



2017-2022

# Youth

Informing Strategy

# An Invitation

Shire of Mundaring seeks to support young people and youth development services and organisations through the implementation of this Strategy. If you would like more information on how to access support or if you would like to get involved in a specific project, please let us know.

This document will be reviewed regularly. All input will be welcomed. If you have any comments or suggestions regarding this Strategy please contact us.

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## Acknowledgement

Thank you to all of our local young people, community members, Elected Members and Shire staff for their input into the development of this Youth Informing Strategy.

## Photographs and Images

Photographs used in this document were taken by local people or Shire staff.

This document is also available for viewing and printing from Shire of Mundaring's website - [www.mundaring.wa.gov.au](http://www.mundaring.wa.gov.au)

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Image - Local Police at Mundaring4Youth event

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# Glossary of Acronyms

Youth Informing Strategy	Strategy
Swan View Youth Centre	SVYC
Seen and Heard Youth Program	S&H
Eastern Hills Senior High School	EHSHS
Tuesday Activities and Chill Out Session	TACOS
Youth Advisory Council	YAC
Corporate Business Plan	CBP
Strategic Community Plan	SCP / Mundaring 2026
North East Youth Organisations Network	NEYON
Department of Child Protection and Family Services	DCPFS
Mundaring Bicentennial Scholarship Trust	MBST
Bicycle Motocross	BMX
Local Area Network	LAN
Wireless Fidelity	Wi-Fi
Voice Over Internet Protocol	VOIP
Full Time Equivalent	FTE
Australian Bureau of Statistics	ABS

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# Executive Summary

The development and implementation of this Youth Informing Strategy demonstrates the Shire of Mundaring's commitment to young people and to working in partnership with local schools and service providers to foster a collaborative approach to youth service provision.

This Strategy is a review of the previous 2013-2017 Youth Informing Strategy and has been developed in consultation with almost 500 community members and service providers. Consultation with young people focused on exploring their values, ideas and concerns.

In response to community feedback, this Strategy contains a new youth services model for Shire of Mundaring. The model aims to:

- Improve access to youth services, particularly in areas closer to Mundaring and in the Outer Eastern Region.
- Build resilience in and empower young people.
- Foster young people's social connectedness and sense of belonging.
- Encourage young people to be physically and mentally healthy.

- Increase skills development and learning opportunities.
- Strengthen local youth service provider networks.
- Work in partnership with other youth service providers and youth based organisations.

This model informs the Shire of Mundaring funded Seen and Heard Youth Program as well as being directly linked to funding contracts and key performance indicators of local agencies such as the Mundaring Arts Centre and Katharine Susannah Prichard Writers' Centre and Mundaring Sharing.

The financial implications of the Youth Informing Strategy are outlined below. It should be noted that these are existing ongoing operational expenses, which are listed in the long term financial plan.

Item	Cost per annum	Total over 5 years
Seen and Heard Youth Program	\$209,025	\$1,045,125 (adjusted annually to account for CPI increases)
Youth Centre maintenance/operational expenses	\$55,970 (incl. \$34,460 existing cleaning contract plus preventative maintenance of \$23,000 in 17/18)	\$302,850
Youth Centre staff and program	\$15,500	\$77,500 (adjusted annually to account for CPI increases)
Robert Juniper Award for the Arts	\$6962	\$34,810
KidSport	\$11,000 (\$45,000 in State Government funding distributed to community)	\$55,000
Youth Grants	\$6000	\$30,000

**NB:** *Project specific costs will also occur and will be requested in the relevant year's corporate business plan through normal corporate business planning processes.*



# Background

## Strategic Context

Youth policies and strategies at all levels of government, nationally and internationally, highlight the importance of addressing youth issues and the need for a commitment to prioritising young people.

The ***National Youth Strategy for Young Australians 2010*** articulates the Australian Government’s aspiration for all young people to grow up safe, healthy, happy and resilient and to have the opportunities and skills they need to learn, work, engage in community life and influence decisions that affect them.

At State level, ***‘Our Youth, Our Future’*** outlines the WA Government’s commitment to young people through their vision of ‘a bright future where all young Western Australians can participate, contribute, feel connected, be well and be supported to achieve their full potential’.

At a local level, this Youth Informing Strategy is a component of the Shire’s ***Integrated Planning and Reporting Framework*** and aligns with two community priorities in the ***Strategic Community Plan (SCP), Mundaring 2026*** - ‘residents of all ages, needs and backgrounds are engaged and supported by their community’ and ‘a strong and localised community spirit’.

## Previous Youth Informing Strategy

The previous 2013-2017 Youth Informing Strategy, the first of its kind, was endorsed by Council in 2013. Over 370 young people were consulted as part of the development of that Strategy, with an average age of 14.

The 2013-2017 Strategy focussed on the establishment of the Swan View Youth Centre, ongoing service delivery and increased use of social media to engage with young people.

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## Progress since 2013

### 1. Swan View Youth Centre

The Swan View Youth Centre (SVYC), launched in February 2012, aims to provide a 'one stop shop' for young people where they can access not only activities and workshops that meet their interests and provide personal development opportunities, but also a range of appropriate professional youth services.

Along with the enhancement of life skills and exposure to cultural, health and wellbeing services, the aim of this approach is to provide training initiatives that will build capacity and result in positive outcomes for all participants.

To date, this has included workshops in information technology, parenting, home management and financial management skills, employment skills, interpersonal skills, sexual identity, anger management and relationship management.

The SVYC is home to the Shire's Seen and Heard Youth Program, as well as being available for regular hire and one off events.

The Centre is also regularly used by:

- Ngala (Mother's Group)
- Seen and Heard CREW meetings, TACOS (Tuesday Activities and Chill Out Session – Drop in), school holiday activities, dance parties.
- Shire of Mundaring
- Mundaring Arts Centre
- Ballet classes
- Exercise classes

### 2. Seen and Heard Youth Program

A review of the Seen and Heard Youth Program has recently been completed. Council will be asked to consider the Shire's future delivery model for youth services in August 2017. Currently, the Program is based at the SVYC and services are delivered across the Shire.

According to feedback received from young people, adults and service organisations, Seen and Heard continues to provide highly valued support and successful activities, workshops and events to young people in the community. The Seen and Heard CREW (youth volunteers) continue to assist with planning and delivering this work.

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### 3. KAOS

Targeting 8 to 11 year olds, Shire of Mundaring initiated KAOS in response to reports of antisocial behaviour in the Swan View area. KAOS is held weekly during school term at the Brown Park Recreation Centre. A partnership is being developed with Seen and Heard, giving CREW members the opportunity to volunteer at KAOS. This partnership also ensures KAOS participants become familiar with Seen and Heard, which assists with their transition to the youth service once they fit within the target age group.

### 4. Additional Youth Services and Facilities

The following table outlines examples of free / low cost youth services and facilities that are provided by the Shire and other organisations.

Facility /Activity	Offered by	Details
Youth Grants	Shire of Mundaring	<p>The purpose of this funding is to encourage, recognise and support the development of local young people who have been chosen to attend events and activities that contribute positively to development of their citizenship attributes and their engagement in the broader community. Grants are awarded to young people attending state, national or international events, representing their institution, club or organisation in their area of interest:</p> <ul style="list-style-type: none"><li>• Sport and recreation</li><li>• Science and technology</li></ul>

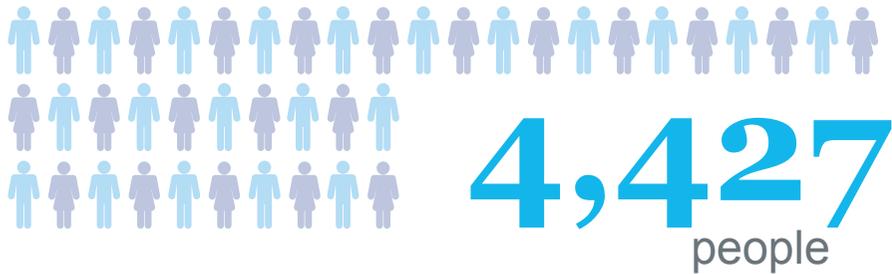
Facility /Activity	Offered by	Details
		<ul style="list-style-type: none"> <li>• Arts and culture</li> <li>• Community service</li> <li>• Environment.</li> </ul> <p>This program is open to requests for financial support at any time of the year. Applicants must be residents of the Shire aged between eight and 18 years. Amounts of \$100 and \$200 are currently available dependent on whether the event is being held in rural/remote WA, Interstate or International.</p>
Eastgate Youth Group	Eastgate Church	A youth space providing fun activities as well as the opportunity to learn life skills and make a difference in the community and beyond. Every Friday night during school term from 7- 8:30pm at Eastgate Church in Mt Helena. Caters for anyone in years 7 to 12.
DiGiT Youth Group	Mundaring Church of Christ	For anyone in years 7 to 12. Meets most Friday nights of the school term from 7-9:15pm for epic games, huge events, and to hear the word of God.
Friday Night Youth	Parkerville Baptist Church	For anyone in years 7 to 12. Offers a place to unwind and kick back at the end of the week. Run every Friday night during school terms from 7:30-9:30pm, this group is all about fun, friends and food.

Facility /Activity	Offered by	Details
Art workshops and programs	Mundaring Arts Centre (MAC)	<p>MAC provides arts workshops throughout the year, including school holiday, afterschool and in school workshops. They also run a range of programs including:</p> <ul style="list-style-type: none"> <li>• Worn out Wearable Art program in the lead up to the Darlington Arts Festival</li> <li>• Environmental Art Project</li> <li>• Indigenous Education Program in schools</li> <li>• HeARTlines Children’s Literature Festival</li> <li>• Fusion Program – whole of community program that encourages people with a disability and their support person to participate by providing free access.</li> <li>• Partnership project with Local Drug Action Group to deliver education programs that reduce dependency on drugs and alcohol.</li> </ul> <p>MAC also provides work experience for 4-6 students per year, has young people on their board and subcommittees, and provides mentoring opportunities.</p>
Nearer to Nature	Dept Parks and Wildlife	Provides the community and schools with unique, enjoyable activities to help the community discover more about the environment. Activities are held each school holidays

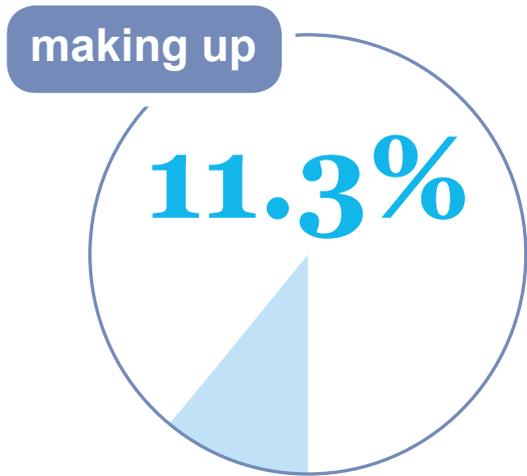
Facility /Activity	Offered by	Details
Sport and Recreation Facilities	Shire of Mundaring	The Shire provides free use of sport and recreation facilities to junior sporting groups (17 years of age and under). Seasonal user groups that book Shire facilities also have free use of a Shire facility on two occasions per year, for an Annual General Meeting and a presentation event. The Shire also maintains its youth facilities such as skate parks and dirt jumps.
Albert Facey Memorial & Katharine Susannah Prichard Libraries	Shire of Mundaring	Both Libraries offer free Wi-Fi, quiet spaces for reading and studying, and meeting spaces.
Writing Activities	Katharine Susannah Prichard (KSP) Writers' Centre	Provides a wide range of creative writing activities for young people aged 11-25 including a school holiday Press Club, competitions, weekly Scribe Tribe sessions, Home-schoolers Group, citizenship award, publication opportunities and paid residencies.
Robert Juniper Award for the Arts	Funded by Shire of Mundaring and delivered by MBST	The Robert Juniper Award for the Arts is an annual award offered to a young person under the age of 35 who excels at their chosen art form, whether that be visual arts, craft, performing arts, literature, film or music.

# Youth Demographics

Approximately



aged **12-20** live in  
Shire of Mundaring,



of the **Shire's**  
**total population**  
(Australian Bureau  
of Statistics.  
Forecast Id, 2016).

In the Shire, the area with the highest number of young people is Parkerville / Stoneville / Hovea, with approximately 671 young people within 69 square kilometres (Australian Bureau of Statistics. Forecast Id, 2016).

The Outer Eastern Region, which includes Sawyers Valley, Chidlow, Bailup, Woorooloo, Beechina, The Lakes and Malmalling, has the second highest number of young people, with approximately 557 young people spread over an area of 462 square kilometres. Swan View and Helena Valley / Boya each have a similar number of young people to the Outer Eastern Region (512 and 494 respectively), but with a much higher concentration (6km<sup>2</sup> and 8km<sup>2</sup> respectively).



# Shire of Mundaring's Role in Providing Youth Services

There are numerous state, non-government, and local organisations working throughout communities to support young people. The role of local government in delivering youth services in this context varies and is determined by community need and the value placed on young people. This is balanced against the constraints of budgetary and resource implications.

In Shire of Mundaring, the greatest numbers of young people live in the Parkerville / Stoneville / Hovea region. The Outer Eastern Region also has a high number of young people spread over a much larger area, with the highest concentration of young people in the Swan View community.

The Shire's delivery of youth services over the past 15 years has reflected a commitment to young people in our community. Community feedback informing the development

of this Strategy has highlighted the value young people and the broader community place on the Shire's role in delivering youth services. It has also highlighted a growing need for increased services in outer lying communities where there is limited access to services and public transport.

Community consultation for the *Strategic Community Plan – Mundaring 2026* identified the community's need for youth services. The SCP describes community concern about the adequacy of social and physical infrastructure to accompany a growing population. Associated with this was a concern about potential increases in crime and antisocial behaviour if there is insufficient opportunity for meaningful engagement of young people.

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In this context, Shire of Mundaring's role in delivering youth services is vital. The Shire is best placed to fulfil the following roles.

- Plan, develop and deliver youth services based on a broad and deep understanding of current community trends and issues. The Shire reviews the Strategic Community Plan every 2 years and the Youth Informing Strategy every 5 years.
- Continually evaluate youth services to ensure they effectively address changing community need and emerging trends.
- Efficiently respond to arising issues and community concern.
- Provide opportunities for young people to connect with the broader community by leveraging the Shire's networks and strong position as a community leader. The *National Youth Strategy for Young Australians 2010*, the State Government's *Our Youth, Our Future* and the *2015 Mission Australia Youth Survey* all highlight community connection as vital to supporting young people.
- Facilitate and develop partnerships to deliver youth services and activities.
- Provide and activate youth specific places (for example the Swan View Youth Centre) for young people to access information, activities and support services or referrals, where they can feel a sense of belonging and connectedness.
- Support and provide networking opportunities to other youth based organisations delivering services within the Shire.
- Support the provision of youth sport and recreation activities.

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# Community Consultation

## Methodology

Consultation for this Strategy was conducted in conjunction with a review of the Shire's youth services program, Seen and Heard. The consultation project was branded 'Mundaring4Youth' and delivered between October 2016 and March 2017.

To ensure the consultation methods chosen appealed to young people and encouraged participation, a youth consultation team was established. This team comprised local young people who worked collaboratively with the Shire to develop and deliver the consultation strategy.

The broader community was also consulted to ensure a holistic approach was taken to the consultation and a broad range of views considered in developing this Strategy.

Engagement and consultation methods delivered are outlined in the following table.

Method	# engaged / respondents	Details
Mundaring4Youth Consultation Team	10	<p>An expression of interest notice was distributed throughout the community seeking young people's involvement in planning and delivering the Mundaring4Youth consultation strategy.</p> <p>Ten young people attended the initial meeting and provided input into the consultation methods chosen. A core group of 6 young people attended weekly meetings during the consultation phase of the project, assisting with the development of the survey and planning, delivering and evaluating a youth event.</p>
Mundaring4Youth Reference Group	12	<p>The Reference Group supported Mundaring4Youth by providing insight into local youth services, input into the consultation strategy and suggestions around engaging with local young people, stakeholders and the broader community.</p> <p>Members included teachers, Elected Members, Shire of Mundaring staff, a resident and ratepayer group representative, a youth group representative, a parent and two young people.</p> <p>The group met twice and members' input on surveys was sought via email in between meetings.</p>
Seen and Heard About YOUth Health Expo	85	<p>Shire of Mundaring, together with two Mundaring4Youth Consultation Team members, held a stall at Seen and Heard's About YOUth Health Expo. The event was attended by 225 year 10 students from local high schools.</p>

Method	# engaged / respondents	Details
Mundaring4Youth Survey – young people	287	The Mundaring4Youth Survey for young people targeted young people between the ages of 10 and 20. It was distributed extensively through the community in written and online formats. Results can be seen at Appendix 1.
Mundaring4Youth Survey – adults	88	The Mundaring4Youth Survey for adults targeted community members over the age of 20. It was distributed extensively through the community in written and online formats. Results can be seen at Appendix 1.
Mundaring4Youth Event	# Survey respondents included in figures above	Held on Saturday, 12 November. Aimed to celebrate young people in our community and encourage participation in Mundaring4Youth consultation. It provided free rides, activities and a sausage sizzle for young people who completed a survey. Over 250 people attended this event. Of the total 375 Mundaring4Youth surveys completed by young people and adults, 100 were completed at this event.
Community Partner Survey	14	Conducted as both a phone interview and written survey. Targeted Seen and Heard key stakeholders and asked more detailed questions regarding the services provided by Seen and Heard. A summary of results can be seen at Appendix 2.
<b>Total participants</b>	<b>496</b>	

### Additional Local Government Youth Service Consultation

In addition to community and stakeholder consultation, a series of meetings and phone calls with youth service officers working for other local governments were conducted. The purpose of these conversations was to determine if/how other local governments deliver youth services (internally or by engaging an external youth services provider), how effective the arrangement is, and approximate budgets. A summary of results can be seen at Appendix 3.

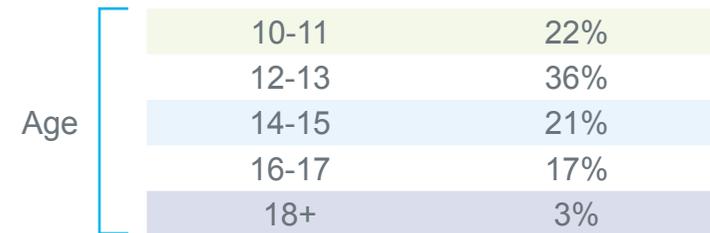
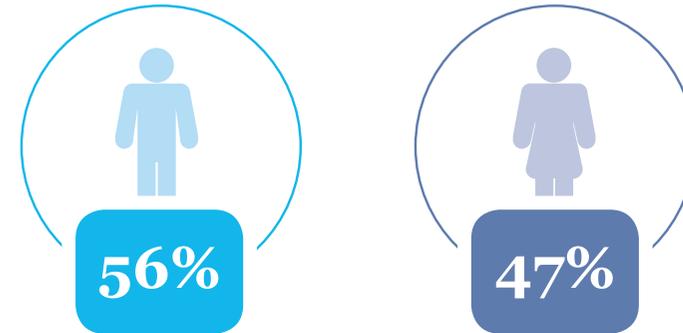
### Overview of Consultation Respondents

A total of 496 people participated in Mundaring4Youth.

- 382 young people, including 287 youth survey respondents
- 114 adult consultation participants (includes survey respondents, Reference Group members and Community Partner Survey respondents).

While 244 young people and 55 adult survey respondents represented 16 suburbs within the Shire, another 38 young people and 21 adults from outside the Shire completed the survey. These people were mainly from neighbouring local governments, with a majority from the City of Swan.

### Youth respondents



### Adult respondents



Gender and age profile of Mundaring4Youth Survey respondents.



# What we heard – Key Themes and Actions

The table below outlines the key themes revealed by community consultation and actions to be taken by Shire of Mundaring to address these.

In addition to these key themes, community consultation identified the need to change the target age group for the Shire’s youth services from ‘12 to 20 years old’ to ‘year 7s to year 12s’. Young people aged 18+ should be encouraged to continue their involvement with youth services as volunteers.

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**Key themes****Details****1. Access to Youth Services**

This theme encompasses feedback regarding:

- a. The need for additional youth services, such as 'drop in', closer to Mundaring. Feedback revealed a perception of two distinct communities within the Shire – 'up the hill' (closer to Mundaring) and 'down the hill' (closer to Midland). The interests of young people living 'up the hill' were described as being different to those living 'down the hill'. It is perceived that the SVYC mainly caters for young people living 'down the hill'.
- b. The lack of public transport available for young people wanting to access existing services, primarily located at SVYC.
- c. 'Lack of things to do and places to hang out', which was one of the top 3 issues facing young people in the Shire as identified by youth respondents.

**ACTIONS**

1. Investigate partnership opportunities and locations for the delivery of a drop in service in or to the east of Mundaring.
2. Investigate partnership opportunities for the delivery of services for young people throughout the Shire.

Key themes	Details
<b>2. Issues Facing Young People</b>	<p>Top 3 issues for young people (youth respondents)</p> <ul style="list-style-type: none"><li>• Bullying</li><li>• Study pressure</li><li>• Lack of things to do and places to hang out (addressed above within Theme 1 – Access to Youth Services)</li></ul> <p>Top 3 issues for young people (adult respondents)</p> <ul style="list-style-type: none"><li>• Alcohol and drug use</li><li>• Mental health</li><li>• Bullying</li></ul> <p><b>ACTIONS</b></p> <ol style="list-style-type: none"><li>1. Prioritise building resilience through youth service activities and programs.</li><li>2. Investigate partnership opportunities with relevant organisations and schools for outreach services.</li><li>3. Focus on information provision as well as fun and, where possible, introduce relevant themes to existing programs and workshops.</li></ol>

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**Key themes****Details**

Community feedback highlighted the need for stronger, strategic partnerships to improve young people's access to services, improve young peoples' connections to the broader community and enable the Shire to leverage expertise and existing networks in the community.

**3. Partnerships****ACTIONS**

1. Investigate reinstating a local youth service providers' network, or ensure all local groups are aware of and invited to attend North East Youth Organisations Network (NEYON).
2. Actively seek partnership and collaborative opportunities.

**4. Priority Service Areas**

In order of popularity and preference, young people value the following service areas:

- Workshops (which include personal development, life skills and learning experiences).
- Fun experiences, such as movie nights and dance parties.
- Sports based activities, including BMX/skate jams.

Adult respondents believe that the Shire's top 3 priorities for youth should be:

- Fun experiences
- Life skills
- Mental health

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Key themes	Details
<b>4. Priority Service Areas</b>	<b>ACTIONS</b> 1. Prioritise providing a range of workshops that build resilience and enable young people to connect and have fun, develop personal and life skills as well participate in learning experiences.

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# Youth Services Model

## Guiding Principles

Mundaring4Youth consultation revealed a need to refocus the Shire's youth services model on the following:

1. Increasing 'on the ground' **youth connections** across the Shire.
2. Strengthening strategic **partnerships**.
3. Focussing on **skills development**.
4. Enabling **peer support** opportunities.

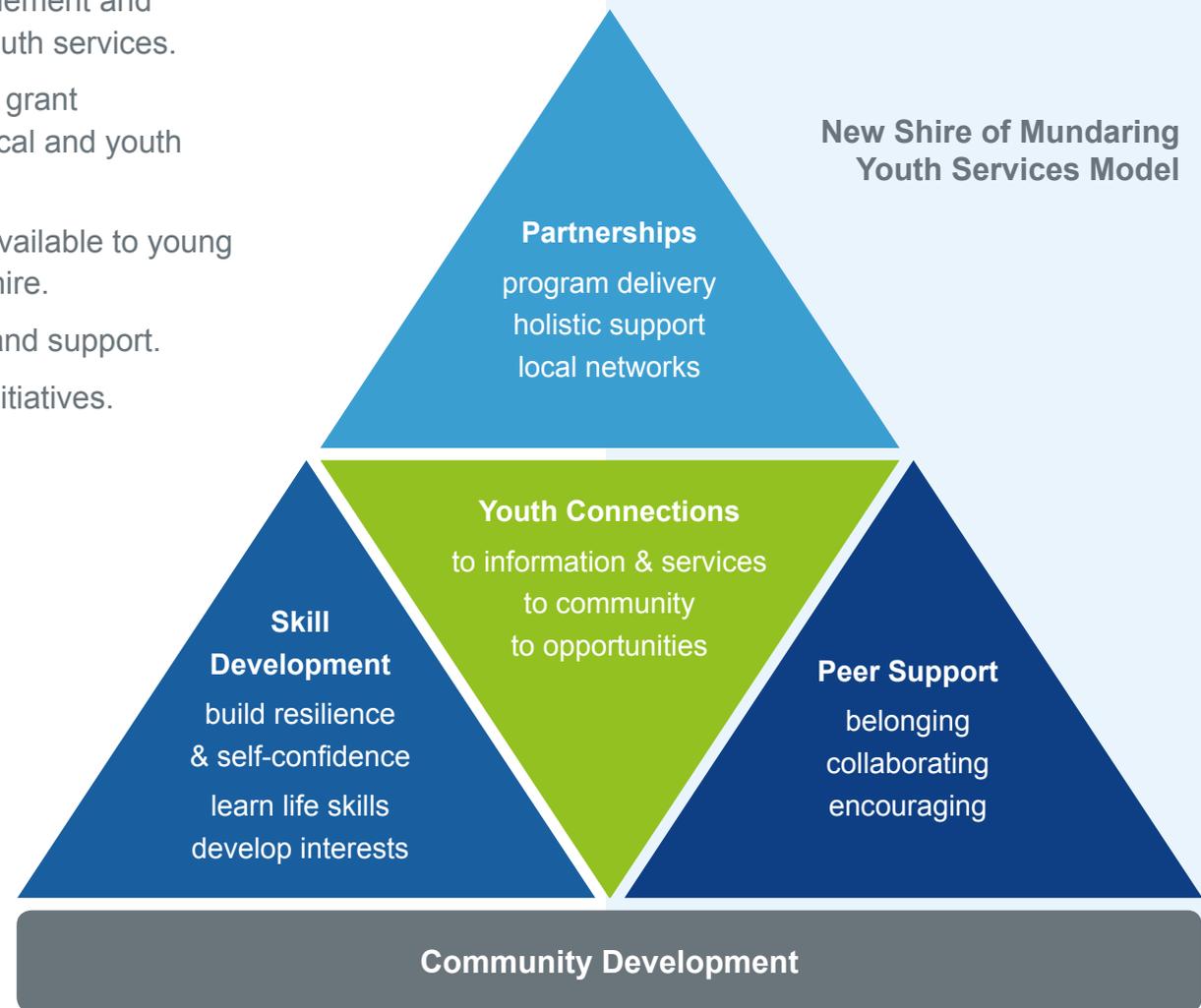
These principles are underpinned by a community development approach, which is based on community ownership, social justice and capacity building. The aim of this approach is to develop proactive programs that empower young people and their communities. It is carefully designed to implement change within communities, whereby the process and proposed solutions are owned by the community rather than imposed from the outside.

## Objectives

This model aims to:

- Improve young people's access to a broad spectrum of services across the Shire, particularly young people living in the Outer Eastern Region and closer to Mundaring.
- Provide opportunities for young people to connect with and contribute to the broader community.
- Provide activities that enable young people to explore their interests and participate in learning opportunities.
- Encourage young people to be physically and mentally healthy.
- Develop resilience in young people and empower them to make quality decisions about their health and wellbeing.
- Engage young people in the planning and delivery of activities where appropriate.
- Engage young people in teamwork opportunities.
- Work collaboratively with youth based organisations to plan and deliver youth services and activities.
- Ensure all local youth based organisations are included in networking activities and meetings.

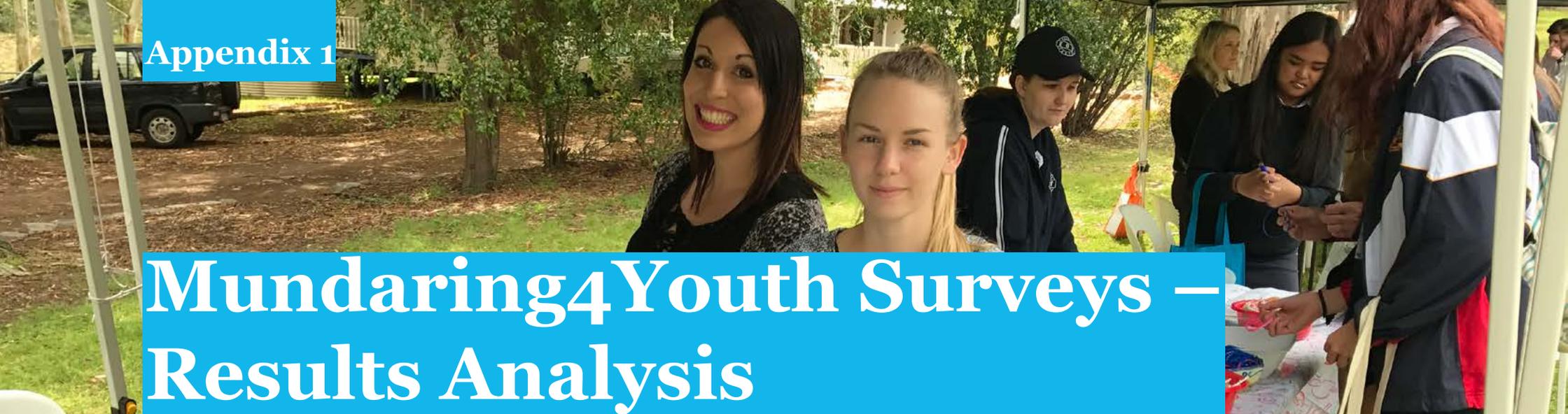
- Ensure the Shire's youth services complement and where possible, add value to existing youth services.
- Grow funds through the development of grant submissions in partnership with other local and youth based organisations.
- Ensure the opportunities and services available to young people are well publicised across the Shire.
- Provide opportunities for peer learning and support.
- Support and / or initiate study support initiatives.



## Youth Informing Strategy Indicative Costs

Item	Cost PA	Total over 5 years
Seen and Heard Youth Program	\$209,025	\$1,045,125 (adjusted annually to account for CPI increases)
Youth Centre maintenance/operational expenses	\$55,970 (incl. \$34,460 existing cleaning contract plus preventative maintenance of \$23,000 in 17/18)	\$302,850
Youth Centre staff and program	\$15,500	\$77,500 (adjusted annually to account for CPI increases)
Robert Juniper Award for the Arts	\$6962	\$34,810
KidSport	\$11,000 (\$45,000 in State Government funding distributed to community)	\$55,000
Youth Grants	\$6000	\$30,000

**NB:** Project specific costs will also occur and will be requested in the relevant year's budget through normal budget processes.



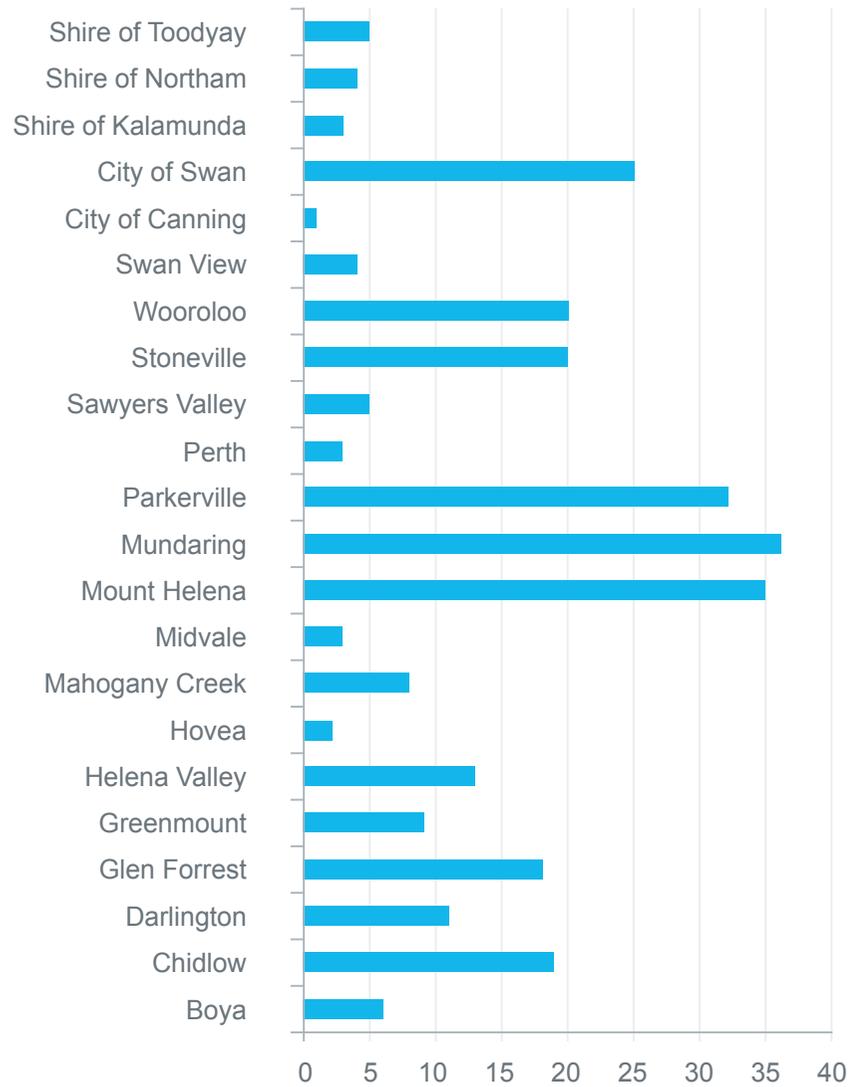
# Mundaring4Youth Surveys – Results Analysis

This analysis focuses on the results of the Mundaring4Youth Adult and Youth Survey results. Where appropriate, it also draws on feedback received via Community Partner Surveys to ensure a holistic view of results is taken.

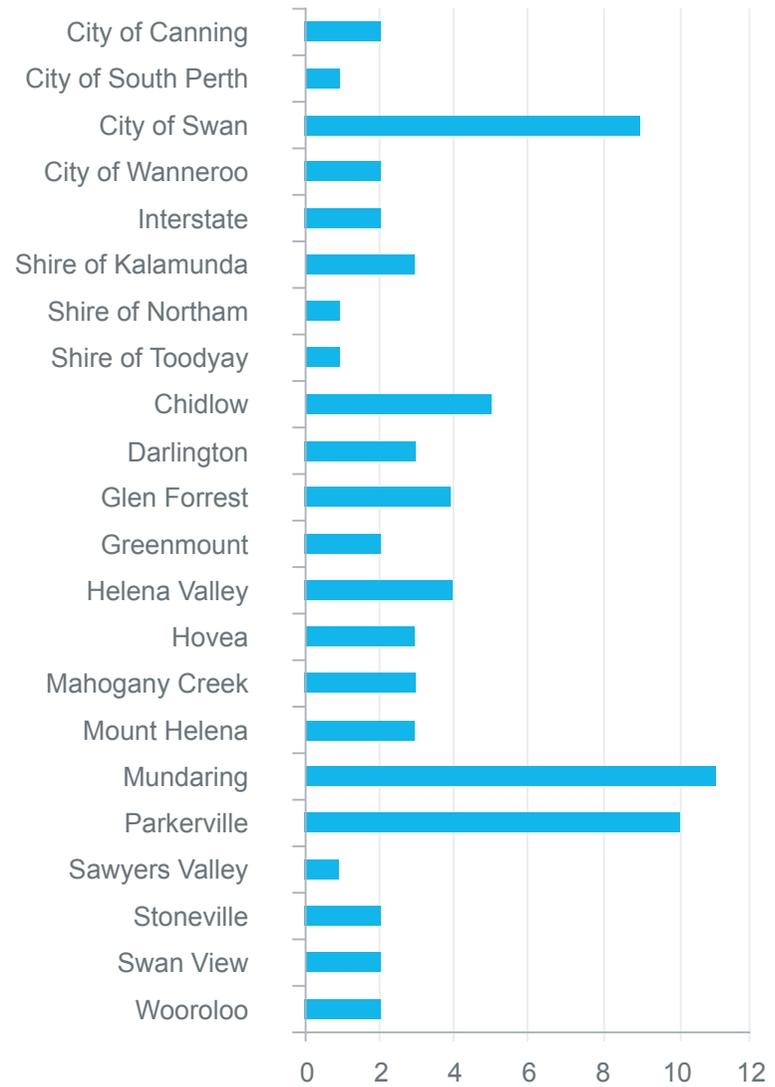
## Demographics

Young people and adults from across the Shire were consulted, as shown in Graphs 1 and 2.

While 244 young people and 55 adults were from the Shire, another 38 young people and 21 adults from outside the Shire took part in the consultation. These people were mainly from neighbouring local governments, with a majority from the City of Swan. A number of grandparents who took part in the survey were from further afield and interstate.

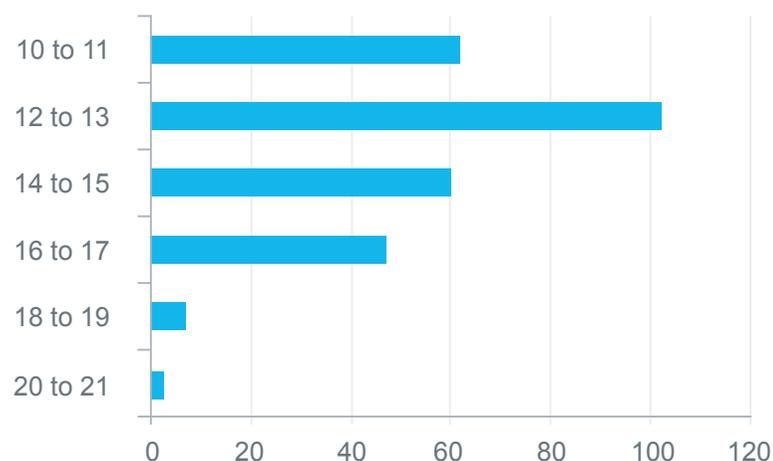


Graph 1: Youth respondents' place of residence.



Graph 2: Adult respondents' place of residence.

Of the youth respondents, 53% of were male and 47% female. The majority of youth respondents were aged 12 to 13 (36%), with 22% aged 10 to 11, 21% aged 14 to 15 and 17% aged 16 to 17. Only 3% of respondents were aged 18+.



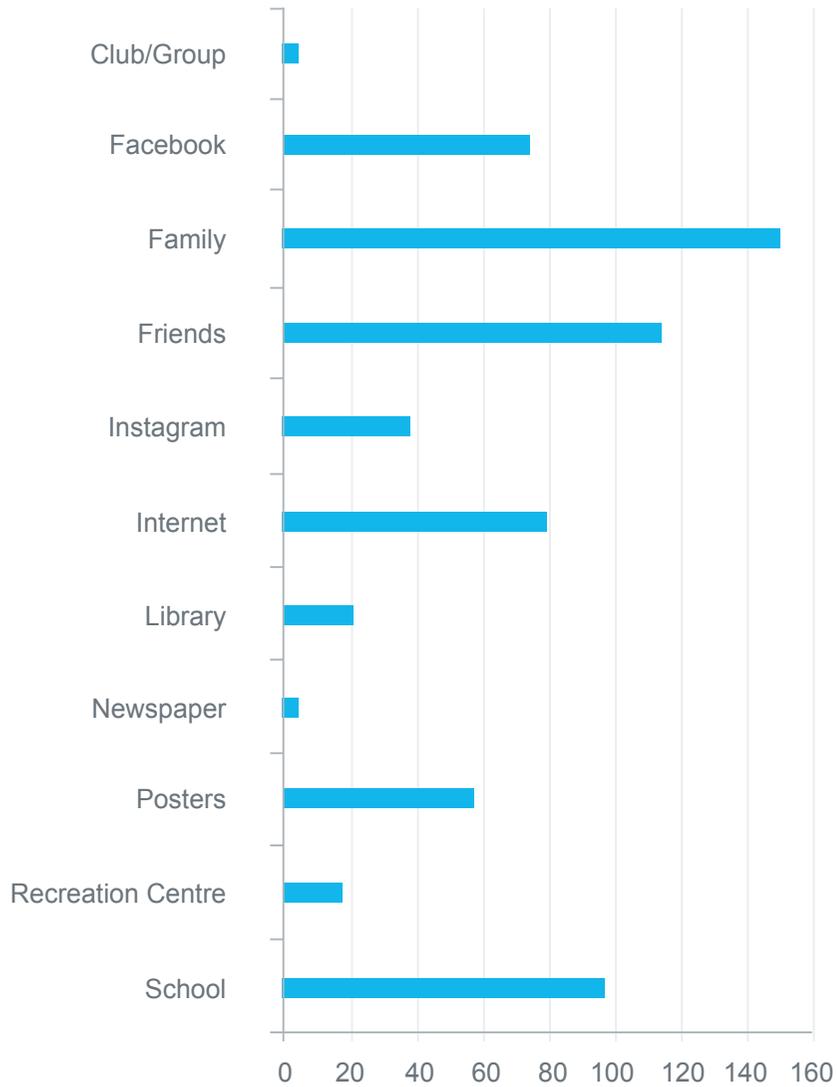
Graph 3: Age of youth respondents.

Of the 88 adult respondents, 76% were female and 24% were male. The majority of adult respondents were parents (56%) with other respondents including youth service providers and local residents (both 11%), school staff (9%) and grandparents (6%).

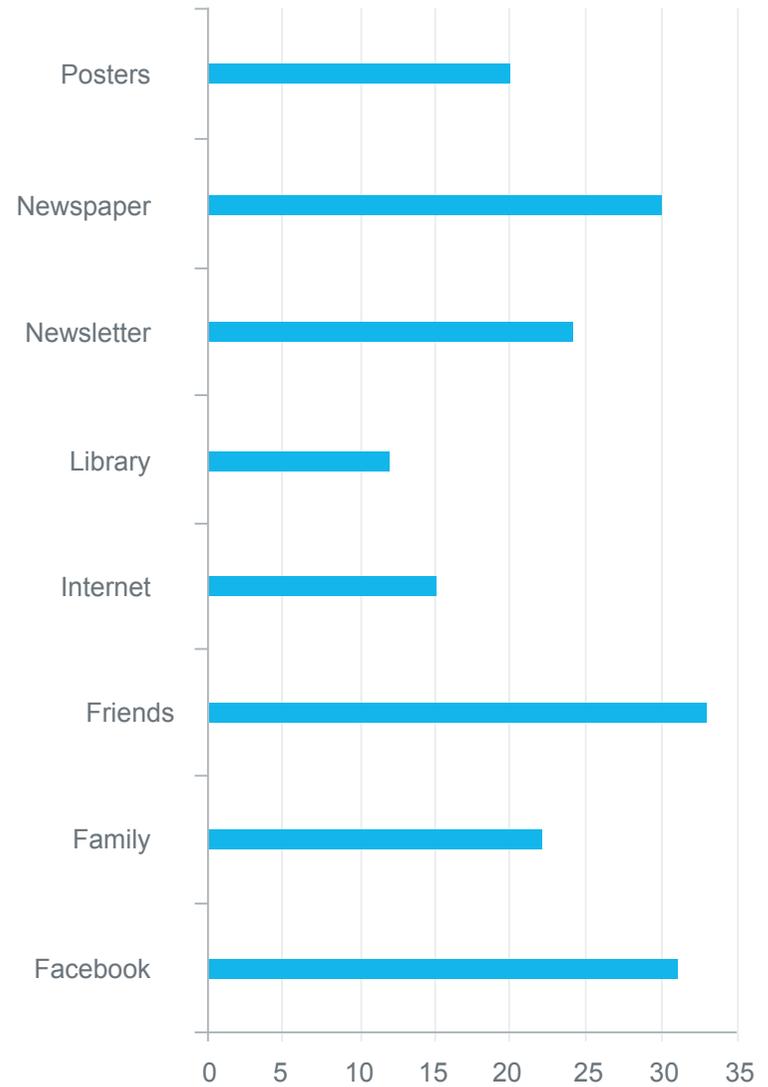
### Communication

Youth and adult respondents were asked how they hear about what's going on in the Shire. The results can be seen in Graphs 4 & 5. While the internet/Facebook are important sources of information for both youth (23% combined) and adults (24% combined), family and friends are more important for both groups (combined 40% and 28% respectively).

Other important sources of information for young people include school (15%) and posters (9%) and for adults, local newspapers (15%) and Shire and school newsletters (12%).



Graph 4: How do you hear about what's going on in the Shire? Youth responses.



Graph 5: How do you hear about what's going on in the Shire? Adult responses.

### Target Age Group for Youth Services

Adult and youth respondents to the Mundaring4Youth Survey, as well Seen and Heard stakeholders responding to the Community Partner Survey were asked which age group they thought youth services should be provided to in the Shire. An overview of responses can be seen in Table 1.

Target Age Range	Youth respondents	Adult respondents
10 to 18	27%	38%
12 to 18	27%	29%
10 to 20	24%	4%
12 to 20	22%	29%

Table 1: Responses to 'Which age group do you think Shire of Mundaring Youth Services should target?'

Of the community partner responses, respondents who work regularly with young people suggested that Seen and Heard should target high school age students (11 to 18 year olds) and that this age group should be divided into two groups, year 7 to year 9, and year 10 to year 12. Reasons given for this division focused on the differing levels of maturity of these two groups.

Regarding 18-20 year olds, Seen and Heard staff commented that youth services don't tend to attract this age cohort. This is reflected by the low number of Mundaring4Youth survey respondents (3%) aged 18-20 years old.

As commented by one community respondent, there are also safety concerns to consider when including 18 to 20 year olds. *'Having (young people) older than 18 creates child protection issues (i.e. having... adults mixing with children, who have not been screened)'*.

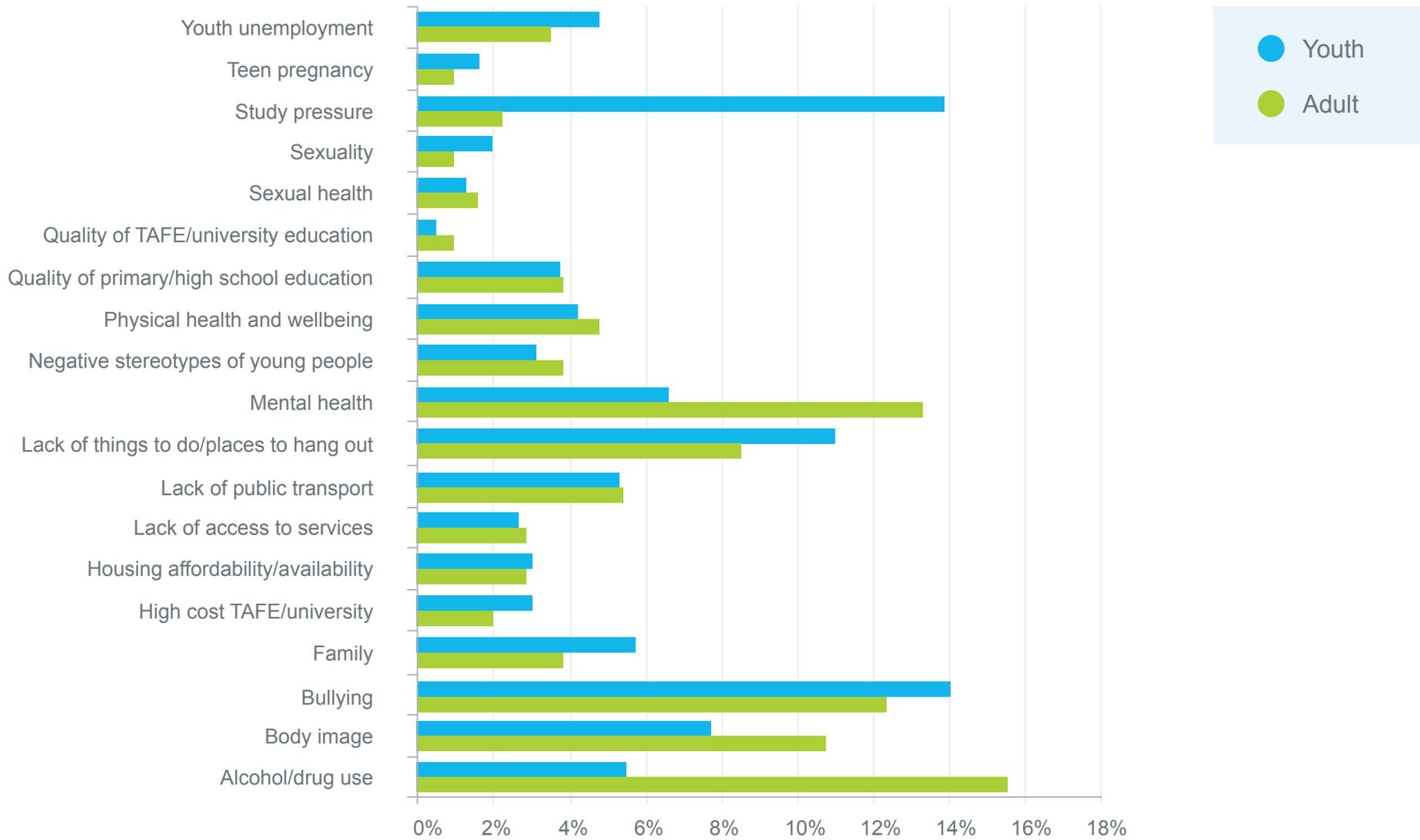
### Issues facing young people in our community

For the 287 young people who responded to the question 'What do you think are the top 3 issues affecting you and your friends?' bullying (39%), study pressure (39%) and lack of things to do and places to hang out (31%) were the top 3 issues.

For the 88 adult respondents, the top three issues affecting young people are:

1. Alcohol and drug use (56%)
2. Mental health (48%)
3. Bullying (44%)

Bullying is a concern shared by both adults and young people. Body image was also rated highly by both adults (37%) and young people (22%). See Graph 6 for a comparison of youth and adult responses.



Graph 6: What do you think are the top 3 issues facing you and your friends (youth) / young people in our community (adult)?

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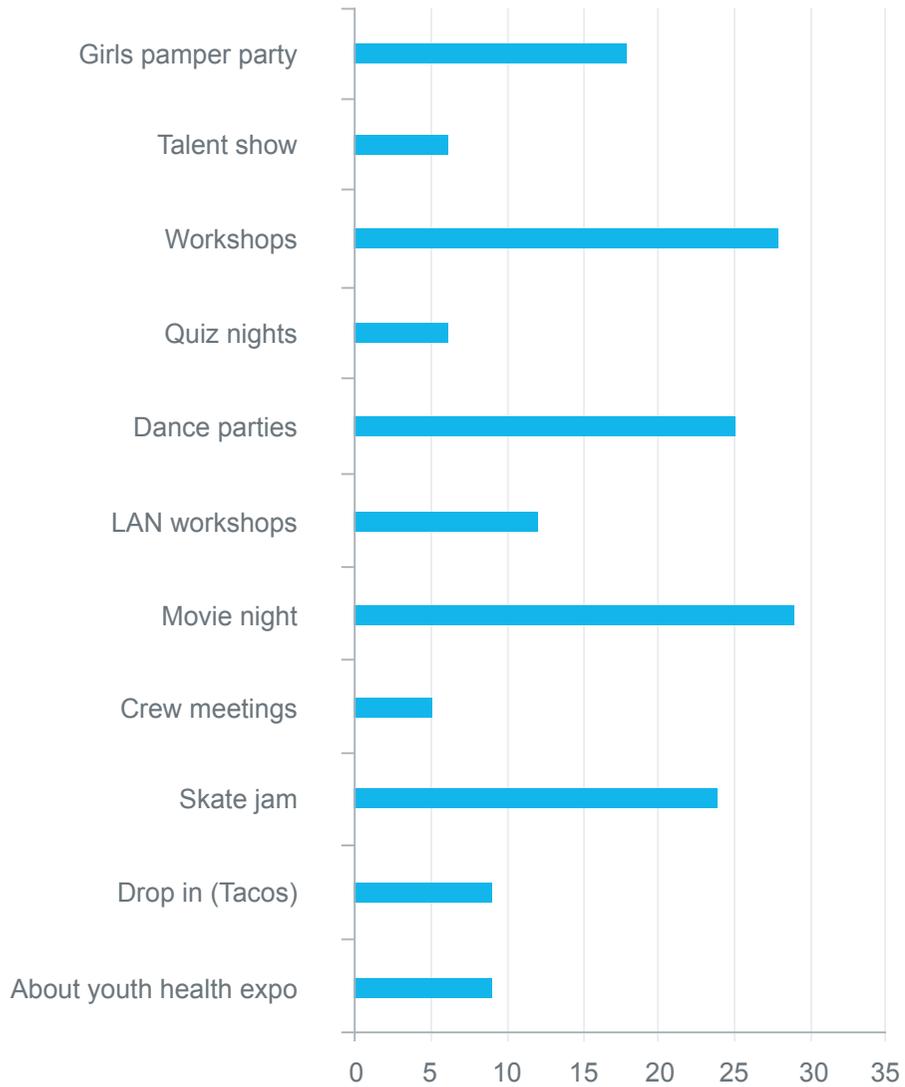
### Youth Services - Priorities

Young people were asked 'What Seen and Heard activities have you attended?' (Graph 7) and 'What are your favourite Seen and Heard activities?' (Graph 8).

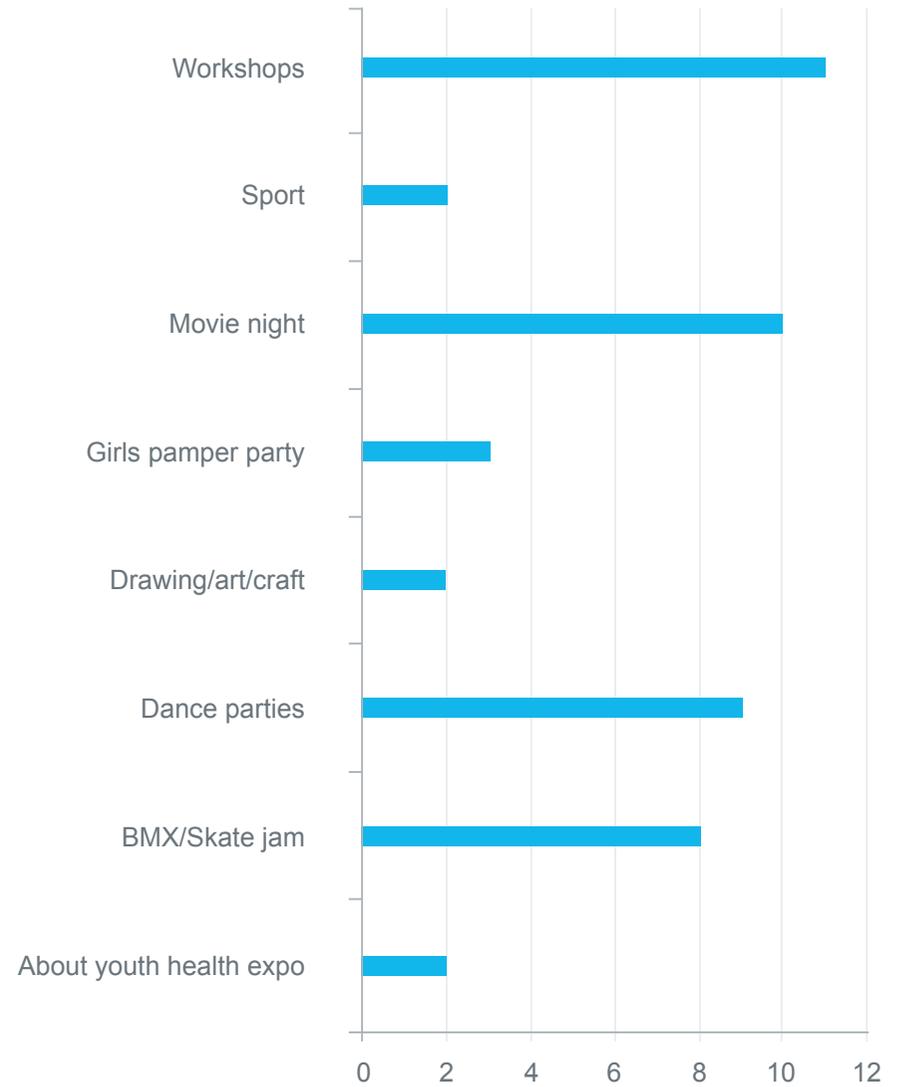
Considering the results of both of these questions, workshops (which include personal development, life skills and learning experiences) are the most attended and most popular activities. This is followed by fun experiences, such as movie nights and dance parties, and sports based activities, including BMX/skate jams.

Young people were also asked what types of skills they had gained through Seen and Heard. Unfortunately there were only 28 respondents to this question. However, of those, 23 responded they had gained personal development skills such as social skills (10 respondents), mental health skills (3) and self-confidence (5). Other skills included managing anger, helping others, personal help and caring, team work and self responsibility. Other responses related to learning opportunities, including editing / film making, dance and Local Area Network (LAN) workshops.

When asked to provide details about what they'd like to see more of at Seen and Heard, 10 young people provided comments. Five young people said they'd like to see more workshops focussing on topics including arts, music, writing, coding, e-gaming and parkour. Other comments included 'more skate park jams', 'helping out with the community' and 'workshops to earn qualifications / certificates'.



Graph 7: What Seen and Heard activities have you attended?  
Youth respondents.

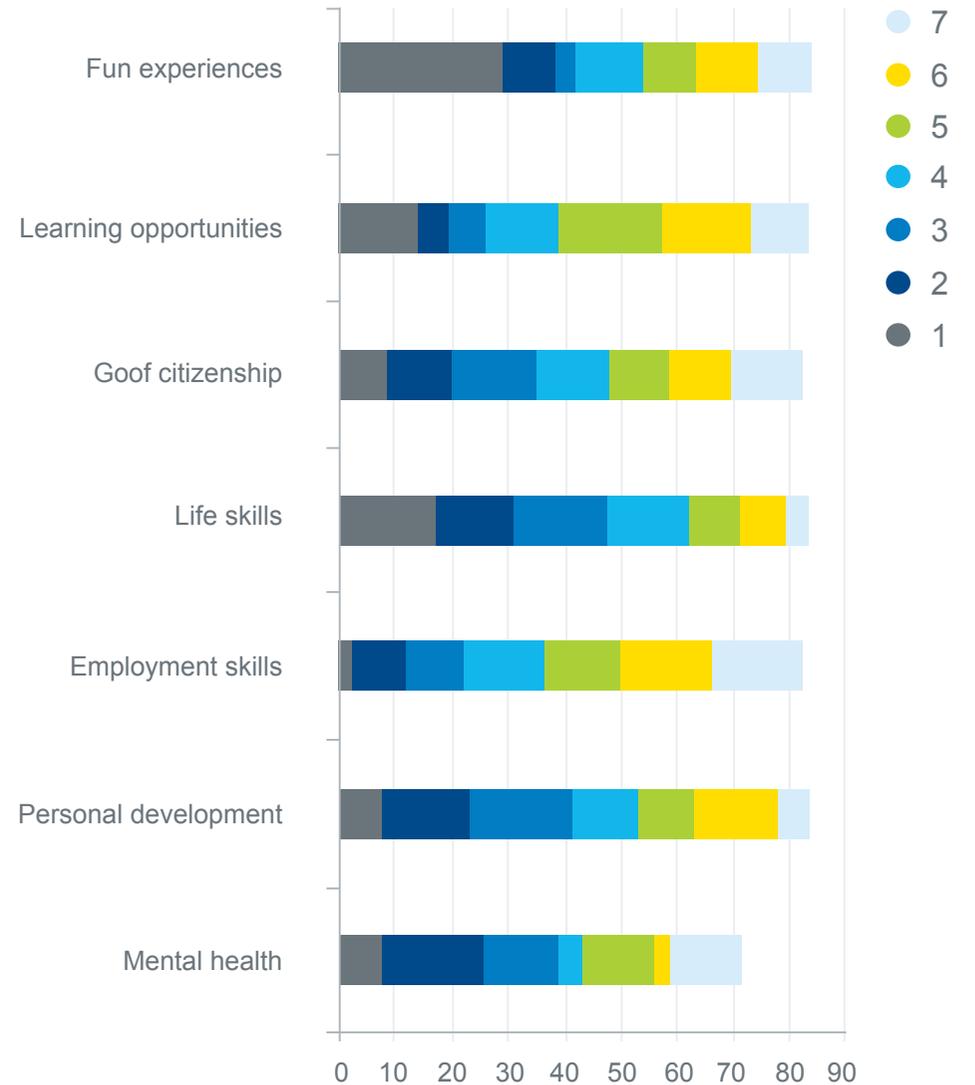


Graph 8: What is your favourite Seen and Heard activity?  
Youth respondents.

Adult respondents were asked to rank what they thought the Shire's priorities should be in providing youth services from 1 to 7. The results can be seen in Graph 9.

The resulting priorities were:

1. Fun experiences
2. Life skills
3. Mental health
4. Personal development
5. Good citizenship
6. Learning opportunities
7. Employment skills



Graph 9: What do you think the Shire's priorities should be in providing youth services? Adult respondents.

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## Impact of Seen and Heard Youth Program

Young people were asked if Seen and Heard has had a positive impact on their lives. Of the 39 respondents, 31 young people answered yes.

Adults were asked if they had seen Seen and Heard have a positive impact on the lives of young people. Of the 73 respondents to this question, 37 responded 'yes' and 36 responded 'no'.

In the Community Partner Survey, respondents were asked to provide an example of where they had seen Seen and Heard have a positive impact on an individual or the broader community. A range of comments was received:

*'Young people were confident and clearly felt very supported at the session I ran for Seen and Heard. The program builds the self-confidence and support network for young people'.*

*'Seen & Heard staff are always focused and encouraging... They develop relationships with students, who they then engage to attend community programmes and (have) the opportunity to become leaders and advocates'.*

*'The CREW program... gives young people the opportunity to work together and have an impact on what is going on around them. It is also great for social inclusion'.*

*'Drop in (TACOS) provides something positive for kids to look forward to during the week. It provides an opportunity for kids to connect with others in their situation from other schools, or from their own school who they might not have spoken to before'.*

*'Quick Flicks is an excellent initiative'.*

*'I visited drop in and spoke with a young person with a disability and it was fantastic to see that they felt a strong sense of ownership for the Centre – they were confident and happy and its heart-warming to see kids like that with a 'place'. CREW is fantastic'.*

*'Have seen through student work placement the benefits of having an outlet for young people to connect with services and others, especially those who might otherwise be quite isolated'.*

## Accessibility and Transport

Of the 120 young people who responded to the question 'Is the location of Seen and Heard easy for you to access?' 50% said it was easy to access. However, 56% of these answered that their main mode of transport was 'parents' and 31% answered 'car'. Of that 31%, 13% of respondents were under the age of 16. This implies being driven by an adult.

And so, while 50% of respondents said it was easy for them to access Seen and Heard, it can be concluded that 69% of these young people are driven by an adult.

Other modes of transport included bike (6%), walking (4%) and public transport (3%).

Adults were asked if they believed a greater focus on providing 'satellite' youth services at venues throughout the Shire would be well received by young people – 93% answered 'yes'.

People also provided further comment regarding their answer, and the majority of comments focussed on providing better access for young people up the hill to Seen and Heard and drop in services. Four respondents commented that Seen and Heard should partner more with sporting and youth based organisations to deliver more services up the hill. One young person commented that the 'Pool party in Wooroloo was great but there's nothing else offered'.

In the Community Partner Survey, organisations were asked if they thought Seen and Heard was accessible to all young people in the Shire. Over half of respondents answered that they did not think the service was accessible to all young people.

Reasons for answering 'no' included:

*'They are two different communities and down the hill is regarded more as part of Midland'.*

*'The service is not accessible for the kids that live further out. It would be great if there was a fortnightly drop in at Eastern Hills Senior High School or Mt Helena Scout Hall – somewhere up that way'.*

*'Work more collaboratively with other groups to run satellite groups/programs/drop in'.*

*'It's a massive Shire so it's difficult to cater for everyone. A bus would help. We really need additional drop ins in other locations'.*

*'Need another drop in further up the hill – somewhere in Mundaring'.*

*'Public transport is restrictive'.*

*'Need another drop in location up the hill and possibly a bus for pick up/drop off'?*

*'They are based in Swan View and S&H activities in other areas are limited'.*

Another respondent commented that there are some people who believe Seen and Heard is for disadvantaged young people and that there needs to be more focus on the service being available for all young people.

### Other comments

Young people provided a range of additional comments about what they'd like to see at Seen and Heard. There were 20 responses, which can be seen in Table 2.

<b>Sports – 7 responses</b>	
More sports	3
Local skate comp	2
More BMX	1
Roller-skating	1

<b>Facility – 2 responses</b>	
Internet / Wi-Fi	1
High VOIPS	1
<b>Recreation – 3 responses</b>	
Laser Tag	1
Paintball	2
<b>Workshops – 4 responses</b>	
More LAN	1
Music workshops	1
Painting	1
Woodwork	1
<b>Health – 1 response</b>	
Health expo for all ages	1
<b>Service – 1 response</b>	
More school visits	1
<b>Positive comments – 2 responses</b>	
Extremely happy with Seen and Heard	2

Table 2: Youth responses – 'Is there anything else you'd like to see at Seen and Heard?'

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Additional comments provided by adults included the following:

*'Fantastic to see more community parks with lots of shade'.*

*'Great community here'.*

*'Good sports'.*

*'I think S&H do a fantastic job providing activities and opportunities for leadership'.*

*'Investing in Chaplin's in public schools - financial, support'.*

*'Mental health and the derivation of it by drugs & alcohol'.*

*'More up the hill'.*

*'Physical activities e.g. rock climbing/kayaking/aerobics'.*

*'Promotion of walking + cycling for local transport'.*

*'Reduce traffic in town'.*

*'Improve footpaths to schools and town centre'.*

*'Provide parenting classes'.*

*'Thank you will research S&H'.*

*'The Shire needs to advertise & support more community events e.g. water parks, shaded play areas'.*

*'We home school, so access a lot of experiences across a wide range of areas weekly'.*

# Community Partner Survey Results Summarised

## Q1 Which organisation do you belong to?

- Sexual Head Quarters (SHQ)
- Swan Child and Adolescent Mental Health Service (CAMHS)
- Department of Education - Engagement Officer
- Katherine Susannah Pritchard Writers' Centre
- RISE Network
- Mundaring Community Men's' Shed
- Bendigo Community Bank Mundaring Branch
- Parents and Adolescents Counselling Service (PACS)
- Shire of Mundaring
- Eastern Hills Senior High School

- Shire of Mundaring
- Eastgate Youth
- Mundaring Arts Centre
- North Metro TAFE

## Q2 What do you believe are the major strengths of Seen and Heard?

- Engagement of young people at all levels
- Strong partnerships with community
- Willingness to partner with other organisations
- Good reputation
- Diverse support, engagement and programs, and a holistic approach

- 
- The staff and the flexibility of the service delivery model
  - Their community based focused and willingness to support and engage in a range of services. A rapport has been developing with Brown Park staff over the past two years with great success. The ability to assess and reflect on service delivery in conjunction with SVSHS has been co-operative and successful.
  - The variety of free activities and support services offered.
  - Dedicated youth workers.
  - Providing opportunities for young people to become involved in their local community organisations.
  - Available and willing to attend community events to promote their service and engage with young people
  - Age of staff
  - Well known location
  - Has the support of the Shire and PCYC – access to a lot of knowledge.
  - There is strong trust of the staff
  - Growing number of kids attending
  - Lots of repeat attendance, which means they must be doing something right.
  - Lots of kids who attend go on to volunteer with Seen and Heard.
  - Engaging with local youth through activities and visits to the schools.
  - Communication
  - Lots of benefits for kids down the hill
  - Youth Health Expo
  - Communication
  - Providing a service for young people.
  - S&H activities held in outer areas.
  - Proactive now with the new manager who is interested, and open.
  - Living skills – health and hygiene.
  - Holiday program
  - Use of social media
  - Health Expo – get lots of positive feedback.
  - Locality and purpose built centre.
  - Staff are solid and building relationships with the CREW, relatable to kids.

- 
- Young people are comfortable at the SVYC and great for kids at risk to have 'a place'
  - Community/youth focus
  - Age of staff

### **Q3** Please give one example of something that Seen and Heard does really well.

- I had a 16 yr old patient whose mother had a serious mental health disorder. This young patient was homeless because of this and Seen and Heard were very helpful to him.
- Youth Health Expo x 3 – it's improving every year and providing great opportunities for leadership skill development through the organising committee.
- Communication
- TACOS x 4
- Events in the school holidays x2
- The Seen & Heard CREW
- Just creating a place for young people to gather and socialise.
- Dance Parties

- Engaging with year 7s at SVSHS to help them transition to high school.
- They are very approachable
- School visits – these are really important as it's a great way to promote the service and to reach isolated kids – kids that might not want to go to drop ins.
- Going out in the community and engaging with young people – we need more of this.
- Recurring programs are great – kids know what to look for – and there are also new activities depending on need.
- Community events – there is great support from staff and volunteers for community events

### **Q4** What star rating would you give to your working relationship with Seen and Heard? (1 equals not good; 5 equals excellent)

- 1 star – 0
- 2 stars – 1
- 3 stars – 4
- 4 stars – 5
- 5 stars – 2

## Q5 What age range do you believe S&H should cater for?

12 to 20 x 3

Yr 7 to Yr 12 x 4

Comments:

- They mainly attract younger people, might need to focus on attracting older kids?
- Should target year groups rather than age group to ensure that 11 year old kids in year 7 are included with their 12 year old friends. The year groups should also be split into two target groups – year 7 to year 9 and year 10 to year 12. Older kids – 18+ - should be included but shouldn't be a focus.
- Should be divided into lower and upper high school.
- Drop in should start at year 7.
- Question re: age for Seen & Heard- No I don't think it is relevant, I think it should be high school age only. Having older than 18 creates a child protection issue (i.e. having potential adults mixing with children, who have not been screened). I know Seen & Heard put ages on specific events to prevent this but it would just make it easier to cut it off at

18. I also think it is good to keep it aimed at adolescents/high school students rather than younger as the younger age group have a lot of activities and don't seem to have the issue with accessibility that the older ones do.

## Q6 Please provide examples of where you have seen the Seen and Heard Youth Program have a positive impact on young people and the broader community.

- Young people were confident and clearly felt very supported at the session I ran for Seen and Heard. The program builds the self-confidence and support network for young people.
- Your program provided a great service to a young homeless person.
- The Seen & Heard staff are always focused and encouraging in our work setting. They develop relationships with students, who they then engage to attend community programs and the opportunity to become leaders and advocates.
- The Ryde Program

- CREW x 3  
The CREW program, seems to give young people the opportunity to work together and have an impact on what is going on around them. It is also great for social inclusion; support and skills; CREW is fantastic
- Disengaged youth included in activities.
- Quick Flicks – excellent program that has seen a number of young people go on to complete highly regarded film courses and create films advertising Bendigo Bank.
- Enormous number of activities in school holidays
- Networking
- Drop in – TACOS x2  
Provides something positive for kids to look forward to during the week. It provides an opportunity for kids to connect with others in their situation from other schools, or from their own school but they might not have spoken to them before.
- Through the Health Expo – some students become CREW members through their involvement in this event.
- Quick Flicks is an excellent initiative.

- Mundaring Arts Festival
- I visited drop in and spoke with a young person with a disability and it was fantastic to see that they felt a strong sense of ownership for the SVYC – they were confident and happy and its heart-warming to see kids like that with a ‘place’.
- Have seen through student work placement the benefits of having an outlet for young people to connect with services and others, especially those who might otherwise be quite isolated.

## Q7

### **Do you believe the Seen and Heard Youth Program is accessible to all young people in the Shire of Mundaring?**

Yes: 6

No: 8

### **If you answered no, how do you think accessibility could be improved?**

- It would be beneficial if the organisation’s branding presence was centred on an ALL inclusive model. There are community patrons who don’t identify with the “it’s just for the disadvantaged” (their perspective). We have a number of U/18 community members

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who would benefit from such services and guidance of how self-development can be empowering for all.

- The location mainly benefits kids living in Swan View. There needs to be a hub in Mundaring. Transport is an issue. There is a psychological disconnect between ‘bottom of the hill’ and ‘top of the hill’. They are two different communities and down the hill is regarded more as part of Midland.
- The service is not accessible for the kids that live further out. It would be great if there was a fortnightly drop in at ESHS or Mt Helena Scout Hall – somewhere up that way.
- It’s a massive Shire so it’s difficult to cater for everyone. A bus would help. We really need additional drop in’s in other locations.
- Need another drop in further up the hill – somewhere in Mundaring.
- Public transport is restrictive.
- Need another drop in location up the hill and possibly a bus for pick up/drop off.
- They are based in Swan View and S&H activities in other areas are limited.

- Work more collaboratively with other group in the easy to run satellite groups/programs/drop in.

## Q8

**The scope of work to be delivered by Seen and Heard is based on the principles of:**

- 1. Working together in partnerships**
- 2. Exploring options for local capacity building**
- 3. Personal Development for young people**
- 4. Information dissemination**
- 5. Professional behaviour**

**With these principles in mind, do you have any comments, suggestions, questions or concerns in relation to the service provided by Seen and Heard? Please feel free to provide as much detail as required.**

- Skipped x 5
- No-all good
- The staff that I have had the privilege to work with over the past few years have always been focused, committed, professional and realistic.

- 
- Developing closer ties to the schools would be great. They also need a more equitable spread of services throughout the Shire. The SVYC is really just for Swan View.
  - There needs to be a strong connection with the Shire's KAOS program so that as the younger kids get older, there is a smooth transition to TACOS.
  - Greater funding needed for KAOS.
  - Drop in at ESHS
  - There could be more/better opportunities for community leadership.
  - Need to bring the YAC back!
  - Kids up the hill don't identify with kids down the hill. What kids want in the hills is different.
  - Coding / gaming is huge. Have more of a focus on this.
  - Public transport is an issue for kids wanting to get down the hill.
  - We need to continue to support S&H.
  - Open youth centre more often - Partner with other groups to run youth related activities on other days at the centre
  - Wi-Fi needed!!

- Youth services directory is excellent. Could be available online and promoted more.
- Could be more effective for the Shire to run S&H directly – full ownership means less issues and conflicting requirements.
- Staff are very well suited to their role and provide good role models for young people.
- There is a lot more potential for the facility and the service – the facility needs to be better resourced for young people and it would be great to see some alternative education and bridging courses held there.



# Other Local Government Youth Service Models

The summary information below was obtained via phone conversations, meetings and email exchanges with youth service staff from eight other local governments between July – August 2016.

## Budget - \$0 to \$50,000

### Blue Mountains City Council (BMCC), Victoria

- Fund one FTE position
- No program funding is provided for youth services
- Staff work collaboratively with other services (NGOs, schools, health) to build both sector and community capacity
- Any programs run by the BMCC are funded entirely by grants. Consequently, BMCC don't work directly with young people (other than the Youth Council, which does

have a small operational budget attached), but they do work very closely with other organisations

### Town of Bassendean

- Direct service delivery
- Fund 1.5FTE
- Deliver projects and a drop in service focused on at risk youth in partnership with DCPFS and other youth service providers
- Also have a 0.5FTE Youth Development Officer who delivers youth events, YAC, general youth initiatives
- All programs are funded via DCPFS and grants

### Shire of Toodyay

- Not currently delivering any youth services
- Currently developing a Youth Plan, so this situation may change in 2017

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### Shire of Chittering

- Have a small budget for youth activities and programs
- Deliver a youth related grants program

### Budget \$50,000 to \$100,000

#### City of Bayswater

- Fund a 0.6FTE youth officer
- Provide funding to *Youthcare* and *Outcare* (through a grant application process) who deliver counselling and chaplaincy to young people, particularly young people at risk
- Coordinate a YAC
- Also support other community groups with a youth focus through grants (minor)

### Budget \$100,000 to \$250,000

#### Shire of Kalamunda

- Youth services team comprises 1FTE, plus a student officer who works 15hrs per week and a Co-ordinator who spends 0.3FTE coordinating youth services
- Have an annual youth services program budget
- Youth services are delivered in house

- 3-year MOU with *Youthcare* who deliver counselling / chaplaincy to interested primary schools and high schools
- Provide annual funding to Constable Care for the delivery of the Child Safety Program

### Budget \$250,000 +

#### City of Swan

- Youth services are delivered both in house and externally
- A range of youth service providers have been engaged

#### City of Belmont

- Sub contracts youth services to YMCA
- 3 year MOU - YMCA have recently been awarded this contract following an open tender process
- Contract manager is very hands on in terms of planning the youth services and programs delivered by YMCA, with quarterly feedback meetings



# Youth and Adult Mundaring4Youth Surveys

# Youth Survey

Shire of Mundaring is keen to hear your views. We are developing a new five-year Youth Plan and the more information you provide, the better this plan will be. Thank you!



What suburb do you live in?

\_\_\_\_\_

Which gender do you identify as?

Male  Female

What age group are you?

10-11  12-13  14-15  
 16-17  18-19  20-21  
 22-25

Which age group do you think youth services should be provided to in the Shire?

10 to 18  12 to 20  
 12 to 18 Other age group: \_\_\_\_\_

How do you usually hear about what's going on in the Shire? (Tick all that apply)

Facebook  
 Instagram  
 Internet  
 Friends  
 Family  
 Posters  
 Library  
 Recreation Centre  
 School  
 Other \_\_\_\_\_

Have you heard of Swan View Youth Centre?

Yes  No

Is it easy for you to get to SVYC?

Yes  No

What is the main way you get to activities?

Parent  
 Car  
 Bike/scooter  
 Public transport  
 Walk  
 Other

Below is a list of issues that affect many young people. Tick THREE that you feel affect you/have affected you the most.

Alcohol/drug use  
 Body image  
 Bullying  
 High cost of TAFE / University  
 Housing affordability and availability  
 Quality of Primary and High School education  
 Quality of TAFE / University education  
 Sexual health  
 Teen pregnancy  
 Physical health and wellbeing  
 Mental health  
 Youth unemployment  
 Lack of access to services  
 Study pressure  
 Negative stereotyping of young people  
 Lack of things to do and places to hang out  
 Family  
 Sexuality  
 Lack of public transport  
 Other \_\_\_\_\_

# Seen and Heard Youth Service

Have you heard of Seen and Heard (S&H)?

Yes  No

Is the location of S&H easy for you to get to?

Yes  No

Which of these S&H activities have you attended?

About Youth Health Expo  
 Drop in session (TACOS)  
 Skate park jam  
 CREW meetings  
 Movie nights  
 LAN party  
 Dance party  
 Quiz night  
 Workshops (eg hip hop, film, parkour)  
 Talent show  
 Girls pamper day

What are your favourite S&H activities?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Has S&H had a positive impact on your life?

Yes  No

Which skills have you been able to develop with the help of S&H?

\_\_\_\_\_  
\_\_\_\_\_

Is there anything else you'd like to be able to do/have available at S&H?

\_\_\_\_\_  
\_\_\_\_\_

Are there other S&H activities you would like to see in your area? What are those activities?

\_\_\_\_\_  
\_\_\_\_\_

Do you go to other groups or locations for activities and what are these?

\_\_\_\_\_  
\_\_\_\_\_

Do you have any other comments?

\_\_\_\_\_  
\_\_\_\_\_

Thank you for completing this survey!



# Youth Survey

Shire of Mundaring is keen to hear your views. We are developing a new five-year Youth Plan and want to ensure it accurately reflects community aspirations. We appreciate your time in completing this survey.



## In which role are you completing this survey?

- Parent
- School staff
- Community group
- Youth service provider
- Local resident
- Sporting group
- Other \_\_\_\_\_

## What suburb do you live in?

\_\_\_\_\_

## Which gender do you identify as?

- Male
- Female

## How do you usually hear about what's going on in the Shire? (Tick all that apply)

- Newspaper
- Facebook
- Instagram
- Internet
- Friends
- Family
- Posters
- Library
- Recreation Centre
- Newsletter (school, Shire)
- Other \_\_\_\_\_

## Which age group do you think youth services should be provided to in the Shire?

- 10 to 18
- 12 to 20
- 12 to 18
- Other age group: \_\_\_\_\_

## Have you heard of Swan View Youth Centre?

- Yes
- No

## Below is a list of issues that affect many young people. Tick THREE that you feel affect young people in our community the most.

- Alcohol/drug use
- Body image
- Bullying
- High cost of TAFE / University
- Housing affordability and availability
- Quality of Primary and High School education
- Quality of TAFE / University education
- Sexual health
- Teen pregnancy
- Physical health and wellbeing
- Mental health
- Youth unemployment
- Lack of access to services
- Study pressure
- Negative stereotyping of young people
- Lack of things to do and places to hang out
- Family
- Sexuality
- Lack of public transport
- Other \_\_\_\_\_

## What should the Shire's priorities be in providing or facilitating services to young people? (number from 1-7 in order of priority)

- Fun experiences and opportunities for social interaction (movie nights, drop in, school holiday activities)
- Learning opportunities (skills development)
- Good citizenship / values / intergenerational activities (volunteering, mentoring, charity, registering to vote)
- Life skills (budgeting, first aid, cyber security)
- Employment skills (interview/ resume, starting up a business)
- Personal development (leadership, goal setting, time management, self esteem, wellbeing)
- Mental health services

## Have you heard of Seen and Heard (S&H)?

- Yes
- No

## Have you seen S&H have a positive impact on the lives of young people?

- Yes
- No

## Is there anything else you'd like to see young people have access to through S&H?

\_\_\_\_\_  
\_\_\_\_\_

## Are there any youth-based facilities or services in the Shire that you believe could be improved? Please name facility/ service and provide any suggestions/ thoughts.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## Do you believe a greater focus on providing 'satellite' services at venues throughout the Shire would be well received by young people?

- Yes
- No

## Any comments?

\_\_\_\_\_  
\_\_\_\_\_

## Do you have any other comments?

\_\_\_\_\_  
\_\_\_\_\_

## If you would like to receive updates regarding the Youth Strategy please provide your contact details

Name \_\_\_\_\_

Email \_\_\_\_\_

Phone \_\_\_\_\_

Thank you for completing this survey!





**Shire of Mundaring Community Engagement Team**

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