

# I keep young people at the heart of service delivery



## Kate's Story Manager, Redwood Community Centre, Warburton

The Redwood Community Centre opens its doors three days a week until 6pm and young people in the area are starting to learn that we are here to offer support, advice and referrals. Our Drop In program runs one afternoon a week for young people 12 years and up. The program is an opportunity for youth to not only meet new people but also to hang out with friends after school in a neutral space. We always have at least two adults who have backgrounds in welfare who are there to support the young people.

It's so unfortunate to see the rate of self-harm in young people today. A prominent barrier to fully supporting the needs of youth is their reluctance to tell their story to other professionals or even their parents. No Wrong Door has helped overcome this hurdle by allowing the initial support person to provide assisted and supported referrals therefore being the voice for the young person when they are so hesitant in talking themselves. Doing this in a transparent way empowers the young person to still have their say as they are walking through the whole process with the initial worker rather than letting others do everything for them.

By simply signing onto No Wrong Door, myself and my volunteers are now not only able to listen to and advise any young person that walks through our door, we are also required to follow through with supporting them. This has increased accountability for all agencies in the youth sector which I feel means more thorough and coordinated approaches to helping young people. The initial needs and referral tool have been invaluable in our work here. When used in a relaxed manner, they help the young person reflect on their own life and situation and they give the professional a fantastic scope of the clients needs.



*How has No Wrong Door helped your service keep young people at the heart of service delivery?  
Send your story to [nowrongdoor@yarraranges.vic.gov.au](mailto:nowrongdoor@yarraranges.vic.gov.au).*