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Schools ♥ No Wrong Door!

One of the overwhelming responses from schools about the No Wrong Door initiative is the accessibility to service information provided by the online youth service directory.

Building on the resources from each of the three local government Youth Services, the website provides student wellbeing coordinators and other school staff a ‘one stop shop’ to locate services that can support their students.

Katie Scott, School Focused Youth Service Coordinator for Knox City Council told No Wrong Door that the “feedback from wellbeing staff has been overwhelmingly positive for No Wrong Door”. Katie facilitates two wellbeing networks (primary and secondary) for school wellbeing staff to provide information and opportunities for professional development. The wellbeing networks are open to any staff in Knox who perform a wellbeing role and both networks meet once a term. “The support for these meetings is excellent”, says Katie.

Guest speakers from local agencies are invited to attend these meetings to speak to, and promote their services. The No Wrong Door team has presented at these meetings.

Maroondah & Yarra Ranges Councils also facilitate student wellbeing networks, where the No Wrong Door philosophy and framework is worked through practically amongst the school wellbeing staff.

To find out more about how the School Focused Youth Service staff can support your implementation of No Wrong Door framework at your school, visit the webpage:

www.nowrongdoor.com.au/schools/sfys
April 2014 and beyond

As the Youth Partnerships funding for the No Wrong Door project comes to an end on March 28th 2014, the team along with the Project and Service Managers Group have spent considerable time thinking about what next for No Wrong Door. Due to the projects ongoing support and interest, Yarra Ranges Council, Maroondah City Council and Knox City Council have each committed to continue to support and promote No Wrong Door.

The No Wrong Door website will be maintained by each local government’s youth services team and any changes or additions will be carried out by the appropriate council. You can continue to use the No Wrong Door framework and website as per usual. If you have any changes to your program or service details, you can use the ‘contact us’ form on the website or download a form from the FAQ section to submit these changes.

Should you wish to speak with someone you can contact the Youth Services department of each Council on the below phone numbers:

- Knox Youth Services 9298 8533
- Maroondah Youth Services 9294 5709
- Yarra Ranges Youth Services 9294 6716

The website now also has a FAQ’s section, so check that out as your query may already be answered!

We hope that No Wrong Door will remain an integral part of your daily workings and that it continues to help young people find the support they require.

No Wrong Door website continues to grow

Have you been keeping an eye on the No Wrong Door website? Log on now!

It is constantly evolving with new services, schools and programs listed for referral. We have added updated assessment tools, a FAQ section, posters you can download and print off for display, there are training manuals for you to train new staff about No Wrong Door.

The No Wrong Door website will continue to be monitored and modified. If your service or school needs to update their details, please use the ‘contact us’ form on the website.

Check it out now!
www.nowrongdoor.com.au
Young people tell us what they think

As a part of No Wrong Door’s ongoing evaluation, the No Wrong Door Project Officer, Sacha paid a visit to one of our signed schools, Ringwood Secondary College to get some feedback and thoughts from young people while feeding their hungry bellies with pizza! The response was excellent, with approximately 20 students from both years 9 and 10 attending the session in the Wellbeing Centre. Each student was given a task of navigating the No Wrong Door website and were asked to both write down their steps and results and to be very honest and open about any feedback and ideas they had using the website. We thank the young people of Ringwood Secondary College for offering their time and very constructive feedback. Some of the feedback provided went a bit like this....

“Appealing, bright colours, straight forward and easy to use”

“Easy to navigate around”

“Website is very detailed and informative, lots of choices”

“Lots of information on subjects hard to talk about”

Some of the other feedback we received with some great ideas on what could also benefit the No Wrong Door website were:

- An online blog and forum where people can ask questions and remain anonymous
- A pie graph representation of services

Thanks to all the students for their wonderful input and ideas!
our commitment to young people

- ensuring young people do not have to retell their story
- helping young people identify their needs
- helping young people find the support they need
- making referrals for young people and responding to referrals
- working in partnership with other services and schools

knox, maroondah & yarra ranges youth service directory

www.nowrongdoor.com.au
Who is a part of No Wrong Door?

No Wrong Door signatories continue to grow as does the interest in No Wrong Door. If you have the information about No Wrong Door sitting on your desk but just haven’t had time to get to it yet, we strongly encourage you do! It costs nothing and we believe this framework is not only beneficial to young people, but to services and schools alike. No Wrong Door is an important part of ensuring that timely and appropriate support is given to young people.

There are over 40 services and 60 schools actively engaged in NWD!

Current No Wrong Door services

The following services have signed up to No Wrong Door. All these agencies will accept the No Wrong Door tools as referral forms, and commit to supporting young people find the help they require:

- [glen] youth group (Yarra Glen)
- ACCESS Ministries (school chaplains)
- ADRA
- Anchor
- Anglicare Victoria
- Belgrave South Community House
- Benwerren
- Central Ringwood Community Centre
- Centrelink
- Chirnside Park Community Centre
- Dandenong Ranges Emergency Relief Association
- Discovery Community Care
- EACH Social & Community Health
- Eastern Community Legal Centre
- Eastern Drug & Alcohol Service (EDAS)
- Eastern Health, including
  - Child & Youth Mental Health Service
  - Eastern Centre Against Sexual Assault
  - Yarra Valley Aboriginal Health Team
  - Yarra Valley Community Health Service
- Eastern Melbourne Medicare Local
- ECHO Australia
- FMC Mediation & Counselling
- headspace Knox
- Healesville Indigenous Community Services Association
- Healesville Living and Learning Centre
- HICCI
- HopeCity Mission
- Inspiro
- Knox Community Health Service
- Knox Youth Services
- KYM Victoria
- Maroondah Youth Services
- Migrant Information Centre
- Mission Australia
- Mountain District Learning Centre
- Outer Eastern Local Learning and Employment Network
- Redwood Community Centre
- Temple Society
- The Babes Project
- The Salvation Army EastCare
- UnitingCare Community Options
- UnitingCare Harrison
- Upper Yarra Community House (UYCH)
- Wesley Mission
- Working Arrangements
- Yarra Ranges Youth Services
- YSAS

Your service not listed? Visit www.nowrongdoor.com.au to find out more!
The Homelessness Career

Finding opportunities for earlier intervention

No Wrong Door signatory, Anchor, is conducting research in partnership with Swinburne University and the Outer Eastern Local Learning and Employment Network (OELLEN).

There are many different reasons that young people become homeless, but research clearly shows that most of them follow a similar trajectory. In most cases young people will move “in and out” of home before making a final break.

![Fig 1: Homeless Youth Career](image)

This ‘in and out’ of home period would seem an obvious early point of intervention, yet evidence suggests that support is not always effectively accessed by the family or the young person. Welfare coordinators and other professionals in the school and community are often in a position to know when a young person might first become at risk of leaving home, and we would like to explore what typically happens in these situations.

This study aims to:
- Identify the prevalence of young, school attending people in the Yarra Ranges who have experienced at least one episode of spending time out of the family home due to conflict.
- Explore reasons that young people and their families at this early risk stage may not access services currently available
- Test whether existing referral processes and pathways are widely understood and utilised.
- Identify any gaps in early intervention services in the Yarra Ranges
- Create better relationships between services and schools

Anchor and the team will do this by
- Interviewing school welfare coordinators and their teams
- Interviewing young people who have experienced homelessness
- Holding focus groups of teachers, welfare coordinators and workers from local services

The steering committee envisage that this study will contribute to strengthening and informing existing local networks as well as providing impetus for new interventions and strategies aimed at this vulnerable cohort.

For more information contact:
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Anchor
Phone: 9738 7003
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Thank you, thank you!

As our official project team’s time comes to a close, we would like to take this opportunity to send out our massive thanks to all of you involved in No Wrong Door.

Through its years of development and implementation there has been overwhelming support and embracement of this project and without the commitment and support from yourselves, the project would not be the highly recognised and respected framework it is today.

From all the staff who have been a part of No Wrong Door, I think it fitting to speak on their behalf and firstly thank you all once again, and secondly ask that you continue to support No Wrong Door in moving forward and to continue to promote it to your staff, workers and wider networks. This framework is something that can remain strong and continue to be instilled in our daily work to benefit our young people and the service system in general.

Graeme & Sacha
No Wrong Door Project Team