relevant research to identify current and future needs for young people in the Cockburn LGA.

For strategy one, Bluebottle reviewed and analysed demographics for the City of Cockburn; researched local, state and federal government youth policy, not for profit service delivery; research articles and best practice in youth service delivery. We also interviewed staff and provided the City with a list of relevant grants that the City can apply for that are consistent with the work of youth services.

Existing capacity of youth services

We found that youth services are currently operating at capacity within current staffing and budget levels. If, as a result of the strategic planning process, the City chooses to commit to any new initiatives either current programs will need to be scaled back or new funding will be needed.

Demographics

Bluebottle compiled a demographic trends analysis using primarily the 2006 ABS Census data, Forecast id. *Population Forecasts for the City of Cockburn*, and the Department of Immigration and Citizenship's *Settlements Arrival* information. During the five years since the Census, trends may have altered, however up-to-date demographic trends will be available following the Census being conducted this year.

The demographic trends analysis indicates that:

- Young people comprise 20% of the Cockburn population.
- The 10–25 age group will increase by 9.5% over the next five years.
- Increases in youth population will occur in the suburbs of Atwell, Aubin Grove–Banjup, Beeliar, Coogee–North Coogee, Hammond Park–Wattelup–Henderson.
- Cockburn residents have a slightly higher median income compared to the national median.
- Conversely, there is a higher percentage of public housing occupancy than the national percentage.
- There are a slightly higher percentage of single parent families as compared to the national percentage.
- Cockburn has a relatively low SEIFA index (or low level of disadvantage), however there is a diverse range of suburbs in the Cockburn LGA.
- There is a relatively high level of high school attendance.
- While approximately 1.9% of the population is Indigenous, approximately 10% of the high school population is reported as being Indigenous – indicating a young Indigenous population in the Cockburn area.
- There is a high percentage of Indigenous (38%) in the extreme social and educational risk category.
- Approximately 30% of the population has been born overseas.
- Languages other than English spoken at home are relatively low – Italian (3.7%), Croatian (2.2%), Portuguese (1.8%) and Mandarin (1%).

- Between July 2005 and June 2010, Cockburn was the largest recipient of settlement arrivals in the South West Statistical Subdivision with a total of 443 people (one quarter were humanitarian and three quarters family). (Department of Immigration and Citizenship).
- Young people born overseas and now resident in the Cockburn LGA were primarily born in North-West Europe, South East Asia, North East Asia and Sub Saharan Africa.

Policy

Bluebottle conducted a review of federal, state and local government policy relating to young people. Policy areas covering youth participation, housing, homelessness, education, integrated service delivery, health, multicultural interests, youth justice and disability were analysed.

The following policy themes are apparent as a result of the review of policy relating to young people:

- The focus on the wellbeing of young people in a community context. The wellbeing of young people is a whole of community concern. Accordingly improving the wellbeing of young people requires better integration between government and not for profit agencies.
- The importance of providing varied and ongoing mechanisms for two-way communication with all young people (including marginalised young people). The voice of young people needs to guide decision making about issues that affect them and they need a way to find out what has been done in response.
- Peer relationships and mentoring have been shown to be some of the most effective ways of reaching young people. It is important that this knowledge is built upon and used to engage with young people.
- The need for an education system that meets the needs of all young people, particularly those young people who are disengaging from education around the age of 15.

Best practice

As a result of the policy review, Bluebottle has identified the following areas of best practice in youth service delivery from government and not for profit agencies:

- youth participation
- education and employment
- access and inclusion
- integrated service delivery.

Youth participation

In 2010 the Australian Youth Affairs Coalition (AYAC) released the *Where are you going with that? Maximising young people's impact on organisational and public policy* report.

This report is the culmination of an exploration of young people's inclusion in decision making, their experiences and their perceptions about to what level their ideas have been heeded by policy makers.

In addition to looking at young people's perceptions, it also looks critically at youth participation practices by attempting to identify barriers that prevent young people's impact on policy, and how organisations can evolve to be more open to young people's views.

AYAC's research found that much of the work previously undertaken in relation to youth participation both in Australia and globally focuses primarily on clearly articulating what effective participation looks like. This manifests itself in a wealth of literature and toolkits available to assist youth participation practitioners to design and implement strategies that have a greater ability to engage wider and more representative groups of young people in decision-making.¹

This report outlines a number of strategies for organisations to draw upon to maximise young people's impact on their policies and practices.

Education and employment

Community Outreach Model of Education and Training (COMET)

COMET aims to link young people who wish to reengage with education by delivering a local alternative education program. This provides the opportunity for young people to gain nationally recognised training up to year 10 standard (Certificate II in General Education Adult) and vocational education and Business and Information Technology (Certificate II Level TAFE accredited).

In addition, young people will gain knowledge and life skills such as cooking, budgeting, positive leisure and social interaction and responsibility. The program is based on flexible learning styles to enable young people to actively set and plan to achieve their own learning outcomes.²

VIP Plus @ Communicare

VIP Plus @ Communicare is an education and training service for young people who have become disengaged from school.

The service offers an alternative learning experience, which is structured differently to mainstream education to keep students engaged.

Students who complete courses at VIP Plus @ Communicare receive certificates, which assist them with entry into further education and training including traineeship, employment or back into mainstream school.

Students study reading, writing, oral communication, vocational mathematics and special elective options. One of the key components of the program is life and social skills.

¹ Australian Youth Affairs Coalition 2010, accessed March 2011
<www.ayac.org.au/index.php?mact=News,cntnt01,detail,0&cntnt01articleid=20&cntnt01returnid=81>

² Youth Futures 2010, accessed March 2011 <www.jyss.org.au/comet>

13–19 year olds who left school without a pass in year 10 can participate in the VIP Plus @ Communicare program. Other age groups will be considered on a case-by-case basis. The service is primarily for young people living in the South East Corridor.³

Access and inclusion

Keeping Mandurah Magnificent

The City of Mandurah partnered with employment agency, *Intework*, to employ adults with a disability in environmental maintenance jobs. The program provides on-the-job training to improve employees' skills. About 50 young adults with disability have been employed through the program. This tried and tested model can now be considered by other local governments and offers an important key to personal and financial independence for many people with a disability.⁴

Befriend

Befriend is a new organisation that encourages socially isolated young people to form natural friendships. Befriend buddies help young people with a disability develop social networks and friendships through getting involved with the Befriend social group and a range of other activities. The program links young people with disability to a buddy of similar age and interests who learns about their new friend's abilities and needs and helps them develop new networks. Young people with all types and levels of disability are encouraged to get involved.⁵

Integrated service delivery

Kwinana Early Years Network

The Kwinana Early Years Network (KEYN) is supported by The Smith Family's Communities for Children (C4C) project and the Town of Kwinana, and holds monthly meetings attended by children and family service providers and community members. KEYN is working to better integrate the delivery of early years services to local children and families.

KEYNs work with other early years programs and agencies in Kwinana including Ngala and the Kwinana Early Years Service (KEYS). KEYS is a free family support service available for families in Kwinana, and undertake community projects focusing on perinatal health and wellbeing, and the transition of children to school.

Aboriginal families are involved through the KEYS to School and the KEYS to Literacy project, and the Nanakaat Aboriginal Playgroup.⁶

³ Communicare n.d, accessed March 2011, <www.communicare.org.au/Family-Services/vip-plus-communicare.html>

⁴ Disability Services Commission, Count Me In Disability in Future Directions February 2011, accessed March 2011, <www.disability.wa.gov.au/dfd/cmiwebshare.html>

⁵ Disability Services Commission, Count Me In Disability in Future Directions November 2010, accessed March 2011 <www.disability.wa.gov.au/dfd/cmiwebshare.html>

⁶ Department for Communities, Children and Families 7 October 2010, access March 2011 <www.communities.wa.gov.au/childrenandfamilies/earlyyears/metropolitannetworks/kwinana/Pages/default.aspx>

Incorporating social and community needs into town planning

City of Mandurah Community Planning projects

The City of Mandurah's goal for their community-planning project is to prioritise people in planning for a rapidly growing community. In having a community planning officer situated within the planning department the City hopes to meet the following objectives:

1. contributing to creating liveable neighbourhoods
2. advocating for increased service provision
3. facilitating community input into development planning by City and others
4. coordinating community infrastructure planning strategy 2011–2041.

These objectives will assist in incorporating community needs and responding to issues identified by the community into all aspects of urban design.

Strategy two

Provide comprehensive written information on currently available community services, groups and programs either actively targeting or predominantly catering to young people 12–25 years in the Cockburn LGA.

The City provided Bluebottle with a draft contact list of organisations providing services to young people and also identified some gaps in service provision.

The contact list was used as a base to develop the *Current services available for young people* database (see Attachment 1). By completing desktop research and conducting interviews with City of Cockburn staff and other organisations, Bluebottle identified a range of service providers and facilities located within the City, as well as those providing outreach services to young people in the area.

We then analysed the database and obtained initial feedback from the City of Cockburn Youth Centre staff, the YAC and organisations that provide services for young people to identify gaps or duplication in service provision.

Finally, we reviewed the City's current methods of communication to assess whether the availability of information to the community about these services was adequate.

Gaps in service provision

Gaps in service provision were identified from the analysis of the *Current services available to young people* database and from initial consultations with youth services staff and other community based organisations; these include:

- programs for young people from culturally and linguistically diverse (CaLD) backgrounds
- housing – lack of supported, crisis and transitional housing
- emergency relief – lack of service providers
- literacy and numeracy programs for at risk 13–15 year olds
- programs for 17–24 year olds
- mentoring and leadership for Aboriginal youth
- parenting programs for new fathers

- young women – relevant programs
- poor public transport within the region.

Findings

Bluebottle found that there is a comprehensive range of services available to young people in the City of Cockburn. Federal and state government programs are located in the region and there are a variety of private recreational and sporting facilities. These services are documented in the attached database, *City of Cockburn: current services available to young people*.

It is evident from the review that the City of Cockburn is a key provider of services to young people within the Cockburn LGA – providing case management services for at risk youth, as well as a number of services and amenities available for all young people to access. In addition, the City’s youth centre has enabled a number of agencies to co-locate, enabling greater inter-agency collaboration and consequently a more holistic approach to service delivery.

It is also important to note the facilities planned by the City for completion within the next five years. The City currently intends to build two significant complexes relevant to young people –the Cockburn Regional Leisure Facility (scheduled to replace the South Lake Leisure Centre) and the soon to be built Integrated Community and Health Facility.

Communication strategy

As part of stage one of the project, one of the strategies was to report on whether the availability of information to the community about these services is adequate.

The City of Cockburn Youth Services team currently uses the following methods to communicate their youth services programs and events:

- Email notifications – youth centre membership list
- City of Cockburn website
- Facebook youth centre page
- Twitter
- Distribution of pamphlets at the youth centre, community service providers and other relevant agencies, primary and high schools
- Posters displayed at the youth centre, bus stops, libraries and other public spaces
- Articles and advertisements in the Cockburn Soundings magazine and the Cockburn Gazette newspaper
- Staff promote the work that the City is undertaking at regional forums.

Bluebottle was provided with a range of material – pamphlets, brochures, posters, and Cockburn Soundings – produced by the City of Cockburn. This printed material together with material from Headspace, YouthReach South and St John of God, is available to people who attend the youth centre, and is a primary communication tool employed by the City to provide detailed information on programs and timetables.

We found that there is a mix of styles and formats across the range of material, some more formal in tone with others being targeted to the younger age range. The brochures are formal and structured in appearance and tone, as they need to be

informative to provide details on programs, times and dates. This may be the result of this information being targeted towards the parents of 10–16 year olds.

The posters (*Battle of the Bands, Summer Skate Series 2010/2011*) and pamphlets (*Need a Hand?, Touch Rugby*) appear to be more graphically appealing to the target age range.

This mix of styles also includes the branding of the City of Cockburn and Cockburn Youth Services. Both the City of Cockburn and Cockburn Youth Services have their own logo identities, yet there is little consistency in branding and the placement of logos. A more consistent branding placement and style would assist in the identification of what is a City of Cockburn youth service.

The City's website features a youth services section on the site. This section is formal in tone and bureaucratic in style, for example, "we are committed to.....". This is targeted to an older audience.

From the youth services page you can link to the youth centre page. This page has the same look and feel as the rest of the website and is not dynamic or visually appealing to the youth age range. Some of the information on the page is out of date.

The youth centre has a Facebook page, and although more dynamic and age appropriate in tone and style, some information is out of date. However, the City could further utilise the capabilities of social media to target the older age group (18–24 years) more efficiently and effectively.

Although there is a range of information available promoting services and activities, from our initial consultation with members of the Youth Advisory Council and youth centre staff, there seems to be a perception that the general community is not fully aware of the extensive range of programs and events the City has to offer young people

Young people during the consultation phase stated that they would like to have more notice of events and programs.

A more thorough communications audit of all City communication material would need to be conducted to provide a more comprehensive analysis and to identify gaps in information provision.

A more consistent design style and branding of material from the youth centre and youth services targeted to the youth audience would create an identity for the City's youth services and increase the awareness of the centre and its programs and events.

A more consistent style and tone of youth related information would assist in information being relevant and more appropriate to young people, as well as being more dynamic and up to date.

Strategy three

Conduct consultation/s with young people in the broader community and service providers.

Bluebottle's consultation strategy focused on four main groups:

- young people living in Cockburn
- service providers
- City of Cockburn staff
- wider community, including Elected Members.

We consulted with 215 people during the project timeframe.

Young people

In order to obtain feedback from young people we:

- conducted workshops with primary and secondary school students
- met with members of the YAC
- interviewed young people at the youth centre
- conducted a focus group with young people at a local not for profit youth organisation.

Letters were sent to all of the primary (23) and high schools (6) within the Cockburn LGA prior to the Christmas holidays. We contacted the Department of Education's South Metropolitan Educational Office district officer and discussed the project and the format of the student workshops; she then sent an email to all principals. Bluebottle then followed up with telephone calls to the principals to discuss the project, student workshops and to confirm participants from each school and transport arrangements to and from the youth centre.

We conducted two student workshops:

- primary – with students from seven schools.
- secondary – with students from two high schools.

Young people said the best parts of living in Cockburn at the moment were:

- easy access to schools
- youth centre
- shops
- beaches
- parks (including skate parks, dog friendly and lakes)
- battle of the bands
- walking areas
- sporting venues.

Young people said that the worst parts of living in Cockburn at the moment were:

- Cockburn Cement
- litter
- graffiti
- not enough places to hang out
- transport.

Many of the young people that we spoke to did not know about the range of programs and events the City provided for young people. Some of the young people knew about the youth centre and some knew about some of the festivals the City ran but that was all.

To make it easier for young people to participate in programs and events, young people told us that events needed to:

- be easy to get to
 - good public transport
 - offered from different locations
- not to cost much or be free
- be well advertised and with lots of notice given.

We asked young people what sorts of things they would like in Cockburn in the future. They said that they wanted:

- less graffiti
- more shops
- more public toilets
- more sport centres
- more dog beaches
- more services for disadvantaged young people
- more visibility of the Nyungar culture and people in events and programs
- more art works on buildings
- workshops where they can work on cars/ motorbikes
- some BMX and motorbike trails
- safer public transport – free from unwanted comments from bus drivers etc.
- better public transport – more frequent with better routes
- more music – where they have a say in which acts are chosen
- some kind of ‘centre’ or cool place to hang out, for example the development of a busker’s strip
- more activities that don’t focus on sport
- a theatre for the performing arts
- a cinema
- more cafes.

Overall the young people wanted to increase the vibrancy of Cockburn and they want to make sure that activities and programs are inclusive of all young people including those with disabilities, Indigenous or from other cultural and linguistically diverse backgrounds (CaLD). Bluebottle, however, found it difficult to engage with young people with disabilities and from CaLD backgrounds themselves during this consultation process. While we made every effort to contact young people from these groups by following the advice of agencies that provide services to them, we were unsuccessful in gaining their perspectives. These groups are traditionally difficult to engage with, meaningful relationships must be built up over time. Young people need to know that their feedback has been valued and incorporated into planning and ultimately action. Bluebottle recommends that the City develop a participation strategy that includes special consideration of how to include young people with disabilities and from CaLD backgrounds in decision making and increasing their participation in the community.

Community members

To invite feedback on youth services from community members, we:

- published an article in Cockburn Soundings
- published an advertisement in the Cockburn Gazette inviting public submissions
- held a public meeting
- conducted an online survey on the City's website
- sent a questionnaire to all rate payers
- conducted telephone interviews with City of Cockburn Council Elected Members.

Overall, we received feedback from 76 community members. Responses from community members have been categorised as follows:

General statements:

- they didn't really know what the City of Cockburn Youth Services did in the community. They wanted more information about what was going on and with enough time to organise to attend
- there needs to be more outreach services
- there needs to be better public transport within Cockburn
- the need to increase access to the youth centre e.g. review fees and opening hours
- the need for greater participation of young people in decision making.

Additional resources and/or programs:

- more programs such as swimming, cooking and skate competitions
- a plan for a significant number of children with disabilities who will be moving into the young person age range over the next few years
- the City to embrace interactive technologies when communicating with young people
- the City to plan for increases in young people residing in specific suburbs
- the City to enable young people to do more "hands on" practical activities by providing a workshop and driving simulators.

Service providers

Bluebottle contacted 32 services by telephone seeking their participation in the project. If the providers answered the phone they were given the option of either answering a telephone questionnaire (Appendix A) at the time or, if the time was not convenient, an appointment was made for another time to speak. If the provider did not answer their phone a message was left with a brief explanation of the project and a return contact number. If the provider did not return the call an email was sent to the provider with a copy of the questions attached. The email gave the providers the choice of providing a written response to the questionnaire or arranging a time to be interviewed over the phone. By the end of the consultation process 23 service providers had contributed their views.

Overall, service providers indicated that they believed that the City of Cockburn's youth services have a solid foundation to build from. The City's youth services are perceived to have a combination of great staff and facilities and be set within a council that offers a broad range of complementary supports and services.

When asked about gaps in the provision of youth services in the City of Cockburn, a number of clear themes were apparent across the responses made by the providers.

1. The need for appropriate programs for Indigenous young people. Six out of twenty two respondents made this observation.
2. A shortage of accessible accommodation services for youth, including crisis, transitional and longer term supported accommodation options. Six out of twenty two respondents reported.
3. Lack of services in Hamilton Hill, Coolbellup and Beeliar. Four of the respondents indicated that these suburbs were in need of programs and other supports for young people.
4. Avenues for young people to have their say and increase their visibility in Cockburn (all young people not just those from a higher socio-economic background). Three of the providers made this comment.
5. Promotion of what the City is currently doing with plenty of notice of upcoming events/ programs. Three respondents indicated that increasing communication would benefit young people.
6. Suitable programs for 13–15 year olds who are disengaged from mainstream schooling. Three providers identified this as a gap.
7. Lack of emergency relief services. Two providers made this observation.

Service providers were also asked, *‘What programs would you like to see the City offer in the future?’* Their responses have been grouped into five categories:

1. **Programs aimed at Indigenous young people**
 - a. cultural and environmental projects
 - b. more skills based programs
 - c. ongoing programs for young Indigenous women.
2. **Programs encouraging education and employment**
 - a. educating young people about healthy lifestyle choices, art, working with natural bushland
 - b. more hands on programs e.g. mechanics, gardening, make-up, beauty, hair
 - c. low cost access to safe driver programs
 - d. better integration of employment and accommodation for young people.
3. **Programs aimed at at risk young people**
 - a. the City to increase their focus on at risk young people
 - b. consider dedicating one day a week to bringing a whole lot of services together as a “one stop shop” for at risk young people to access e.g. tenancy advice, Aboriginal Legal Service, Street Doctor, emergency relief, financial counselling.
4. **More outreach programs**
 - a. a larger suite of services that operate from more geographical locations; home/community/schools
 - b. Coolbellup and Hamilton Hill need greater outreach services.

There is an opportunity for the City of Cockburn to work in partnership with other agencies, both government and not for profit to address the gaps in service provision in the community. We recommend that the City develop a stakeholder relations plan to establish and enhance relationships with service providers, so that the needs and requirements of the Cockburn community are integrated at all levels of service delivery.

City of Cockburn Staff

30 City of Cockburn staff members contributed to the consultation phase of this project.

The City of Cockburn Youth Centre staff (both permanent and casual) reiterated the points made by the service providers that we spoke to and also added the following points in relation to current services. This included the need to:

- have a supported driver's licence program
- look to work with Cockburn Gateway shopping centre management with regard to young people who are excluded from the centre for a variety of reasons
- attract 17-24 year olds
- plan events which are more in touch with young people
- better public transport
- more transitional housing
- more sexual health services
- drug and alcohol services.

When asked about future services, staff stated that there was a need to:

- respond to population growth and change in demographics
- build better relationships within the wider City organisation
- move to more casual events i.e. free events
- diversify programs to attract more young people
- build on benefits of co-locating with other service providers to assist in growing and developing relationships with young people.

Other City of Cockburn staff also added that:

- they didn't know much about youth services beyond the youth centre (youth services could do with some branding).
- the City of Cockburn could try to attract some more young people into its employment.
- there is a need for better integration with other council departments and many staff gave examples of how this could be achieved.
- there is a need for better services in the suburbs of Hamilton Hill and Coolbellup.
- need for better representation of the voice of young people with disabilities.

Strategy four

Recommend strategies and suggest a Forward Plan outlining the required type and location of future services for young people over the next 5 years.

Bluebottle's recommended strategies and forward plan is based upon the research and consultation undertaken throughout the project period.

The forward plan identifies seven key focus areas for the City over the next five years:

1. outreach services
2. public transport
3. vibrancy of the City (built and natural environment)
4. education and employment
5. increasing young people's involvement in decision making and increasing participation in the community
6. recreation and entertainment
7. building on existing youth services

The strategic imperatives are linked to the City of Cockburn Strategic Plan 2006–2016 and its seven factors influencing the development of the City through to 2016:

- Demographics
- Infrastructure
- Lifestyle and aspirations
- Governance
- Employment and the economy
- Natural environment
- Transport.

City of Cockburn Youth Services Strategic Plan 2011–2016

Vision

It is council's continuing intention to build on the solid foundations that our history has provided to ensure that the Cockburn of the future will be the most attractive place to live, work and visit in the Perth Metropolitan area.

Mission

Our mission is to make the City of Cockburn the most attractive place to live, work and visit in the Perth Metropolitan area.

Our strategic initiatives

- Demographic planning
- Infrastructure development
- Lifestyle and aspiration achievement
- Governance excellence
- Employment and economic development
- Natural environment management
- Transport optimisation

What we already do for young people

The City of Cockburn has a youth services department that offers three streams of services for young people – youth work, youth centre programs and youth development. Beyond the youth services department there are a number of additional ways that the City supports young people. For example, the City offers grants to encourage young people to be active, it also provides recreational services and environmental school education programs.

Youth work. The City receives funding from the Department for Child Protection and the Department of Corrective Services to employ three full time youth workers and one part-time youth worker to support young people in Cockburn aged 10–18 years and their families. The service provides individual case management, information, advocacy and support as well as group programs for young people up to the age of 24 years.

Youth centre programs. The youth centre was developed in response to identified community need for a space dedicated to young people. The Cockburn Youth Centre is a versatile facility with many rooms available for hire to meet a variety of needs and requirements. Services and programs offered by centre staff include:

- subsidised and affordable life skill and activity programs during school term and during school holidays
- supervised hang out space for young people to relax and enjoy non structured social activities with their peer group.
- information and referral
- Challenger Institute run programs during school term
- St John of God and Headspace programs during school term.

Youth development. The City provides a broad range of activities and programs that are accessible to all young people living in the City aged 10 to 24 years of age. The activities and programs are a mix of community wide activities and include holiday programs, art workshops, recreational based programs (such as skate and bike riding) camps, personal development workshops, leadership development and youth participation strategies (YAC) and education and training.

Focus areas for youth services over the next five years

After talking to young people, community members and service providers then taking into account what the City already offers youth in Cockburn as well as recent research on young people, the following areas have been identified for action over the next five years:

1. outreach
2. transport
3. vibrancy (built environment + natural environment)
4. education and employment
5. youth participation
6. recreation and entertainment
7. building on existing youth services.

1. Outreach

| | |
|-------------------------------|---|
| Link to strategic plan | ■ Governance ■ Demographics |
| Background | <p>The Cockburn region covers a large geographical area. The young people, broader community and service providers that were consulted with consistently said that services for young people needed to be provided from many different locations. One person encapsulated this observation: “there needs to be a larger suite of services that operate from more geographical locations; home/community/schools”.</p> <p>The current suburbs identified as needing immediate attention are: Hamilton Hill, Coolbellup and Beeliar. The City’s Crime Prevention Plan also identifies the need for more youth outreach and after school hours programs.</p> <p>The demographic analysis shows that there will be increases in the youth (12–25) population in the suburbs of Atwell, Aubin Grove-Banjup, Beeliar, Coogee-North Coogee, Hammond Park- Wattelup-Henderson over the next five years.</p> |

| Strategy 1 | | Resources | Position | Timeframe |
|-------------------|---|------------------|---|------------------|
| 1.1 | Expand outreach model of services delivery by employing another full time youth development officer | New Municipal | Youth Services Manager | 2014/15 |
| 1.2 | Investigate using the Coolbellup Hub as a venue to deliver services from | Existing | Youth Services Manager | 2012/13 |
| 1.3 | Pilot the YMCA mobile youth bus to provide additional services to Beeliar, and Coolbellup and investigate whether this is a sustainable provision of outreach services. | Existing | Youth Services Manager | 2011/12 |
| 1.4 | Investigate and plan when appropriate to provide services to the suburbs identified in the demographic overview | New Municipal | Youth Services Manager/ Youth Development Officer | 2014/15 |

2. Transport

| | |
|-------------------------------|--|
| Link to strategic plan | ■ Demographics ■ Lifestyle & Aspirations ■ Governance ■ Transport |
| Background | <p>Transport was identified as a barrier to young people accessing programs and events in Cockburn.</p> <p>Those consulted with said that transport between Perth City and Cockburn Central was good however transport around the Cockburn LGA was poor. There needs to be greater frequency of buses and better routes.</p> <p>Young people also spoke of safety concerns on the buses and cited a number of instances where bus drivers had made inappropriate comments or where young people felt threatened by other passengers.</p> <p>The youth service's existing pick up service for young people "at risk" accessing the City's youth work programs and events was identified as being of great assistance to young people wanting to participate in activities.</p> <p>Transport is also identified as a development factor in the City's Strategic Plan 2006–2016, the City's Age Friendly Strategic Plan, the Children's Services Plan and the Reconciliation Action Plan.</p> |

| Strategy 2 | | Resources | Position | Timeframe |
|-------------------|---|---------------|--|-----------|
| 2.1 | The City continue to work with those transportation providers that service the City of Cockburn to coordinate the timely interchange of passengers at transport nodes | Existing | Travel Smart Officer | 2011/12 |
| 2.2 | The City to facilitate better, more direct transport routes where possible | Existing | Travel Smart Officer | 2011/12 |
| 2.3 | The City to liaise with Transperth in relation to issues of safety and appropriate driver behaviour on buses | Existing | Travel Smart Officer/ Youth Services Manager | 2011/12 |
| 2.4 | The City to investigate the purchase of two more large buses and consider allocation of extra funds for drivers to aid in transporting young people to and from events and activities | New Municipal | Youth Services Manager | 2012/13 |

3. Vibrancy (built environment + natural environment)

| | |
|--------------------------------------|---|
| <p>Link to strategic plan</p> | <p>■ Infrastructure ■ Lifestyle & Aspirations ■ Demographics ■ Natural Environment</p> |
| <p>Background</p> | <p>Young people overwhelmingly said that they wanted Cockburn to have more of a vibe.</p> <p>Fremantle, Mount Lawley and Joondalup were all given as examples of great places to be. The young people that we spoke to wanted a central place to hang out. Other ideas for increasing the vibrancy of Cockburn included having a busker’s strip, more cafes, more interesting shops and a movie theatre.</p> <p>The young people consulted with had a wealth of ideas about what would make Cockburn “the best place in the world” to live for young people. It is vital that these contributions are integrated into the planning section of the City of Cockburn.</p> <p>Some young people expressed significant concern about the presence of Cockburn Cement, the amount of litter around Cockburn and the presence of graffiti. A number of people we consulted with wanted to see more artworks on buildings.</p> <p>The City of Cockburn is home to beautiful beaches, parks, bush land and lakes and it is these aspects that young people identified as the best parts of living in Cockburn at the moment. They want to be able to get to and use these places (see transport) and they also want facilities that make being out in the open more comfortable – such as more public toilets and shade structures, skate park facilities, bmx and motorbike trails.</p> <p>The Cities of Mandurah and Rockingham have both created community planning positions within their planning departments to ensure that social needs are prioritised in planning. If implemented in Cockburn this model would not only assist in making sure that the needs and desires of young people are reflected in planning but also the rest of the community.</p> |

| Strategy 3 | | Resources | Position | Timeframe |
|------------|--|---------------|---|-----------|
| 3.1 | Investigate the creation of a new community planning officer position within the strategic planning department | New Municipal | Manager Human Services/Manager Strategic Planning | 2016/17 |
| 3.2 | Develop an internal communication strategy between youth services and the rest of the City to ensure that young people's opinions are known across the organisation. | Existing | Youth Services Manager/Manager Corporate Communications | 2011/12 |
| 3.3 | Promote the Office of Crime Prevention <i>Goodbye Graffiti</i> initiative in schools and through the Cockburn Soundings | Existing | Manager Corporate Communications | 2011/12 |
| 3.4 | Investigate the possibility of additional skate park, and BMX track facilities. | New | Youth Development Officer and Recreation Services Coordinator | 2011/12 |

4. Education and employment

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| Link to strategic plan | ■ Employment and the Economy ■ Lifestyle & Aspirations ■ Infrastructure |
| Background | <p>A review of policies affecting young people undertaken as part of this project identified the need for alternate ways of meeting the educational needs of young people who are disengaging early from the traditional education system. People providing services for young people experiencing difficulties in Cockburn also repeatedly mentioned this issue.</p> <p>Challenger Institute currently offers a Certificate 1 General Education for Adults program at the Cockburn Youth Centre for young people at risk between the ages of 14 and 20 years. The Department of Education's behaviour centres also seek to address the needs of these young people. However, a significant number of young people do not fit into these models. For example a young person with a mental illness may feel overwhelmed participating in a program with other young people with extreme behaviours.</p> |

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| | <p>There are currently no facilities in Cockburn that allow young people to undertake training in practical trades. A number of those consulted with specified that an automotive workshop would be of great benefit to the community. A driving simulator and associated training was also identified as being important to young people and the broader community</p> <p>Some of the high school students who took part in the consultation said they would like to have education centres set up across Cockburn. The centres would be for all young people, not just those struggling, and would provide assistance for all e.g. study help for TEE students. The young people suggested that those doing well at school could provide peer assistance for those who needed some help.</p> <p>Some people that we consulted with felt that the City had a role to play in actively employing young people within the council.</p> |
|--|---|

| Strategy 4 | | Resources | Position | Timeframe |
|------------|--|-------------------|---|-----------|
| 4.1 | The City of Cockburn to liaise with the Department of Education about their experiences (and consultation findings) to feed into policy development | Existing | Youth Services Manager | 2013/14 |
| 4.2 | Enter discussions with schools and other City of Cockburn departments around the feasibility of creating education centres, perhaps using the City's libraries | Existing | Youth Services manager/ Library Services Manager | 2013/14 |
| 4.3 | The City to consider methods of encouraging the employment of young people within its Human Resource Management Strategy | Existing | Manager Human Resources | 2011/12 |
| 4.4 | Source an appropriate location for a community training workshop and seek funding to set up the workshop | New Grant Funding | Youth Services Manager/ Manager Human Services | 2013/14 |
| 4.5 | Work in partnership with WA Police and the RAC to source grant funding in order to facilitate driver training programs | New Grant Funding | Youth Development Officer/ Youth Services Manager | 2014/15 |

5. Youth participation

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|--------------------------------------|--|
| <p>Link to strategic plan</p> | <p>■ Demographics ■ Lifestyle & Aspirations ■ Governance ■ Employment and economy</p> |
| <p>Background</p> | <p>Young people, the broader community and service providers consistently stated the need to make sure that young people’s voices were included in decision making across the City of Cockburn. Young people make up 20% of the City of Cockburn’s population as such it is essential that their perspective is harnessed to ensure that services and infrastructure are appropriate and relevant to their needs.</p> <p>Both Australian Government and WA State Governments have put in place comprehensive systems to ensure two-way communication with all young people. It is widely recognised that governments need to provide feedback to young people about where their contribution went and what happened as well as seek young people’s input.</p> <p>The City of Cockburn is an integral part of the community. Staff members have ongoing relationships with community members. Youth service staff should use these relationships to engage with young people who are traditionally harder to reach. Consulting with young people should not be viewed as a “one off” occurrence but should be built in to the youth services ongoing way of operating.</p> <p>In 2010 the Australian Youth Affairs Coalition released a report called <i>Where are you going with that? Maximising young people’s impact on organisational and public policy</i>. The report covers topics such as what youth participation is, young people’s impact on public and organisational policy, the barriers preventing policy impact as well as advice on what organisations can do to maximise young people’s impact.</p> <p>Analysis of the population of Cockburn shows that while approximately 1.9% of the population is Indigenous, approximately 10% of the high school population is reported as being Indigenous students. This indicates a significant young Indigenous population in the Cockburn LGA. Further there are a high percentage of Indigenous people (38%) in the extreme social and educational risk category.</p> <p>The young Aboriginal people consulted with wanted Nyungar culture to have a higher profile in the City of Cockburn. They wanted to see more Nyungar performances at local festivals and welcome to country given by Traditional Owners or young people performing cultural dances at the beginning of official council events. The City’ Reconciliation Action Plan also identified this need and has actions associated</p> |

| | |
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| | <p>with this within the plan.</p> <p>Some of the people who provide services in Cockburn also reflected the call for promoting and enhancing the positive contribution that Aboriginal people make to the community so that young people have role models to aspire to as well as feel that their unique contribution is valued. The position of role model would be strengthened if the City adopted Aboriginal champions and publicised their contribution to the broader community. The City' Reconciliation Action Plan also identified this need and has actions associated with this within the plan.</p> <p>The City also has a role to play as an employer. One participant suggested that it would be truly inspiring if the City of Cockburn was the first local government to set a target and then achieve it for the number of Aboriginal people to make up its workforce.</p> <p>A City that truly embraces the Traditional Owners of the land provides a strong foundation to provide support services for young Aboriginal people needing additional assistance.</p> |
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| Strategy 5 | | Resources | Position | Timeframe |
|------------|---|---------------|--|-----------|
| 5.1 | Review the Youth Advisory Council (YAC) Model – The new model needs to identify innovative ways of engaging Aboriginal young people, young people with disabilities and young people from culturally and linguistically diverse backgrounds. | Existing | Youth Development Officer/Youth Services Manager | 2011/12 |
| 5.2 | Designate a dedicated Councillor to be responsible for YAC, to participate in YAC meetings and facilitate their involvement in council affairs. | Existing | Youth Services Manager | 2011/12 |
| 5.3 | Investigate the development of an interactive online forum to both seek opinions and give feedback. Staff members use their relationships with “at risk” young people to seek their input into what and how youth services go about their business. | New Municipal | New Youth Development Officer | 2014/15 |
| 5.4 | Use the Australian Youth Affairs Coalition 2010 report | Existing | Youth | 2012/13 |

| | | | | |
|-----|--|----------|---|---------|
| | <i>Where are you going with that? Maximising young people's impact on organisational and public policy to develop a City of Cockburn participation strategy.</i> | | Development Officer/ Youth Services Manager | |
| 5.6 | Identify and promote the role of Aboriginal champions within the Cockburn community as identified in the Reconciliation Action Plan | Existing | Aboriginal Community Development Officer | 2011/12 |
| 5.7 | Assist in the implementation of the Aboriginal Employment Strategy contained within the City's Human Resources Strategy | Existing | Youth Services Manager | 2012/13 |

6. Recreation and Entertainment

| | |
|-------------------------------|---|
| Link to strategic plan | <ul style="list-style-type: none"> ■ Demographics ■ Lifestyle & Aspirations ■ Natural Environment |
| Background | <p>Young people wanted more music events and they wanted their needs to be considered within the City's bigger events. Young people felt that the City run events offered a lot for younger children and adults but there is not much aimed at them.</p> <p>Young people also said that they wanted more sporting centres as well as sporting opportunities that are social rather than competitive. For example, they would like for boys and girls to be allowed to play on the same sports teams when they are over 13.</p> <p>The South Lake Leisure Centre offers a range of activities and indoor sports and the City has plans in place to build a new leisure facility at Success. The City also has in place the Youth Active Program that allows families to apply to have part of their children's sporting fees paid for. The Reconciliation Action Plan consultation and Youth Consultation identified that some families did not find this subsidy sufficient to allow ongoing sports participation.</p> <p>As well as sports and music, young people would like to be able to access other forms of entertainment such as a privately run games parlour.</p> |

| Strategy 6 | | Resources | Position | Timeframe |
|------------|--|-----------|---|-----------|
| 6.1 | Encourage more bands that appeal to young people to perform in Cockburn. | Existing | Youth Centre Coordinator/ Manager Corporate Communications. | 2013/14 |
| 6.2 | Increase participation of young people in the planning of Council events. | Existing | Manager Corporate Communications/ Youth Services Manager | 2012/13 |
| 6.3 | Promote the City's existing Youth Active Program grants, and investigate whether there is a need to increase the amount per participant. | Existing | Manager Community Services/ Manager Corporate Communications | 2011/12 |
| 6.4 | Liaise with the many existing sporting clubs about whether it is feasible to trial some mixed team sports for young people. | Existing | Recreation Services Coordinator/ Club Development Officer | 2012/13 |

7. Building on existing youth services

| Link to strategic plan | ■ Demographics ■ Lifestyle & Aspirations |
|--------------------------|---|
| <p>Background</p> | <p>The City of Cockburn Youth Services team has a solid base to build from. Throughout the consultation participants repeatedly acknowledged the calibre of staff members as well as the exceptional youth centre facility. The City was also commended for its commitment to young people. Indeed a review of the youth services provided by twenty two Western Australian metropolitan local governments shows that by comparison the City of Cockburn is one of the leading local governments in this area. It is clear from this review that there is no overarching local government policy on youth despite the fact that there are many commonalities in the work undertaken by different local governments. Developing a more coordinated approach or network focused around young people and local government would have far reaching benefits.</p> <p>The consultation and a mapping exercise of all existing services for young people in Cockburn shows that there are some young people that are not being catered for and there is room for additional strategies to maximise the use of existing facilities.</p> <p>There is a low level of awareness across young people and general community about what the City does for young people. The City's existing communication/marketing strategy of its services for young people does not appear to be effective. In the medium term, a thorough communications audit of all City communication material would need to be conducted to provide a more comprehensive analysis and to identify gaps in information provision. In the short term, a more consistent design style and branding of material from the youth centre and youth services, and provision of more dynamic and up to date information would greatly benefit the City.</p> <p>Very few young people in the older end of the age range (17–25) currently access the youth centre. Strategies such as facilitating leadership and employment opportunities in partnership with the Challenger Institute, the WA Police, RAC and youth leadership groups will facilitate greater use of the centre by older young people (refer to 4. Education and Employment).</p> <p>In looking at the services currently on offer in the City of Cockburn, it is clear that there is no parenting support for young fathers. In addition the participation rates for young women are lower than for young men.</p> |

Some obstacles to accessing the youth centre were identified during the consultation. Fees for service were consistently raised as a barrier for many young people to access the centre. While the City of Cockburn already has a fee waiver policy in place it is not widely known about. Further, modifying the fee structure for the recording studio may attract older young people.

Similarly, the youth centre's opening hours were seen to be adequate generally for young people but do not meet the needs of at risk young people who would benefit from having a safe place to hang out at times when many other young people are with their families, that is later in the evenings Monday to Saturday. The centre currently opens on a Saturday but it may be of significant benefit if it were to also open on a Sunday.

Some of the young people we spoke to said they would like to see more services for disadvantaged young people in Cockburn. The mapping exercise and consultation with service providers and staff identified a number of gaps in the provision of services for "at risk" young people. There is insufficient crisis and transitional housing options for young people in Cockburn with Anglicare operating the only service. Further, there is nowhere for young people or their families to access emergency relief, nor are there any locally based drug and alcohol services.

One participant suggested that the City consider dedicating one day a week to bringing together a number of services together as a "one stop shop" for at risk young people to access. Services could include tenancy advice, Aboriginal Legal Service, Street Doctor, emergency relief, drug and alcohol counsellor and financial counselling.

The City is also well placed to facilitate an inter-agency group around the issue of crisis and transitional housing. In bringing together all stakeholders in response to an issue they can provide a holistic approach – for example being one port of call for dealing with state government. This arrangement will strengthen their position in terms of applying for funding and advocacy. The approach also fits in with State government policies around integrated service delivery. This also fits in with the City of Cockburn's policy and planning initiative within their strategic plan; *The City will develop a housing policy to facilitate development of a range of housing types to incorporate demographic diversity across the district and Polices will continue to be developed that aim to overcome economic, physical or social disadvantage.*

Consultation with service providers and staff consistently identified the need for more programs for Indigenous young people. The development of these services needs to be done with the local Aboriginal

people while being mindful of the need to access all family groups – not just those who are the most vocal.

Approximately 30% of the population of Cockburn has been born overseas. Languages other than English that are most commonly spoken at home are Italian (3.7%), Croatian (2.2%), Portuguese (1.8%) and Mandarin (1%). Between July 2005 and June 2010 about one quarter of settlement arrivals were humanitarian and three quarters were family. With a total of 443, Cockburn was the largest recipient of settlement arrivals in the South West Metropolitan Statistical Sub-Division.

The nearby North Lake Senior Campus is the site for an Intensive English Centre and while the campus is not located within the Cockburn boundaries it services the Cockburn population. The Fremantle Multicultural Centre (FMC) has a worker based at the centre who provides information, advocacy and referral to young people who have arrived in Australia over the last five years.

Representatives of the FMC spoke positively about their dealings with the City of Cockburn Youth Centre. In particular, they value the free membership to the youth centre that the City offers young people who are “at risk”. The settlement worker also referred to working in partnership with Cockburn Youth Services in the past and found that an ongoing relationship at an organisational level was the best way of ensuring that the City caters for the needs of their clients. The City’s Children’s Services Plan also identified the need for an ongoing relationship and recommended a Multicultural Officer Position be developed to facilitate this.

Members of the Cockburn Disability Access and Inclusion Reference Group were similarly positive about the City of Cockburn’s youth services. The youth centre has been well designed to meet the needs of most young people with disabilities. The reference group provides ongoing feedback to youth services if any access issues are identified.

Members of the Disability Reference Group advised that there will be a significant number of children with disabilities, particularly those with high behavioural needs, moving into the young person age bracket over the next five years. Youth service staff will require additional training in order to meet the needs of these young people.

| Strategy 7 | | Resources | Position | Timeframe |
|------------|--|---------------|---|----------------------------|
| 7.1 | The City of Cockburn Youth Services continue to take a lead role in facilitating the Cockburn, Melville, Fremantle, Youth Interagency Forum | Existing | Youth Services Manager | 2011/12 ongoing |
| 7.2 | Develop a communication/marketing strategy and increased marketing budget for the City's youth services. | New Municipal | Youth Services Manager/Manager Corporate Communications | 2012/13 |
| 7.3 | Develop a stakeholder relations strategy including developing partnerships with Challenger Institute/WA Police/RAC/youth leadership groups | Existing | Manager Human Services/Youth Services Manager | 2014/15 |
| 7.4 | Prioritise program planning for young fathers and develop strategies for increasing participation of young women | Existing | Youth Services Manager | 2011/12 |
| 7.5 | Review of fees and membership model for Cockburn Youth Services and ensure that the findings are made known to young people as well as staff administering/providing services. | Existing | Youth Services Manager | 2011/12 |
| 7.6 | Investigate extending the operating hours of the youth centre to include Sundays. | Existing | Youth Services Manager | 2014/15 |
| 7.7 | Investigate partnerships with non government and government agencies to deliver general health/emergency relief/legal/tenancy services one day a week at the youth centre | Existing | Youth Services Manager | 2013/14 |
| 7.8 | Continue provision of outreach and office space at the youth centre for a variety of support services that meet young people's identified needs | Existing | Youth Services Manager | 2011/12 ongoing |
| 7.9 | Continue to participate in an inter-agency group focusing on housing issues and Homelessness | Existing | Manager Human Services | 2011/12 ongoing |
| 7.10 | Continue to provide young people in Cockburn who are assessed as "at risk" free membership to the youth centre and waiver program costs due to financial hardship | Existing | Youth Services Manager | 2011/12 reviewed annually. |
| 7.11 | Re-establish a relationship with the Intensive English | New Municipal | Multicultural Officer | 2014/15 |

| Strategy 7 | | Resources | Position | Timeframe |
|------------|---|---------------------------------------|---------------------------------|-----------|
| | Centre with the aim of providing appropriate services to meet the needs of their clients and help them to participate in the community. | | Position/Youth Services Manager | |
| 7.12 | Continue to liaise closely with the City of Cockburn's Disability Access and Inclusion Reference Group and the City's Disability Access and Inclusion Officer to ensure that any building need modifications at the youth centre are identified and works scheduled as soon as possible | New Municipal as works are identified | Youth Centre Coordinator | Ongoing |
| 7.13 | Undertake appropriate staff development to assist in meeting the needs of a significant number of children with disabilities who will be moving into the young person age bracket over the next five years. | Existing | Youth Services Manager | Ongoing |

Appendix A

Service provider telephone questions

Agency Name _____

Contact Person _____

1. What services do you offer?
2. What client group/s do you service?
3. How do you deliver the service?
4. With whom/who do you work with?
5. What are the strengths and constraints you encounter in delivering the service?
6. Can you identify any gaps in the provision of youth services in the City of Cockburn?
7. Can you identify any future needs for the provision of youth services in the City of Cockburn?
8. What programs would you like to see the City offer in the future?
9. Do you have any other comments that you would like to make about youth services offered by the City of Cockburn?

References

Youth related websites

Non-government youth peaks

- Australian Youth Affairs Coalition (AYAC) <http://www.ayac.org.au>
- Youth Coalition of the ACT <http://www.youthcoalition.net>
- Youth Action & Policy Association (YAPA) <http://www.yapa.org>
- Northern Territory Youth Affairs Network <http://www.yanq.org.au>
- Youth Affairs Network of Queensland (YANQ) <http://www.yanq.org.au>
- Youth Affairs Council of South Australia (YACSA) <http://www.wacsa.org.au>
- Youth Network of Tasmania (YNOT) (<http://www.ynot.org.au>)
- Youth Affairs Council of Victoria (YACVic) <http://www.yacvic.org.au>
- Youth Affairs Council of Western Australia (YACWA) <http://www.yacwa.org.au>
- Western Australian Council of Social Services <http://wacoss.org.au>

Government youth offices

- National – Australian Government, Office for Youth <http://www.deewr.gov.au/youth/officeforyouth>
- Youth.gov.au <http://www.youth.gov.au>
- ACT Government – Office for Children, Youth and Family Support <http://www.youth.act.gov.au/>
- NSW Government – Youth Strategy and Participation <http://www.youth.nsw.gov.au/>
- Northern Territory Government – Office of Youth Affairs http://www.nt.gov.au/health/youth_affairs/home.shtml
- Queensland Government – Office of Youth <http://www.generate.qld.gov.au>
- South Australian Government – Office for Youth <http://www.officeforyouth.sa.gov.au>
- Tasmanian Government – Department of Premier and Cabinet, Office of Children and Youth Affairs <http://www.dpac.tas.gov.au/divisions/ocya>
- Victorian Government – Office for Youth <http://www.youth.vic.gov.au>
- Western Australian Government – Office for Youth <http://www.youth.wa.gov.au>

Western Australian Government

- Department of Premier and Cabinet <http://www.dpc.wa.gov.au>
- Department for Communities <http://www.communities.wa.gov.au>
- Department for Child Protection <http://www.dcp.wa.gov.au>
- Department of Education <http://www.det.wa.edu.au>
- Office of Multicultural Interests <http://www.omi.wa.gov.au/>
- Department of Corrective Services <http://www.correctiveservices.wa.gov.au/youth-justice>
- Disability Services Commission <http://www.disability.wa.gov.au/dfd/cmiwebshare.html>
- Commissioner for Young People <http://www.ccyp.wa.gov.au/index.aspx>

Australian Government

- Department for Education, Employment and Workplace Relations <http://www.deewr.gov.au>
- Department for Housing, Community Services and Indigenous Affairs <http://www.fahcsia.gov.au>
- Australian Bureau of Statistics <http://www.abs.gov.au>
- Ministerial Council for Education, Early Childhood Development and Youth Affairs <http://www.mceecdya.edu.au>

Clearinghouses and research organisations

- Australian Clearinghouse for Youth Studies <http://www.acys.info>
- Communities and Families Clearinghouse Australia <http://www.aifs.gov.au/cafca>
- National Child Protection Clearinghouse <http://www.aracy.org.au>
- Australian Research Alliance for Children and Youth <http://www.edfac.unimelb.edu.au/yrca>
- Australian Youth Research Centre (AYRC, or, YRC) <http://www.aifs.gov.au>
- Australian Institute of Family Studies (AIFS) <http://www.aifs.gov.au>
- Department of Education, Employment, Workplace Relations (DEEWR) National Youth Affairs Research Scheme (NYR) <http://www.deewr.gov.au/Youth/Programs/NYARS/Pages/Home.aspx>

Youth led organisations

- National Indigenous Youth Movement of Australia (NIYMA) <http://www.niyma.org>
- Vibewire <http://vibewire.org>
- Vision Generation (VGen) <http://www.stir.org.au>
- Oaktree <http://www.thoaktree.org>
- National Union of Students (NUS) <http://www.unistudent.com.au/home>
- United Nations Youth Association of Australia <http://www.unya.asn.au>
- The Foundation for Young Australians <http://www.youngaustralians.org>
- Left Right Think Tank <http://www.leftright.org.au>
- Linkz Incorporated <http://www.linkz.net.au>

Youth – government and non government programs

- Australian Youth Forum <http://www.youth.gov.au/ayf>
- Australian Youth Mentoring Network <http://www.youthmentoring.org.au/>
- Drinking Nightmare <http://www.drinkingnightmare.gov.au/>
- headspace – Australia's National Youth Mental Health Foundation <http://www.headspace.org.au/>
- Medicare Australia online services <http://australia.gov.au/service/medicare-australia-online-services>
- MoneySmart – Under 25's – You and your money <http://moneysmart.gov.au/tools-and-resources/information-for/under-25s>
- Myfuture: Australia's career information service <http://www.myfuture.edu.au/>
- National Youth Week <http://www.youthweek.com/>

- Studying or training – Centrelink http://www.centrelink.gov.au/internet/internet.nsf/individuals/st_index.htm
- The Line <http://www.theline.gov.au/>
- Wise Up to IT <http://www.wiseuptoit.com.au/>
- Year 12 – What Next? <http://www.year12whatnext.gov.au/>
- Young Endeavour Youth Scheme <http://www.youngendeavour.gov.au/>
- Youthbeyondblue <http://www.youthbeyondblue.com/>
- Youth Focus <http://youthfocus.com.au/>
- Youthlink WA <http://www.youthlink.perthwa.net/>
- Centre for Multicultural Youth <http://www.cmy.net.au>
- Children with a Disability Australia <http://www.cda.org.au>

Local government

- Department for Local Government <http://www.dlg.wa.gov.au>
- City of Cockburn <http://www.cockburn.wa.gov.au>
- City of Swan <http://www.swan.wa.gov.au>
- City of Stirling <http://www.stirling.wa.gov.au>
- City of Joondalup <http://www.joondalup.wa.gov.au>
- City of South Perth <http://www.southperth.wa.gov.au>
- City of Perth <http://www.perth.wa.gov.au>
- Town of Kwinana <http://www.kwinana.wa.gov.au>
- City of Gosnells <http://www.gosnells.wa.gov.au>
- City of Armadale <http://www.armadale.wa.gov.au>
- City of Subiaco <http://www.subiaco.wa.gov.au>
- City of Canning <http://www.canning.wa.gov.au>
- Town of Cambridge <http://www.cambridge.wa.gov.au>
- Town of Mosman Park <http://www.mosmanpark.wa.gov.au>
- Town of Bassendean <http://www.bassendean.wa.gov.au>
- Shire of Kalamunda <http://www.kalamunda.wa.gov.au>
- City of Nedlands <http://www.nedlands.wa.gov.au>
- City of Bayswater <http://www.bayswater.wa.gov.au>
- City of Belmont <http://www.belmont.wa.gov.au>
- City of Mandurah <http://www.mandurah.wa.gov.au>
- City of Wanneroo <http://www.waneroo.wa.gov.au>
- City of Rockingham <http://www.rockingham.wa.gov.au>
- City of Melville <http://www.melville.wa.gov.au>
- City of Fremantle <http://www.fremantle.wa.gov.au>

Not for profit

- Mission Australia <http://www.missionaustralia.com.au/>
- Anglicare <http://www.anglicare.org.au/>
- Youth Futures WA <http://www.jyss.org.au/>
- Communicare <http://www.communicare.org.au/>
- Fairbridge Leadership <http://www.fairbridge.asn.au/>

Research papers, strategic documents, reports

- Mission Australia, *National Survey of Young Australians 2010: Key and emerging issues*, 2010
- National Strategy for Young Australians
- Ministerial Council on Education, Employment, Training and Youth Affairs, *National Declaration on the Educational Goals of Young Australians*, December 2008
- Department of Health, *Our Children Our Future, A Framework for Child and Youth Services in Western Australia 2008–2010*
- Western Australian Council of Social Service, *Submission to the Department for Child Protection Draft Policies on Permanency Planning, Reunification, Contact for Children and Young People in the CEOs Care*, June 2010
- The Foundation for Young Australians, *Inclusive approaches to young people*. What works series: *Stories from Around Australia v 3* compiled and edited by Michael Kimberley, Lucas Walsh, Roger Holdsworth. 2010
- The Foundation for Young Australians, *Partnerships in the youth sector*. What works series: *Stories from Around Australia v 1* compiled and edited by Fiona Taylor, 2010
- The Foundation for Young Australians, *Young people active in communities*, What works series: *Stories from Around Australia v 2* compiled and edited by Fiona Taylor, 2010
- Australian Youth Affairs Coalition, *Where are you going with that? Maximising young people's impact on organisational and public policy*, 2010
- Western Australian Council of Social Service, *Youth and education – WACOSS 2011–12 Issues paper*, November 2010
- Id consulting, *City of Cockburn Population and Household Forecasts City of Cockburn*, November 2010
- Department of Immigration and Citizenship's *Settlements Arrival Information Western Australia, SGP Funding Round 2011–2012*
- City of Cockburn Strategic Plan 2006–2016
- City of Cockburn A Plan for the District 2010–2020
- City of Cockburn Children's Services Strategic Plan 2010–2015, July 2010