Targeted Earlier Intervention (TEI) Program Logic:

San Remo Neighbourhood Centre

LINKS Youth Support Service

LINKS Youth Support Service supports and empowers young people from their very first connection with the service. We offer coordinated wrap around support to young people and their families. Our unique setting, across the road from the high school, and our partnerships with other services (Neighbourhood Centre, Men's Shed, Aboriginal Gardens) ensures young people receive timely and effective services.

CURRENT SITUATION	ACTIVITIES AND SERVICES	EVIDENCE	OUTPUTS	THEORY OF CHANGE	CLIENT OUTCOMES

LINKS Youth Support Service works with young people aged 12-18 in the Central Coast LGA.
 	
Young people experience significant physical, emotional, psychological, cognitive and social changes. This life stage presents an important opportunity to intervene early. We also know that too many young people face challenges that heighten their risk of poorer health and wellbeing outcomes.
 	
In our local community young people face a number of different issues:
 	
• In 2018, there were 1,292 recorded drug offences in the Central Coast. 65 of these offences were committed by 10-17 year olds[1].
• 10-17 year olds committed 16% of all offences in the Central Coast[2].
• In 2018, 5.3% of students received short suspensions in Central Coast, compared to 4% in NSW[3]. 2.1% of students received long suspensions, compared to 1.5% in NSW. 17.2% of all expulsions in NSW are from the Central Coast.
• Of the three local high schools in our area, Gorokan High School has the lowest school attendance rate (86.6%), followed by Lake Munmorah High School (87%)[4]. Northlakes High
	Program Activity 1: Community Connections
	
	Service Type: Social Participation
	
	Service Description
	
	School Holiday Activities
	Various recreational activities for young people
	
	Rock Against Drugs (RAD)
	Music event with the aim to minimise drug and alcohol harm. Young people help to organise the event and provide information. In partnership with high school.
	
	Let's talk choices
	Program to provide information on the harmful effects of drug and alcohol use.
	
	Aboriginal Cultural Activities
	Cultural activities to share knowledge and culture.
	
	T-Party and G-Links
	LGBTQIA+ young people attend group sessions to make connections to support networks and likeminded peers
	
	Street Gym
	Provides young people with an opportunity to engage in outdoor activities in their community.
		Festivals and activities provide young people with opportunities to engage in socialisation, entertainment and to establish social networks, which can contribute to the enhancement of community cohesion and the building of social capital[10].
		
		Music festivals can have a positive impact on young people's psychological, social and emotional wellbeing[11].
		
		Providing young people with information about the harmful effects of drugs can discourage drug use and clear up misconceptions about drug use[12].
		
		In our experience, cultural activities that seek to celebrate and strengthen local culture can enhance a sense of identity in local communities. A positive cultural identity can provide an individual with a sense of belonging, purpose, social support and self-worth.
		
		For LGBTQIA+ young people, higher levels of social support are associated with positive self-esteem[13]. Group activities were LGBTQIA+ young people can meet with friends and peers creates a visible presence of allies and can support young people to navigate their gender identities and sexuality in a safe and supportive environment.
		
		Street Gym brings young people, youth workers and services together in local parks to break down barriers, improve mental and physical well-being and promote community connections. In our experience, the program can effectively engage young
			School holiday activities
			Socially isolated young people
			• 30 clients
			• 3 sessions various venues
			• DEX Reporting:
			  ○ One case
			  ○ One session per event
			  ○ Unidentified clients
			  ○ Community SCORE
			
			Rock Against Drugs (RAD)
			All young people
			• 30 clients
			• 1 session
			• DEX Reporting:
			  ○ One case
			  ○ 1 session for event
			  ○ Unidentified clients
			  ○ Community SCORE
			
			Let's talk choices
			• 10 clients
			• 1 session
			• DEX Reporting:
			  ○ One case
			  ○ One session
			  ○ Unidentified clients
			  ○ Community SCORE
			
			NAIDOC Week Celebrations
			Aboriginal young people
			• 8 clients
			• 1 session
			• DEX Reporting:
			  ○ One case
			  ○ One session
			  ○ Clients unidentified
			  ○ Community SCORE
			
			T-Party and G-Links
			Young people who identify as LGBTQIA+
			• 12 young people per year
			• 1 occasion each month; 2hr sessions
			• DEX Recording:
			  ○ One case
			  ○ Each meeting is a session
			  ○ Clients are identified in DEX
				Offering **recreational activities** to young people in the school holidays can keep them busy and out of trouble. They can also support young people to develop positive relationships and to learn new skills.
				
				Rock Against Drugs provides young people with a safe, drug and alcohol free, space. It enables young people to connect with each other in a healthy and fun environment. Young people help organise the event. This empowers them to contribute to their community.
				
				Let's talk choices enables young people to have open and honest conversations about drug and alcohol use. It provides young people with information about the impact of drug use so they can make informed decisions about their own behaviours.
				
				NAIDOC Celebrations help share knowledge, culture and stories. The event will determine a range of activities using their skills and knowledge to create change in thinking and promote respect, trust and positive relationships. Aboriginal and Non-Aboriginal people can participate to create synergy and understanding of culture and reconcile differences.
				
				T-Party and G-Links provides a safe space for young people to explore gender, sexuality and identity. After attending T-Party and G-Links young people have a better awareness of available supports and how to access them, Members form strong
					<u>Social and Community:</u> **Increased participation in community events; increased sense of belonging to their community**
					• Increased formal and informal networks
					• Increased participation in community cultural activities
					• Increased connection to culture and community
					
					<u>Empowerment:</u> **Increased client reported self-determination**
					• Increased ability to make informed choices
					• Increased ability to contribute to community decision making
					
					<u>Safety:</u> **Reduced risk of entry into the child protection system**
					• Reduced risky behaviours
					
					<u>Health:</u> **Improved health of children and young people**
					• Increased understanding of the harmful impact of drug and alcohol use
					• Reduced drug and alcohol use
					
					<u>Education and Skills:</u> **Increased school attendance and achievement**
					• Increased knowledge about Aboriginal people, culture and country

School attendance rate is (89.9%).

- 15% of children aged under 15 are affected by mental illness[5].
- 19% of children aged 15-18 are affected by mental illness. 6% of this cohort has also appeared in coast and 30% had a hospital admission in the last 3 years[6].
- 2.7% of mothers who have given birth were aged 19 and under. This is higher than the state average of 1.9%[7].
- 16.4% of households in the Central Coast do not have access to the internet[8].
- 6.9% of households have no motor vehicles[9].

These issues are caused by a number of complex factors, including:

- Geographical isolation with limited infrastructure to travel. This can prevent young people from accessing the services they need
- Low socio-economic area with significant financial pressures
- High employment rates
- Lack of supervision for long periods of time due to parents/carers travelling for work.

Disengagement from school can be caused by:
- Poor sense of autonomy
- External stressors (e.g. issues at home)
- Mental health (e.g. anxieties, depression)
- School environment (e.g. bullying)
- Poor sense of competence and confidence

---

people in their community and it acts as a soft entry point for young people who need more support.

Street Gym
Young people aged 12 to 17
- 60 young people per year
- 24 sessions
- DEX Reporting:
  - One case
  - Each week a session
  - Clients unidentified
  - Community SCORE

Program Activity 4: Targeted Support

Service Type: Information/advice/referrals

Service Description:
Advice/guidance or information for individuals or families in relation to a specific topic. Referrals to another service provider or within the existing organisation.

Information and referral services provided by community centres have been shown to reduce searching, negotiation and decision-making made by clients[14]. These service provide an indispensable and practical foundation for effective program delivery within the community and improve the allocation of resources[15]. This is particularly important for young people who have less resources (e.g. money) and capacity to find and access support, compared to adults.

Anchored service delivery, such as drop-in centres, provide a soft entry point to the service system, particularly for a number of young people who have had negative experiences with adults, services, and systems[16].

Information/Advice/Referral
Young people aged 12-17
- 140 young people per year
- Delivered 5 days a week 49 weeks of the year
- Face to face, online or over the phone
- DEX Reporting:
  - One case
  - Each week is a session
  - Individual clients identified in DEX, where possible: Circumstances and/or Goals SCORE + Satisfaction SCORE
  - Clients may also be unidentified: Community SCORE

By providing people with information, advice, and by organising referrals when needed, we ensure that young people have the information they need to make changes to their circumstances and improve their situation.

Referring clients to other services when needed can also prevent risky situations from escalating.

Empowerment: Increased client reported self-determination
- Increased confidence to seek help
- Increased capacity to make informed choices

Education and Skills: Increased school attendance and achievement
- Increased knowledge about services and activities in their community and how to access them

Social and Community: Increased participation in community events
- Increased engagement with relevant services

Service Type: Intake and assessment

Service Description:
Intake: Young people who identify as wanting to work on issues with a support worker

GP Clinic: Free Youth Health GP Clinic offering general medical services including sexual health

headspace outreach: Mental health support and assessment for ongoing support and intake into headspace

Intake assessment is an important component of case management. It enables practitioners to identify the strengths and needs of the young person's and coordinate their support.

General practice is an appropriate setting for preventive health care and coordination. Having a regular GP is associated with fewer barriers and more positive attitudes to health system navigation and may provide better engagement with and coordination of care for young people[17]. Strong primary care infrastructure and the provision of 'medical home' offers the best assurance for equitable and quality care with

Intake and assessment
Young people with complex issues
- 55 young people per year
- Delivered 5 days a week 49 weeks of the year
- Face to face
- DEX Reporting:
  - Each client is a case
  - Session per meeting
  - Individual clients recorded in DEX
  - Circumstances and/or Goals SCORE + Satisfaction SCORE

GP Clinic
Young people with complex issues
- 4 young people a week
- Delivered 1 day a week 38 weeks of the year
- Face to face
- DEX Reporting:
  - One case

Intake and assessment enables young people and their support worker to work together to identify the strengths and needs of the young person. This enables us to develop a plan to support the young person to ensure they receive all the help they need.

The GP clinic enables young people to receive medical attention and advice. This can support young people to take care of their physical, mental and sexual health. It can support young people to make informed

Social and Community: Increased participation in community events
- Increased engagement with relevant services

Empowerment: Increased client reported self-determination
- Increased ability to make informed choices
- Increased independence in care for physical, sexual and mental health needs

Safety: Reduced risk of entry into the child protection system
- Reduced risky behaviours

Health: Improved health of children and young people

---

o Circumstances and/or Goals SCORE + Satisfaction SCORE

support networks and peer support and have a greater sense of identity.

Street Gym brings young people, youth workers and services together in local parks to break down barriers, improve mental and physical well-being and promote community connections

• Does not value school and education
• Does not feel safe.
 	
If these issues are not addressed young people may become may become disengaged from school which can negatively impact their education and employment outcomes in the future. Young people's mental health may continue to deteriorate leading to more complex issues later in life. Young people may become disengaged from their community and experience social isolation. Drug and alcohol issues may become exacerbated. Young people may engage in crime and get caught up in the criminal justice system.
		improved health outcomes for young people[18].
		
		Young people who access headspace services are likely to show reduced psychological distress, reduced suicidal ideation and self-harm and improved ability to work and study[19]. headspace outreach services have been identified as a way to meet the mental health needs of geographically isolated young people[20].
			headspace Outreach
			Young people with complex issues
			• 3 young people a week
			• Delivered 1 day a week 38 weeks of the year
			• Face to face
			• DEX Reporting:
			  ○ One case
			  ○ Each session is a week
			  ○ Unidentified clients
				decisions that have positive impact on their health.
				
				headspace outreach seeks to build awareness of youth mental health and encourages young people to seek appropriate and timely support. A support worker works with young people to identify and address any mental health issues and ensures the young person has the support they need.
					• Improved mental health
					• Improved physical and sexual health

			○ Each week is a session ○ Unidentified clients		

	Service Type: Family capacity building
	
	Service Description:
	Case Management – working with young people to identify goals and establishing a self-directed plan to maintain key areas of function for young people such as living arrangements, health and medical, education and vocational, emotional and behavioural functioning, family relationships, social skills and peer relationships, cultural identity and living skills and self-care.
		Case management has been shown to empower youth to engage in services that a positive and meet their desires[21].
		
		Effective case management includes[22]:
		• prioritising the safety, wellbeing and welfare of the young people
		• provision of services to parents when needed. This can act as a protective factor for the young people.
		• the young person being an active participant in service delivery and is supported to make decisions that affect them.
		• meaningful, age appropriate, culturally relevant engagement. Engagement must also be appropriate for people with disabilities
		• Culturally safe engagement and practices
		• Collaborating with relevant organisations
		• Goal setting and monitoring of progress
			Family Capacity Building
			Young people needing extra supports
			• 55 young people a year
			• Minimum 6 sessions per clients
			• Sessions are weekly/fortnightly for 3 – 6 months
			• DEX Reporting:
			  ○ Each client is a case
			  ○ Each session is recorded in DEX
			  ○ Clients identified in DEX
			  ○ Circumstances and/or Goals SCORE + Satisfaction SCORE
				Case managers work with young people to address their needs and ensure they receive any and all support. The support provided is tailored to the needs and wants of the young person.
				
				This ensures young people are able to cope in times of crisis and are kept safe. The support provided also ensures the physical and mental health needs of young people are met, their material needs are meet and they have strong and positive support networks and relationships.
				
				Case management can achieve these outcomes for young people through coordinated and integrated supports. Where the case manager cannot support the client directly, they ensure the client has access to other needed services.
					Social and Community: Increased participation in community; Increased sense of belonging to community
					• Increased formal and informal support networks
					
					Empowerment: Increased client reported self-determination
					• Increased confidence to seek help
					• Increased capacity to make informed choices
					• Increased confidence to exercise control over decisions that affect their lives
					
					Safety: Reduced risk of entry into the child protection system
					• Reduced risky behaviours
					• Reduced risk of entering into the juvenile justice system
					• Increased safety networks
					
					Health: Improved health of children and young people
					• Improved mental health
					• Improved physical and sexual health
					
					Education and Skills: Increased school attendance and achievement
					• Improved views on the value of education
					• Increased school attendance

	Service Type: Education and Skills Training **Service Description:**	Young people who feel valued, who are provided with opportunities to participate and have the skills and capacity to	**Reality Check** Northlakes and Lake Munmorah High Years 7 • 50 young people a year	**Reality Check** prevents young people from disengaging from school early. The program addresses behaviour; what is	**Education and Skills: Increased school attendance and achievement**

Reality Check: Developed by LINKS Youth Support Services. A behavioural program addressing attendance at school, including conflict resolution, communication, anger management and roles and responsibilities of teachers and students.

Actually, I Can: Developed by LINKS Youth Support Services. A program addressing young people's mental health that builds resilience, self-care, self-esteem and provides coping strategies for managing emotions and mental health issues.

Coaching Young People for Success – Life and Career Pathway Plans
Module 1: Career Coaching
Module 2: Life Coaching
Module 3: Performance Coaching
Module 4: Peer Coaching
Module 5: Parent as a coach
Module 6: Moving up

Employment Readiness: resume writing, workshops addressing employability skills development and preparing for interviews. Careers expo resume' workshop.

Love Bites JNR: healthy relationships program addressing violence in relationships

Love Bites Year 10: promoting healthy relationships addressing the issues of family and domestic violence and sexual assault

participate and feel connected to family, friends and their community are less likely to experience disengagement[23]. School deputies report that through Reality Check, young people stay at school longer, behaviour is improved and attendance rates increase.

Work programs can assist young people with their transition into adulthood. They support young people to develop important life skills such as emotional awareness, budgeting, how to participate in a healthy relationship and the required practise of effective communication.

Coaching young people for success is a leading coaching program built by Life Business Consultancy for youth professionals and teachers to guide their work with young people. An evidence based program to assist young people reach their full potential and achieve greater life outcomes and performance in all areas.[24]

Love Bites and Love Bites Junior for young people are successful respectful relationships education programs that are evidence based. An evaluation of the Love bites program found it had a significant and positive impact on students' attitudes towards domestic violence, attitudes towards gender relations, and skills in having respectful relationships[24].

- 2 groups per term; 1hr session for 4 weeks
- DEX Reporting:
  - Each client is a case
  - Each session is recorded in DEX
  - Clients identified in DEX
  - Circumstances and/or Goals SCORE + Satisfaction SCORE

Actually, I Can
Lake Munmorah High Year 7
- 30 young people a year
- 2 groups per term; 1hr session for 4 weeks
- DEX Reporting:
  - Each client is a case
  - Each session is recorded in DEX
  - Clients are identified in DEX
  - Circumstances and/or Goals SCORE + Satisfaction SCORE

Coaching Young People for Success
- 5 young people per year
- 1hr session for 4 weeks
- DEX Reporting:
  - Each client is a case
  - Each session is recorded in DEX
  - Clients identified in DEX
  - Circumstances and/or Goals SCORE + Satisfaction SCORE

Employability Readiness
Young people aged 14-17
- 10 young people per year
- 2 sessions per client
- DEX Reporting:
  - Each client is a case
  - Each session is recorded in DEX
  - Clients identified in DEX
  - Circumstances and/or Goals SCORE + Satisfaction SCORE

Love Bites JNR
Gorokan High
- 15 young people a year
- 2 groups per year; 1hour session for 4 weeks
- DEX Reporting:
  - One case
  - One session per group
  - Clients identified in DEX
  - Circumstances and/or Goals SCORE + Satisfaction SCORE

Love Bites Year 10

expected by the student and what is expected by the school environment. Students are taught skills and strategies to address conflict and problems they face.

Actually, I can teaches students coping skills, self-care and how to manage their emotions. This supports students to build their confidence and develop strong and positive relationships. It also enables students to manage stress, anxiety and other problems they may face.

Coaching young people for success supports young people to set goals for themselves and put in place strategies to achieve those goals. It teaches young people life skills to help achieve their educational and career goals. It also builds the confidence of young people to achieve their goals. It also encourages young people to improve their school performance.

Employability Readiness teaches young people skills they need to find and apply for work successfully. It supports young people to develop resumes and prepare for interviews. It also support young people to develop soft skills (e.g. planning, organising, take initiative, team work, communication).

Love Bites can improve young people's knowledge, attitudes and behaviours about healthy and respectful relationships. It empowers young people to make the right choices for them and for their relationships.

- Improved views on the value of education
- Increased school attendance
- Increased educational attainment
- Increased participation in vocational training and employment pathways
- Reduction in school suspensions

Social and Community: Increased participation in community; Increased sense of belonging to community
- Increased formal and informal support networks

Empowerment: Increased client reported self-determination
- Increased confidence and self-worth
- Increased capacity to make informed choices
- Increased confidence to exercise control over decisions that affect their lives
- Increased ability to set goals and work towards them

Safety: Reduced risk of entry into the child protection system
- Improved attitudes towards violence and intimate relationships
- Improved skills in having respectful relationships

Health: Improved health of children and young people
- Improved ability to cope with stress and anxiety
- Reduced mental health issues

Economic: sustained participation in employment
- Increased participation in employment
- Improved employment skills (e.g. resume writing, interview skills)

			Gorokan, Lake Munmorah and Northlakes High		
			40 young people a year 3 sessions per year - DEX Reporting: - One case - One session per group - Clients unidentified in DEX - Satisfaction SCORE		

[1] NSW Bureau of Crime Statistics and Research, NSW Local Government Area excel crime tables, https://www.bocsar.nsw.gov.au/Pages/bocsar_crime_stats/bocsar_lgaexceltables.aspx

[2] Department of Communities and Justice, 2019, Central District Data Profile, https://www.facs.nsw.gov.au/download?file=725842

[3] Department of Communities and Justice, 2019, Central District Data Profile, https://www.facs.nsw.gov.au/download?file=725842

[4] Department of Communities and Justice, 2019, Central District Data Profile, https://www.facs.nsw.gov.au/download?file=725842

[5] Their Futures Matter, 2019, Vulnerable groups by FACS District: Central Coast, https://www.theirfuturesmatter.nsw.gov.au/__data/assets/pdf_file/0008/723968/Central-Coast_.pdf

[6] Their Futures Matter, 2019, Vulnerable groups by FACS District: Central Coast, https://www.theirfuturesmatter.nsw.gov.au/__data/assets/pdf_file/0008/723968/Central-Coast_.pdf

[7] Department of Communities and Justice, 2019, Central District Data Profile, https://www.facs.nsw.gov.au/download?file=725842

[8] ABS 2016 Census: https://quickstats.censusdata.abs.gov.au/census_services/getproduct/census/2016/quickstat/LGA11650?opendocument

[9] ABS 2016 Census: https://quickstats.censusdata.abs.gov.au/census_services/getproduct/census/2016/quickstat/LGA11650?opendocument

[10] Small, K, 2007, 'Understanding the social impacts of festivals on communities', https://researchdirect.westernsydney.edu.au/islandora/object/uws:6308

[11] Packer, J & Ballantyne, J 2010, 'The Impact of Music Festival Attendance on Young People's Psychological and Social Well-being', Psychology of Music, https://doi.org/10.1177/0305735610372611

[12] Better Health, Talking to kids about drugs, https://www.betterhealth.vic.gov.au/health/HealthyLiving/talking-to-children-about-drugs#tips-for-talking-to-children-aged-1317-about-drugs

[13] McDonald, K 2018, 'Social Support and Mental Health in LGBTQ Adolescents: A review of the literature', Issues in Mental Health Nursing, https://www.tandfonline.com/doi/abs/10.1080/01612840.2017.1398283

[14] Izmir, G, Katz, I, Bruce, J, 2009, 'Neighbourhood and Community Centres: Results for Children, Families and Communities, Social Policy Research Centre, https://www.unsworks.unsw.edu.au/primo-explore/fulldisplay/unsworks_8463/UNSWORKS

[15] Izmir, G, Katz, I, Bruce, J, 2009, 'Neighbourhood and Community Centres: Results for Children, Families and Communities, Social Policy Research Centre, https://www.unsworks.unsw.edu.au/primo-explore/fulldisplay/unsworks_8463/UNSWORKS

[16] Meko, A, Mollison, W, Robertson, E, 2013, Youth Engagement in the ACT, https://www.yacwa.org.au/wp-content/uploads/2016/09/Youthengagement-in-the-ACT.pdf

[17] Kang, M, Robards, F, Luscombe, G, Sanci, L, & Usherwood, T, 2020, 'The Relationship between having a regular general practitioner and the experience of health care barriers: a cross-sectional study among young people in NSW', BMC Family Practic, https://bmcfampract.biomedcentral.com/articles/10.1186/s12875-020-01294-8

[18] Roberts, J, Scani, L and Haller, D 2012, 'Global Adolescent Health: is there a role for general practice?', British journal of general practice, https://www.ncbi.nlm.nih.gov/pmc/articles/PMC3481512/

[19] Hilferty, F, Cassells, R, Muir, K & Katz, I, 2015, 'Is headspace making a difference to young people's lives?', Social Policy Research Centre, https://headspace.org.au/assets/Uploads/Evaluation-of-headspace-program.pdf

[20] Hilferty, F, Cassells, R, Muir, K & Katz, I, 2015, 'Is headspace making a difference to young people's lives?', Social Policy Research Centre, https://headspace.org.au/assets/Uploads/Evaluation-of-headspace-program.pdf

[21] Mendenhall, A, and Grube, W 2016, 'Developing a new approach to case management in youth mental health: strengths model for youth case management', Child and Adolescent Social Work Journal, vol. 34, pp. 369-379.

[22] Department of Communities and Justice, 2021, Permanency Case Management, https://www.facs.nsw.gov.au/providers/children-families/interagency-guidelines/working-with-children-and-families/chapters/permanency-case-management

[23] Burns, J, Collin, P, Blanchard, M, De-Freitas, N, Lloyd, S, 2008, Preventing Youth Disengagement and Promoting Engagement, Australian Research Alliance for Children & Youth, https://www.aracy.org.au/publications-resources/command/download_file/id/120/filename/Preventing_Youth_Disengagement_and_Promoting_Engagement.pdf

[24] Flood, M & Kendrick, V 2012, 'LOVEBiTES: An Evaluation of the LOVEBITES and respectful relationships programs in Sydney school', https://ro.uow.edu.au/cgi/viewcontent.cgi?article=2969&context=artspapers

[24] Coaching Young People For Success – Coaching Skills Training, Products and Programs