



*My life may be invisible to some but to me it's real*



"THERE CAN BE NO KEENER REVELATION OF A SOCIETY'S SOUL THAN THE WAY IT TREATS ITS CHILDREN" — NELSON MANDELA



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# Chair and CEO Report

Welcome to the Whitelion Group annual report. We have the great pleasure of reporting the wonderful work of this very worthy charity and its vitally important community services. Referring to the 'Whitelion Group' is a new way of talking about our suite of services that includes Open Family Australia and Stride Foundation programs, following our successful mergers in 2011 and 2014.

The 2013/14 year was one of our proudest at Whitelion. There is so much to celebrate from these 12 months, including

- Accreditation against international quality management standards
- Merged with Stride Foundation in May 2014
- Rolled out an internal evaluation system to measure the impact of our programs to enable us to report more accurately to supporters, as well as set internal targets to improve our services
- Increased the number of young people we work with by 53%
- Increased the number of programs we run by 26%

Whitelion is working hard to improve the services it delivers for some of Australia's most at-risk youth while also securing our place as a strong and sustainable organisation. We are proud of the near \$800,000 we have created in ongoing efficiency savings through our two mergers; and of the service development and improvements we can bring about through our new focus on continuous improvement and evaluation.

We would like to extend our heartfelt thanks to Whitelion staff, volunteers, donors, corporate sponsors and program supporters - and of course to our Board, Leadership Council and Ambassador Group - who all work above and beyond what we ask of them to create the vehicle for change that is Whitelion.

**Mark Watt**, Co-founder and Chief Executive Officer  
**Anne Barker**, Board Chairperson



A handwritten signature in black ink, appearing to read 'Mark Watt'.

Mark Watt  
CEO



A handwritten signature in black ink, appearing to read 'Anne Barker'.

Anne Barker  
Chairman

# Whitelion Open Family Australia And Stride

## United In Our Mission



### Whitelion

Whitelion was co-founded in 1999 by Mark Watt and AFL champion Glenn Manton. Mark was a manager at Melbourne's youth detention centre in the '90s and became increasingly concerned about the 'revolving door' – young people who were released would end up back on remand a short time later. The reason was a lack of post-release services to assist those leaving detention to find a purpose in life away from offending. The solution was to start Whitelion, a vehicle for getting young people into employment and providing them with a positive adult role model.



### Open Family Australia

Open Family Australia was founded in 1978 by Melbourne icon Fr Bob Maguire as a grass roots vehicle to provide practical assistance to homeless youth. OFA is well-known on the streets of Melbourne and Sydney for providing material aid, referrals to housing, legal and medical agencies, and mobile outreach services that operate in regions and at time where other youth services do not. In December 2011 OFA successfully merged with Whitelion.

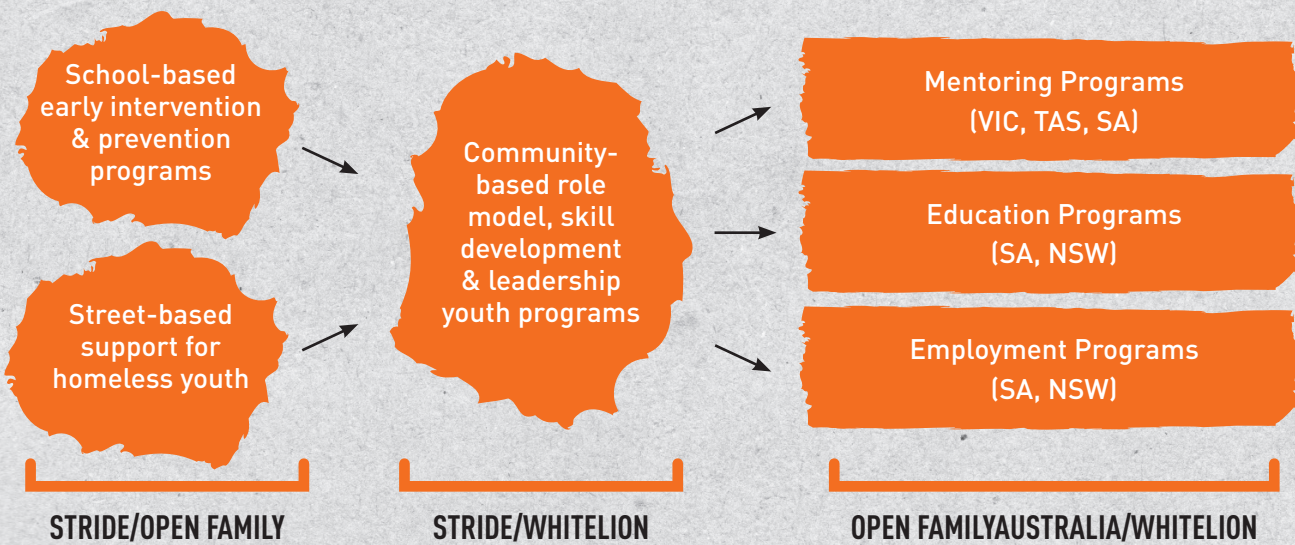


### STRIDE

Stride Foundation formed in 2006 as a result of the Peer Support Foundation (which started in 1976) merging with the Bounce Back Foundation and Connecting Kids Company. Years of experience has created a suite of programs for remote and regional Australian communities and all levels of school to improve the physical, mental and social wellbeing of young people. In May 2014 Stride Foundation joined the Whitelion Group.

Bringing together these three specialist services creates a continuum-of-care for young people that extends from early intervention and prevention from risk-taking behaviour, through to reconnection to the community and a positive future. Together, Whitelion, Open Family Australia and Stride provide early intervention in-schools programs, community-based youth development projects, address youth homelessness through mobile street outreach programs, and support young people to reach their full potential with employment, education, and mentoring services.

WHITELION DRAWS THESE THREE SERVICES TOGETHER TO PROVIDE A CONTINUUM OF CARE FOR YOUNG PEOPLE



## National Executive

**Chief Executive Officer:**  
Mark Watt

**Chief Operating Officer:**  
Lyndon Stevenson

**Executive Manager Strategy & Governance:**  
Rowena Middlemiss

**National Partnerships Manager:**  
Rachel Porter

**National Finance Manager:**  
Ian Robertson

**People & Culture Manager:**  
Lorna O'Dwyer

**National Program Development Manager:**  
Chris Lacey

**Victorian State Manager:**  
Jeff Hamilton

**Tasmanian State Manager:**  
Lyndon Stevenson

**South Australian State Manager:**  
Tiffany Downing

**New South Wales State Manager:**  
Kelly Hinton

## Board Members

**Chairperson:**  
Anne Barker

**Deputy Chairperson:**  
Adrian Kloedon

**Treasurer:**  
Kevin Mullen

**Public Officer:**  
Bruce Mc Bain  
Donna Watt

Diana Batzias  
David Tucker

Mark Watt  
Peter Stirling

Anthony Hall  
Dr Judith Paphazy

## THE REASON WE EXIST

3.5 million young people in Australia. For a small - and often ignored - number of Australian youth, life is full of struggle:

- 50,307 children and youth are placed in Out of Home Care each year
- 23,638 young people are estimated to be homeless in
- 10,940 young people are involved in the Youth Justice system, with 977 in custodial detention

Evidence suggests that young people in the above cohorts are far more likely to end up dependent on welfare due to unemployment and disability; be marginalised from opportunity and have lower health outcomes.

We exist to break this cycle so that these young people have the same opportunities as every other young person in Australia.

# PROGRAM FRAMEWORK

WHITELION/OPEN FAMILY AUSTRALIA/STRIDE  
OFFER INTEGRATED PROGRAMS AND PRACTICE  
APPROACHES THAT GO TO THE HEART OF  
ADDRESSING YOUTH DISADVANTAGE.



# Our Practice Framework

## WE BREAK THE CYCLE OF DISADVANTAGE BY

- Delivering programs that connect young people to the community and provide practical and effective support to make positive choices
- Having an ethos of creating respectful and caring relationships with – and around – young people
- Calling on the community to create opportunities for young people to participate in, and contribute to, the community

## OUR STAFF AND VOLUNTEERS COMMIT TO THE FOLLOWING

- Our practice and work with young people will be holistic, non-judgmental, transparent and focused on young people's strengths
- We will never give up on any young person who wants to be helped
- We will provide responsive, inclusive and culturally safe services
- We will work in partnership with young people and their families
- We will ask young people and their families what will work for them and hear their answers
- We will seek participation from young people in the design and delivery of our service
- We will ensure our work is driven by an understanding of social justice

Evidence-based practice and research is critical to our program design and development. We strive to deliver programs that are youth-centred, family focussed, culturally respectful and that work holistically in collaboration with other services. Our programs are based on the following frameworks

- Strengths approach
- Youth participation framework
- Trauma - informed practice
- Developmental framework
- Relationship - based practice
- Experiential learning model

Evidence-based practice and research is critical to Whitelion's program design and development. Whitelion/Open Family Australia/Stride strive to deliver programs that are youth-centred, family focussed, culturally respectful and that work holistically in collaboration with other services.

**Programs are based on:**

## The Whitelion Group



**Employment** (VIC, TAS, SA, NSW)

**Mentoring** (VIC, TAS, SA)

**Education** (SA, NSW)

**Youth leadership and development** (VIC, SA)

**Aboriginal and Torres Strait Islander support services** (VIC) and **Employment** (VIC, TAS, SA, NSW)



**Chatterbox and NOSH mobile bus and van programs** (Melbourne, Sydney)

**Street-based outreach for homeless youth** (Melbourne, Sydney)

**Education** (NSW)



**Resilient Schools and Resilient Communities** (VIC, SA, NSW, QLD)

**15,863**

TOTAL YOUNG PEOPLE  
SUPPORTED ON THE  
STREETS IN 2013-2014

**1,387**

YOUNG PEOPLE  
RECEIVING  
INTENSIVE SUPPORT

Whitelion has **140** staff at any one time:

**4**

STATES

**31**

OFFICE LOCATIONS

**3**

HOUSES

**2**

SOCIAL ENTERPRISE SITES

**300**

VOLUNTEERS



# Our Year in Review



## EMPLOYMENT

Young people supported through the employment program  
 Young people placed in employment through the employment program  
 Number of employment partners

VIC	NSW	SA	TAS
125	133	67	201
58	36	13	68
120	50	28	130



## MENTORING

Number of mentors  
 Young people supported through in a mentoring relationship  
 Number of community days  
 Number of training sessions  
 Number of young people supported in youth justice centres

VIC	SA	TAS
233	14	68
204	34	80
21		21
35		15
40		



## STREET BASED OUTREACH FOR HOMELESS YOUTH

Outreach-episodes of support  
 Young people supported through the Nutrition Outreach Support Health (NOSH) van  
 Young people supported through the Chatterbox bus outreach service  
 Young people supported through Transitional Housing  
 Young people supported through Wyndham Outreach  
 Young people supported through the COM  
 Young people supported through general CBD Outreach NSW

VIC	NSW
9611	1088
5018	
5	
30	
12	
	182



## ABORIGINAL AND TORRES STRAIT ISLANDER SUPPORT SERVICES

Young people supported through a Whitelion program

VIC
24



## EDUCATION

Young people engaged in a Whitelion program

NSW	SA
45	289



## LEADERSHIP & DEVELOPMENT

Participants in the Leadership Program

VIC
22

## STRIDE RESILIENT COMMUNITIES

- 24 Community programs across 5 states (QLD, NSW, VIC, SA & WA)
- 75 Community partners engaged
- 5,000 Young people attended community and school engagement programs

## STRIDE RESILIENT SCHOOLS

- XXX Workshops delivered in Victoria

# THE IMPORTANT SERVICES WE DELIVERED IN 2013-2014



# Outreach Services

## YOUTH JUSTICE IN AUSTRALIA

On an average day in 2012–13, about 1 in 420 young people (or 23.8 per 10,000) aged between 10 and 17 were under youth justice supervision in Australia. These young people were more likely to be male, aged 14–17, and under community-based supervision.

In 2012–13, on an average day young people aged 10–17:

- from the areas of lowest socioeconomic status were more than 5 times as likely to be under supervision than those from the areas of highest socioeconomic status
- from Very remote areas were 6 times as likely to be under supervision as those from Major cities
- who were Indigenous were about 17 times as likely to have been under supervision as non-Indigenous young people.

(Source: AIHW)

## HOMLESSNESS

Specialist homelessness services helped around 229,000 people in 2011–12 by providing accommodation, counselling, health and medical services, and other support services.

Most people helped by homelessness services were female (59%).

The reasons most commonly given for seeking help were related to interpersonal relationships (51% of clients), particularly 'domestic and family violence'.

An estimated 374 requests per day for assistance from specialist homelessness agencies were not met.

## EMPLOYMENT

The Employment Program supports vulnerable and high-risk young people to find ongoing employment. The program has a particular focus on young people involved with the Youth Justice system.

The program works with young people to determine a vocational path and gradually builds confidence through work-readiness skill development, work experience, short term placement, with the end result being supported ongoing employment. It is an intensive, step-up program that assists young people to progress to the next level when they are ready – creating a much higher chance of maintaining employment.

This program would not exist without the extraordinary corporate support we receive. We currently have over 300 employment partners ranging from large corporations such as Programmed and Lend Lease, to national franchise organisations Masters and KFC, and many small enterprises.

## Evaluation findings

- Employment is the third highest need young people presented with to our programs
- The average length of employment for these young people is 7.5 months
- On average - from first engagement with the program and working through vocational counselling, pre-employment training and work experience - it takes 111 days to place a young person into employment
- The key skills gained by young people are: Certificate qualifications (TAFE), learner's permits and white cards, job preparedness, short-term courses, attending school more frequently. This is coupled with better behaviours.
- 91% of young people who engaged with our Employment Program agreed they 'felt better about the future' and 79% agreed 'they had increased access to services'.

# Open Family Australia Street-Based Outreach For Homeless Youth

Address the growing youth homelessness problem by bringing practical assistance to the streets

## HOMELESSNESS IN AUSTRALIA

Homelessness is a complex issue. Factors that may increase a person's risk of becoming or remaining homeless can include:

### Structural factors:

- Poverty
- Unemployment
- Lack of affordable housing

### Personal circumstances:

- Discrimination
- Poor physical or mental health
- Intellectual disability
- Drug and alcohol abuse
- Gambling
- Family and relationship breakdown
- Domestic violence
- Physical and sexual abuse

(Source: AIHW)

## Programs Delivered

### CHATTERBOX BUS

The Chatterbox Bus is a mobile street-based outreach service providing direct aid and support to young people on the streets of Melbourne's CBD. The program is run by a Team Leader and Outreach Worker who train and support a team of volunteers who frequent city 'hot spots' (skate parks, St Kilda, and near Flinders Street Railway Station) at nights.

Internet access is available on the bus for young people to contact friends, family, and professional support services.

Volunteers are taught appropriate referral pathways (e.g. local mental health services, drug and alcohol centres, and legal advice) and provide young people with contact details – and encouragement – to support them to request help.

Chatterbox is equipped with material aid (food, sleeping bags, and warm clothes) which is provided to young people 'sleeping rough'.

In 2014 the program expanded to include a dedicated outreach service that extends the level of care the bus can provide.

When Chatterbox staff and volunteers engage a young person at night they are now able to provide outreach follow-up the next day. The outreach component of the program assists young

people to attend professional appointments during the day, and provides counselling and advocacy to help them overcome the barriers that led to them being on the streets.

### NOSH

NOSH (Nutrition, Outreach, Support and Health) Van is a mobile street-outreach service that provides nutritious food and health promotion to at-risk or homeless youth; in addition to referrals and follow-up support to help young people connect with professional services such as Centrelink, Legal Aid, drug and alcohol counselling and mental health professionals.

Young people in Sydney's South West and Melbourne's Western suburbs are in a high risk category of low food security, meaning they do not have adequate food to eat each week. Food insecurity is closely linked to other markers of social disadvantage such as poverty, family breakdown, intergenerational unemployment, and mental illness. Young people in these environments are at a far higher risk of engaging in risk taking, anti-social and criminal behaviour and of disengaging from school and becoming homeless.

The NOSH Van uses food and health promotion as a tool to engage young people with our staff who establish trust and then support them to find the help they need in their local community.

**'HOMELESSNESS IS ONE OF THE MOST POTENT EXAMPLES OF DISADVANTAGE IN THE COMMUNITY, AND ONE OF THE MOST IMPORTANT MARKERS OF SOCIAL EXCLUSION'** — DEPARTMENT OF HUMAN SERVICES

The NOSH Van provides the following services:

- Pre-prepared meals
- Food staples (vegetables, milk, etc.)
- Cooking instructions and assistance
- Support with budgeting and grocery purchase choices
- General health information (safe sex practices, drug education, self-care)
- Referrals to local professional support services
- Advocacy

### NEW SOUTH WALES CBD OUTREACH

Our Sydney CBD Outreach Program involves a specialist Senior Outreach Worker operating within the 'hot spots' of the CBD to engage vulnerable young people, and providing them with

both casual and/or ongoing, intensive support to link them with services and reconnect them with their community with the final outcome to become independent and positive, contributing community members.

This can involve connecting them with emergency housing, Centrelink, health, drug and alcohol programs, family counselling, legal services, re-engagement back into school, providing material aid, and assisting young people to find suitable work.

The program has identified two primary populations as areas of focus:-

Young people local to Sydney who are in unstable circumstances and require support. This group involves

those who reside in the CBD or who frequent the CBD from outer Sydney suburbs.

Young people who are visitors to Sydney but whose efforts to establish themselves in Sydney have been unsuccessful. This group typically require more immediate assistance and are unfamiliar with existing support options. In these instances, this program seeks to identify and support individuals through successful referral to appropriate support service.

### COMMUNITY OWNERSHIP

The Peninsula Community Ownership Program commenced in 2007. A committee of local Frankston and peninsula business owners decided to fundraise

### CASE STUDY

Lisa arrived in Australia as a 14 year old from New Zealand, in pursuit of a relationship with her mother who had relocated to Sydney after the breakdown of her marriage to Lisa's father. Lisa's father cut off contact with Lisa following her decision to seek out her mother. Unfortunately, soon after Lisa arrive at her mother's home their relationship became tumultuous. Lisa's mother was drug dependant and was unable to adequately care for herself, or her daughter.

Lisa left home at a very young age and became homeless, couch-surfing at friends until asked to leave and eventually ending up on the streets. This is where Lisa came into contact with the CBD Outreach Program on a cold morning in winter. Lisa was struggling to breathe

and had a swollen face – she had such severe ulcers in her mouth that it was distorting her face. She was obviously in pain. Our workers took her first for a general medical assessment. Lisa had asthma, a condition which could have been life-threatening if left untreated. Her teeth were rotten and eight needed to be removed; she also had poor eyesight, requiring glasses. Lisa jumped up and down when given her new glasses saying she could now read signs and see people's faces clearly.

The CBD Outreach Program provided Lisa with general safety and material aid – sleeping bags, meals, clothing and food vouchers. The next step was to get a birth certificate – a difficult task when you are homeless and estranged from both parents. With no birth certificate you cannot access government

support and with no income finding accommodation proved impossible, even with all the contacts of our CBD Outreach Program staff. Lisa may not be eligible for welfare support or employment, regardless, given her status as a New Zealand citizen.

We haven't given up and have connected Lisa to a welfare rights association so they can lobby for her to be approved for government support. We connected Lisa to emergency housing shelters and help her access nutritious food and clean clothing and bedding while we work on a solution for finding accommodation. Without any source of income and no legal status in Australia, the CBD Outreach program is the only program that will work with Lisa and our workers are the only thing that stand between her and a genuinely frightening future.

to provide the wage for a youth worker to support at-risk and homeless young people in the Frankston CBD and surrounds. The Peninsula Community Ownership Foundation was established and Open Family Australia elected as the charity to deliver the program.

The worker provides assertive street outreach and case management to assist young people from homelessness or housing vulnerability, to stable and secure housing. This involves supporting the young person to address a range of barriers including mental health, addiction, criminal matters, domestic violence and unemployment. As these barriers are being addressed, the worker supports the young person to source, secure and retain housing; or provides advocacy to help the young person maintain a housing situation they are at risk of losing.

### TRANSITIONAL HOUSING SUPPORT

The Transitional Housing Support program is state government funded through the Victorian Department of Human Services, and forms part of the Federal Government's Supported Accommodation and Assistance Program (SAAP).

Outreach workers under this program engage with at-risk and homeless young people in the outer Southern areas of metropolitan Melbourne with a view to linking them into the youth housing service system over a period of thirteen weeks.

The youth housing service system seeks to provide emergency accommodation, transitional housing (medium and long-term), public housing and affordable private rental accommodation for young people.

Our workers not only address the issue of housing, but also provide additional support such as re-engaging young people with school and assisting them to find employment pathways. There are also a large number of young women with children in the area who require specialised support such as parental education.

### ACCOMMODATION PILOT PROGRAM (JOINT OFA/WL)

Open Family Australia and Whitelion commenced an accommodation project pilot in 2013. The pilot was instigated due to an identified gap in emergency and transitional housing availability in Melbourne's southeast and west. Existing clients of Open Family Australia and Whitelion programs in need of emergency or transitional housing – who have had difficulty accessing such services – are provided with a short-term tenancy in a house operated by the organisation.

The young person is highly supported during this tenancy to address their barriers to securing stable, maintainable housing. Tenancy is typically between 3-6 months.

### STREET FEED AND BREAKFAST CLUB (NSW)

Operate five days a week from the Nosh Van.

### CREATING CONNECTIONS (VIC)

The Creating Connections program is a partnership between Open Family Australia, The Western Area Youth Support Service (WAYSS), Peninsula Youth and Family Services (PYFS), and the Springvale Community Advice and Assistance Bureau (SCAAB). This partnership enables engagement with young people with complex needs. Participating agencies refer clients aged between 15 and 25 to the organisation's outreach worker for intensive case management.

### WYNDHAM OUTREACH (VIC)

Our outreach workers, based at the Wyndham Youth Resource Centre engage with the young on the street in locations such as Werribee Plaza and the railway station where young people tend to congregate. Communicating on a one to one basis allows the outreach worker to assess individual needs and refer to complementary agencies if required.

### ALCOHOL AND OTHER DRUGS (VIC)

Open Family Australia, funded by the Department of Health and Ageing runs the Wyndham Youth Alcohol and Other Drugs Service (WYOADS). The program supports young people (12-15) who are experiencing problematic substance abuse. Alcohol remains the most common substance abused by young people, followed by cannabis and stimulants. A growing problem is the 'ice epidemic'.

## Evaluation findings

- All young people sleeping rough who came into contact with one of our case management programs were provided with housing
- Most young people presenting as homeless were returned home or to transitional housing

### CASE STUDY

#### —YOUNG PERSON (RACHEL)

If there's one thing you learn here at the Whitelion Group, it's that everyone has a story – and it's not always what it seems at first.

Rachel is 24 years old and has four children – aged eight, six, four and a baby of just eight weeks. She came to us through circumstances relating to her children being taken away, and she was beside herself with grief.

The reasons for their removal are not straight forward. The house they lived in was messy, but of greater concern was Rachel's boyfriend at the time. When her baby "fell off the bed" when in his care, authorities rightly intervened.

"I've lost everything," Rachel says with her voice breaking. "There's no light at the end of the tunnel."

Rachel's story might sound like a sad but familiar tale. And yet, when our outreach worker, Viv, met with Rachel, she could see in her anguish that she loved her children as much as any mum.

And she knew there was more to Rachel's story...

She was right. Rachel has known a world of hurt in her life. She grew up in an abusive family – her mother was in an unstable relationship – and she was mostly raised by her grandparents. During these years of being shuffled around between houses, the unthinkable happened to Rachel – she was sexually abused by a family friend.

While just a child herself, her whole idea of family was broken. Her love and trust for her mother was broken. And now, she's putting her children at risk of the same hurt.

Perhaps worst of all, she feels helpless to stop it. You can imagine the deep sadness this must have brought her. And something else we saw in her eyes – shame.

Shame is not what these vulnerable young women need. What they need is something they may never have experienced before in their lives—Kindness. A hand of friendship. Arms opened in comfort and trust. And practical support.

Viv goes to court with Rachel every week, and sometimes twice a week to plead her case. She's also helped Rachel clean up her house, so it's a safe place for children to be raised. And

she's supported her as she puts her abusive relationship behind her, and builds a new life for herself.

It's not easy. It never is. That is why it's so important that our outreach workers like Viv are experts in their field. They know the milestones of real life change, and they recognise the warning signs of setback. Viv knows that Rachel is making tremendous steps forward.

"I just want to prove I'm a good mum," says Rachel with quiet determination.

And what of Rachel's children? They're in safe hands. They're fed. And yet every morning, they wake missing their mum – the youngest, too small to know anything but the sense of loss.

Whitelion is supporting Rachel by providing parent training so she learns how to be the best mum she can be, and family counselling when it's needed. We also act as an advocate to help her with the bills she's fallen behind on. And of course, we're making sure there is ongoing support for Rachel's children when they come home.

Together, we can break the cycle of hurt in these children's lives and give Rachel the help she's needed since her own childhood.

# Whitelion Leadership And Youth Community- Based Programs

## CHILD ABUSE AND NEGLECT IN AUSTRALIA 2012-2013

There were nearly 273,000 notifications of suspected abuse or neglect in 2012–13, involving over 184,000 children.

Of all notifications, 45% were further investigated while the remaining 55% were dealt with by other means, such as being referred to a support service.

In 2012–13 there were around 40,500 children in substantiated abuse or neglect cases. This was around 1 in 128 children aged 0–17 years.

42% of children who were the subject of a substantiation were from the areas of the lowest socioeconomic status.

Young people with complex hurdles of disadvantage need to be slowly introduced to the concepts of goal setting whilst being supported in developing social skills, confidence, resilience and self esteem.

The most effective means of engaging these young people is through intensive support, sport, music, art and recreational activities such as camps.

## Programs Delivered

### YOUNG WOMEN'S AND YOUNG MEN'S SUPPORT SERVICES

In many cases, young people referred to these programs are extremely marginalised and have difficulty engaging with mainstream community support services due to their lack of social skills, lack of confidence, and mental and other health challenges. Often these young people are parents and already their children are known to Child Protection. These young people are at risk of 'falling through the gaps' due to their inability to remain engaged with professional supports.

Young Women's and Young Men's Services use gender-specific frameworks and activities to work separately with groups of young men, and young women, to provide a highly tailored service that works with the specific issues they are facing and to break down barriers to community connection.

### YOUNG MEN'S SUPPORT SERVICE (VIC)

The Young Men's Support Service (YMSS) is a responsive and creative service for young

men living in Melbourne's North/West Metro Region who have been involved with the Child Protection and/or Youth Justice Systems. Whitelion's Young Men's Program offers vulnerable young men the opportunity to form community and peer connections, by receiving outreach support on a case management basis, and the opportunity to get involved in a range of activities. The young men targeted by this program are aged 14–20 YMSS uses a strengths based model to empower young men to make positive decisions about their lives by addressing issues of isolation, disconnection, lack of positive peer relationships and institutionalisation.

### YOUNG WOMEN'S SUPPORT SERVICE (VIC)

The Young Women's Support Service (YWSS) assists young women who have been involved with the Child Protection and/or Youth Justice Systems and are living in Melbourne's North/West Metro Region. YWSS empowers young women to make positive decisions about their lives by addressing issues of isolation, disconnection, lack of positive peer relationships and institutionalisation. The YWSS aims to give young women at risk, (both those in the community and those in Youth Justice Settings) an opportunity to engage in positive activities based on ideals of personal and social growth; form meaningful relationships with peers and engage within the broader community. Opportunities for personal development are provided through tailored programs.



## CASE STUDY

At commencement with the Community Integration Program in March 2013 Prakash was living in residential care. Like many young people in residential care he did not regularly attend school and lacked positive adult role models. He was also, at a young age, a drug and alcohol user and was engaging in anti-social and illegal activities.

Prakash was identified by the Community Integration Program

as a young person who would benefit from consistency provided by a volunteer and assistance to build links with his community.

Prakash was a keen cricketer and was linked with his local community cricket club. Through involvement with his volunteer and connection to the club Prakash developed healthy habits and positive peer networks. He began to regularly attend TAFE and after 12 months in the Community Integration Program he has almost completed a

building certificate, has obtained casual employment and positive adult role model from whom he seeks advice.

Prakash has also transitioned from residential care to a lead tenant placement with future plans of reunification with his family. Prakash's story highlights the power of positive adult role models and a community who makes an effort to support a high risk young person to achieve their goals.

## STREETBEATS (VIC)

In partnership with the School of Hard Knocks Institute, Whitelion offers StreetBeats as part of its youth program. The StreetBeats program works with young people to engage them in structured learning through African drumming. In addition to the instrumental skills that are learned, this unique program also develops the pre-vocational skills of participants. These skills include respect, communication, team work, and expectations around attendance and contribution.

## YOUNG LIONS

Young Lions is a leadership program for 15 to 24 year olds. Young people who have demonstrated leadership are referred to the program from internal Whitelion programs, or by external agencies.

Participants attend fortnightly workshops for 12 months, with each workshop covering skill development in areas such as communication, group work, conflict resolution, health, hygiene, and budgeting.

In March each year the first Young Lions camp is held and together the group sets

personal development goals. Following the first camp Young Lions begin to implement what they have learnt, turning it into a practical project - namely planning two future Whitelion camps - Youth Muster in July and the National Camp in October.

The Young Lions choose the location, camp themes, activities, show bags, and ice-breakers they will run during the camp. They also run a major activity on the final day.

Young Lions return for a second 12 months as 'Senior Young Lions' to provide peer mentoring to the new years' intake. A formal graduation ceremony is held each year to celebrate the Senior Young Lions achievements in the program.

## COMMUNITY INTEGRATION PROGRAM

The Community Integration Program (CIP) was established by the Victorian Child Safety Commissioner to connect young people living in Out-of-Home Care with their local community. It involves volunteers from the community getting to know a vulnerable young person and supporting them to connect with others involved in a local

activity, group or event that interests them. The volunteer also equips the local club with strategies and information to help them support a vulnerable young person. Through this program young people who are unable to live with their families due to Child Protection involvement have participated in sports clubs, spent time scrapbooking, learned how to cook and taken dance lessons, thanks to the generous support and time given by the volunteers.

The program is underpinned by evidence that suggests young people who are actively involved in their local communities are more likely to remain in school, get a job, and lead a healthy and positive life.

## Evaluation findings

Young people reported that the following is where they feel leadership and community-based programs have the biggest impact on them:

- Positive and new experiences
- Feel better about the future
- Increased access to services

# Mentoring

## OUT-OF-HOME CARE

Across Australia, 51,997 children were on a care and protection order during 2012–13, and over 43,100 children were on a care and protection order at 30 June 2013.

Almost 9,800 children were discharged from a care and protection order in 2012–13.

Of these children, 43% had been continuously on an order for less than 12 months; 20% had spent between 1 and 2 years on an order, and 10% had spent over eight years.

Nationally, 50,307 children were in out-of-home care during 2012–13, and just over 40,500 children were in out-of-home care at 30 June 2013.

A Whitelion mentor is a valuable person who volunteers their time to offer a young person the support and advice they need to enable them to build basic life skills and independence

The aim of the Mentoring Program is to build a positive relationship between a young person and a stable adult in order to mitigate the risk factors faced by disengaged and high risk young people.

The role of a mentor is to help a young person build skills and a support network so that they can more readily deal with life's setbacks as they occur. The mentor also provides the young person with a picture of an alternative life, one full of the possibilities and hope – which may be lacking in their current situation.

Community Youth Justice and Custodial Mentoring: Supporting young people in custody to form positive relationships that can provide support whilst in youth justice centres, that can also continue when the young person is released into the community.

Leaving Care Mentoring (VIC, TAS, and SA): Supporting young people leaving Child Protection, Youth Justice and Out-of-Home Care systems at a highly vulnerable time when they transition back into the community or into independence at age 18.

**'IT TAKES A VILLAGE TO RAISE A CHILD'** — IGBO AND YORUBA (NIGERIA) PROVERB

## Programs Delivered

### CUSTODIAL YOUTH JUSTICE MENTORING (VIC)

The Custodial Mentoring program works with young people who have been referred to Whitelion while in youth detention. This program only operates in Melbourne, supporting young people who are on remand or who have been sentenced. Whitelion workers take trained volunteer mentors into the custodial facility to connect with young people through meaningful activities that provide positive, social interaction with adults. Mentoring then continues after release. The Community Youth Justice Program provides mentors to young people who are involved in the youth justice system in the community. This can be due to contact with police, during court matters or community orders.

### LEAVING CARE MENTORING (VIC TAS SA)

The Leaving Care Mentoring Program operates in Vic, SA and NSW, supported by state government funding. Young people referred to this program are in state care, having been removed from their family home by child protection. This program supports 16 to 18-year-olds in the transition to independence from state care – an extremely vulnerable time for young people. Mentors are a valuable support for young people at this time, helping them to work through this transition and supporting them through the changes. Mentors are encouraged to be task-focused, helping the

young person to build life skills such as cooking, resume writing and applying for jobs.

### **RAMP MENTORING PROGRAM (VIC)**

RAMP is based in the eastern region of Melbourne, and is a mentoring program run in partnership with Reach, funded by the Department of Human Services. The program involves individual mentoring, workshops and a camp. Participants are primarily aged between 15 or 16 and are living in out-of-home care.

### **NAVIGATING A NEW PATH MENTORING PROGRAM (VIC)**

The Navigating a New Path Program is run in partnership with St Kilda Gatehouse, and focuses on intervention to break the cycle of exploitation experienced by young women involved in street sex work. The partnership model of the program with Gatehouse builds on the experience of each partner organisation

to support young women to get out of street sex work or to not become involved in the first place. The program works with young women aged 16-24 and uses intensive outreach and mentoring to support young women to form positive connections with the community, link with services and programs that reduce their reliance on the sex industry, and build protective factors that reduce the likelihood of their continued involvement.

### **BUILDING FOUNDATIONS MENTORING PROGRAM (VIC)**

Whitelion and Kids Under Cover have come together to run a mentoring program that aims to provide young people with regular one-on-one contact with a trained adult volunteer mentor who will offer guidance and encouragement. Currently, the program is for young people residing in Kids Under Covers' studios and houses across Victoria, but it is hoped to be rolled out to

Queensland and the ACT in the near future.

### **COMMUNITY INTEGRATION PROGRAM (VIC)**

The Community Integration Program (CIP) was established to connect young people living in out-of-home care with their local community. It involves volunteers from the community getting to know a vulnerable young person and supporting them to connect with others involved in a local activity,

group or event that interests them. So far, some young people have participated in sports clubs, spent time scrapbooking, learnt how to cook and taken dancing lessons, thanks to the generous support and time given by the volunteers. Young people who are actively involved in their local communities are more likely to remain in school, get a job and lead a healthy and positive life.

## *Evaluation findings*

- 73% of mentor matches graduated to friendship or completed the expected 12 month mentoring relationship.
- 78% of all young people surveyed felt they had more people who cared about them since their involvement with our mentoring programs
- The key outcomes achieved through our mentoring programs were found to be around relationships and connections; namely increased stability in behaviour, increased stability or improvement in family relationships, distancing themselves from negative peer influences, and attending community events.
- 91% of young people who engaged with our Employment Program agreed they



## CASE STUDY

Chris was referred to the Mentoring Program at 16 years old. He was isolated, with no social network outside school. It's no surprise Chris had difficulty establishing relationships – he had recently been placed in a new foster family when another out-of-home care placement had been unsuccessful. He lacked self-confidence and was hesitant to try things he was not familiar with.

Chris wanted a relationship with his father, but could never get in contact with him; his mum is deceased. All the professional workers and extended family in Chris's life were women,

meaning he lacked positive male role models. This is where the Mentoring Program comes in, matching Chris with a trained volunteer male mentor.

Chris and his mentor, Simon, had a slow start. Simon found it hard to engage Chris in conversation but persisted with the support of the Mentoring Program Coordinator. Slowly Chris began to come out of his shell and was more confident sharing his interests, namely his desire to play football in a team.

One day Chris surprised Simon by contacting him and asking Simon to help him join his local football club. Simon thinks Chris has shown other signs of growing confidence and social

skills by always responding to Simon's text messages and phone calls, something that didn't happen in the early days of the mentor match.

What Chris and Simon have achieved together may seem simple – a minor achievement in life compared to the milestones we view as 'life-changing' such as getting into university or having children. But for Chris is it life-changing. Simon is teaching him to trust and to try, and to build positive peer networks – three life skills that will empower Chris to seek out further opportunities and build on his achievements until his life milestones look exactly the same as yours and mine.

# Education Programs

Students with a high level of wellbeing are more likely to fulfil their academic potential and have better mental health and a more pro-social lifestyle (they display concern for the wellbeing of others and make responsible decisions).

Whitelion, Open Family Australia and Stride provide alternative learning settings for young people who have disengaged from mainstream education, in addition to much-needed work-readiness or pre-employment training

## Programs Delivered

### WHITELION ICAN/FLO PROGRAM (SA)

Through the Innovative Community Action Network (ICAN) Whitelion operates two Independent Learning Centres and provides case-management services in primary and secondary schools in the Adelaide metropolitan regions of northern Adelaide; western Adelaide; eastern and hills; as well as in the Riverland. These services are open to young people who have been referred by their school. Our Independent Learning Centres at Croydon Park and Waikerie provide flexible learning options (FLO) programs for young people aged 12-19 years that include alternative education, activities and mentoring. We also provide FLO education programs and activities through our Skills Hub at Glossop. Our Croydon Park learning centre predominately supports Aboriginal young people and contains a mix of Aboriginal and non-Aboriginal case managers and mentors.

### OPEN FAMILY AUSTRALIA LINKS TO LEARNING PROGRAM (NSW)

- The Links to Learning program provides literacy, numeracy and work-readiness training for early school leavers between 15 – 19 years of age. Classes are held weekly at our office in Cabramatta, where we provide youth support and outreach, with the education component provided by Weatherill Park TAFE. The success of the program relies

on retaining students' interest with non-traditional education subjects such as photography, film, music, art and multimedia. Outcomes from the program have included production of a yearly calendar, photographic exhibitions and a short film.

In addition, our worker provides ongoing outreach support to the students to help them overcome personal barriers to education (e.g. risk taking behaviour, homelessness, and family issues). By working holistically with the problems facing the students outside the 'classroom' the program can increase the likelihood of the young person achieving educational attainment.

### CAREER SNAPSHOTS STRIDE (VIC)

Delivered in partnership with Gladstone Park Secondary College, Career Snapshots links school to the world of work for year 7 and 8 students, building strengths while learning about jobs and career pathways. The program equips young participants with life skills and practical knowledge so that they are able to make informed career decisions. Student workshops and teacher professional development are an integral part of the program.

## PEER SUPPORT STRIDE (VIC)

Stride has been running the Peer Support workshops in Vic for over 20 years. Older students work with younger students to create caring and supportive school communities. Establishing a peer support network can help prevent bullying amongst students.

## FLEXIBLE LEARNING CENTRES

The Whitelion Learning Centre is a Flexible Learning Options program which incorporates

alternative education, activities and mentoring. Learning possibilities offered include:

- Literacy and numeracy
- Learners training and test
- Driver education
- White card, first aid and forklift training options
- Small projects in the workshop
- Art (painting, mosaics, aerosol)
- Sewing
- Computing
- Fitness

- Independent living skills
- And activities such as swimming, excursions and bush walks

We try and fit learning around a young persons' future goals; whether it be going back to school, doing further training at TAFE or University, an apprenticeship or a part time job. Each student has a case manager, because we know that young people have much more than school in their lives and need holistic support to achieve educational goals.

## Evaluation findings

- Only around 7% of young people accessing our programs have achieved Year 12
- From the Young People Feedback Surveys it is evident that young people enjoy the structure of the Flexible Learning Centres and the added support from a higher staff-to-student ratio. One said "I get breaks, which equals less stress"
- Links to Learning has continuous high success rates with around 75% of students going on to undertake further study or enter vocational training or employment

## CASE STUDY

Jessie was referred by her high school to our flexible learning centre. The school didn't know what more to offer Jessie to support her to stay at school. Jessie had only attended a handful of classes over the course of 12 months and had continuous involvement in the youth justice system.

When Jessie was first introduced to our Learning Centre staff she had no aspiration about her life. No one in her family encouraged her to finish school and she

didn't see the point of setting any goals. We spent a lot of time chatting to Jesse about nothing in particular until eventually a picture emerged of her interests and natural sporting ability. School had made Jessie feel anxious about her ability to understand her classes and how fast paced the day seemed. We developed a plan for Jessie to attend the learning centre three days a week and partnered her with a mentor who went through each day with her to provide her with a consistent presence and constant support.

When Jessie felt her temper or anxiety were becoming a problem she would go and play basketball. The flexible and highly tailored nature of the learning centre enabled Jessie to become more confident in a school environment.

Jesse now attends TAFE one day a week and has joined a local basketball team. She has plans to pursue further studies and has blossomed into a positive peer role model for the younger Learning Centre students.

# Stride



**S T R I D E**

Positive steps for young people

## Programs Delivered

### STRIDE RESILIENT SCHOOLS AND RESILIENT COMMUNITIES

A range of programs are offered to the community, predominantly in remote Aboriginal communities.

**Online Dreaming** is a program for year 7 – 10 students to learn multi-media skills. In the process, they develop teamwork, leadership, communication, goal-setting and creative application; with the guidance of a facilitator and community coordinator/mentors.

**Sport for life** is an innovative and exciting program for young people (10 – 16 years) facilitated by high profile sporting role models as well as hip hop music and dance artists.

**Career Snapshots** is a school based youth mentoring program that encourages young people to take full advantage of the opportunities offered at school and develop positive pathways into the workplace.

**On The Ball** is a fun-filled interactive program facilitated by elite sporting role models. It runs in remote communities during school holidays, encouraging young people aged 6 – 16 years to participate in sporting activities and maintain a healthy lifestyle.

**Mentoring Through Music** provides life enriching experiences for young people

who are at risk of disengaging from school. It connects them with positive role models who share a common interest in music as a foundation to develop other life skills.

The **Youth Mural Arts Project** engages young people at risk of and/or reduces antisocial behaviour (i.e. graffiti and vandalism). The program provides an opportunity to contribute to the community, develop skills, build self-confidence and further build a sense of belonging.

### STRIDE SCHOOLS PROGRAMS

The Stride School Program is a fee-for-service program that is sold to both public and private schools. It operates in Victoria only, and predominantly in metropolitan Melbourne. Some programs are delivered in Gippsland and other regional centres.

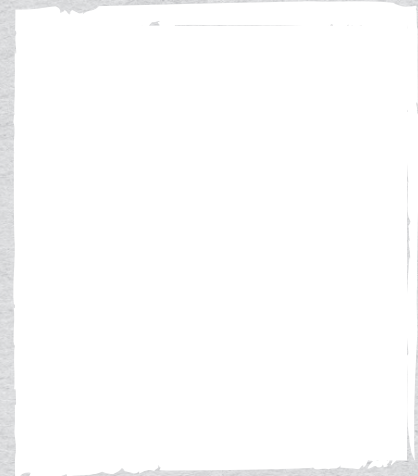
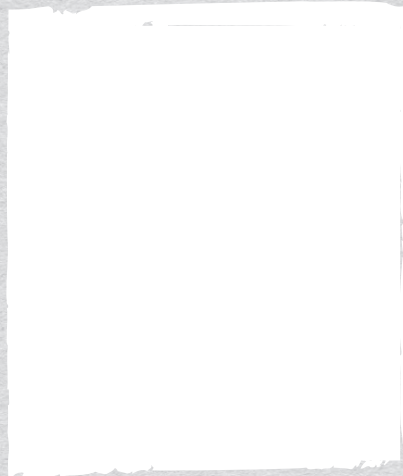
In Melbourne the program delivers over 100 workshops each year.

The program is designed to

be an early intervention service to teach children and teenagers the skills needed to address a range of risk-issues, and recognise when their peers are in trouble and how to seek and offer help.

Workshops cover topics such as cyber-bullying, peer support, peer mediation, leadership, turning angry energy into positive action, building positive relationships between young women and girls, developing a student support network for senior students, and developing a network of supportive friends for primary school students.

Professional development programs for educators are also offered by this service.



**COONAMBLE COMMUNITY PROGRAM (NSW)**

Development of creativity through use of and training in multi-media and on-line technology whilst teaching positive life skills. Parental engagement is encouraged.

**YOUTH ENGAGEMENT AND LEADERSHIP PROGRAM (YELP) BEAGLE BAY (WA)**

Participants work to deliver community enterprises and events. Beagle Bay Leadership Program is delivered in consultation with the Local Operations Centre.

**CASE STUDY**



## SPECIAL FOCUS:

# ABORIGINAL AND TORRES STRAIT ISLANDER YOUNG PEOPLE

Indigenous Australians comprise 27% of the total prison population in Australia.

Around 38% of young people aged under 25 in prison were Indigenous.

Women make up only 6% of the prison population aged under 25, and nearly half of these young women (47%) are Indigenous.

On an average day in 2012–13, about 1 in 420 young people (or 23.8 per 10,000) aged between 10 and 17 were under youth justice supervision in Australia.

Those who were Indigenous were about 17 times as likely to have been under supervision than non-Indigenous young people.

[Source ABS Census]



Aboriginal and Torres Strait Islanders are grossly overrepresented in the Youth Justice, Child Protection and Out-of-Home Care systems.

Young indigenous youth face a wide range of issues such as:

- Lack of work history
- Substance abuse
- Low education levels
- Histories of offending and criminal behaviour
- Family breakdown
- Generational unemployment
- Mental health issues

Aboriginal and Torres Strait Islander specific programs are designed in partnership with Aboriginal community organisations, in recognition that there are distinct cultural influences on the young people who rely on these services.

## Programs Delivered

### INDIGENOUS EMPLOYMENT PROGRAM (IEP) (VIC NSW TAS SA)

The program is funded by the Federal Government and is staffed by Aboriginal and Torres Strait Islanders.

The program assists young Aboriginal and Torres Strait Islanders 15 - 24 to become work-ready, and supports them through the process of finding and retaining employment. Referrals are via family or community to this voluntary program.

### BUNDJI BUNDJI

Established in 2006, Bundji Bundji is a program run in partnership with Aboriginal-led community organisations.

Bundji Bundji has two service streams – one targeting young men and one targeting young women. The program is based in Melbourne's northern suburbs and uses sport and recreation, camps, cultural activities, involvement of role models and Elders, assertive outreach and intensive case management to help young people who are involved in the youth justice system – or at risk of becoming involved – to create real and lasting change.

The program is holistic and long-term and works in a cultural and family context to achieve the best outcomes.

## CASE STUDY

Ben is a proud Aboriginal young man with a strong sense of community. He battles against depression and anxiety which has led to him having a limited social network outside his immediate family, and limited success at school and in seeking work. At this point in his young life Ben plays a vital role in his strong family network as the primary carer for his grandfather.

Ben was referred to our employment program. We wanted to support Ben to have a more positive outlook and work with him to reduce his

anxiety around engaging with professional services so he could better engage with school and employment agencies when needed. Due to Ben's depression and anxiety, and his personal family responsibilities, we knew we would have to tackle one barrier to employment at a time.

We developed a mentoring plan for Ben and decided to initially tackle one goal that would help him get employment – his learner driver permit, which because of his anxiety he had attempted to get 82 times unsuccessfully. To work with Ben's anxiety we arranged a private test and attended alongside him. To Ben's

amazement he was successful.

Ben now drives his grandfather to his medical appointments and he has a new sense of confidence, which has helped him put in place strategies to manage his anxiety.

Whitelion has supported Ben to get work experience in the agricultural industry in line with his vocational goals. Ben's story shows how young people in our target group can have multiple and complex barriers to employment and how our team responds with innovative thinking to get the wheels in motion on the way to sustainable employment.

## ABORIGINAL AND TORRES STRAIT ISLANDER EMPLOYMENT PROGRAM (WL)

The Aboriginal and Torres Strait Islander Employment Program assists young people between the ages of 15 and 24 to become work ready, and supports them through the process of finding and retaining employment. Participants are usually referred by their family or community to this voluntary program.

IEP involves both mentoring and role modelling to prepare the young person for employment. There is also a cultural component, focusing on connecting the young person back into their culture by providing opportunities to attend cultural events and links to specialist Aboriginal services, as well as introductions to Elders within their community.

Part of this program's success is that it nurtures both the employee and the employer, providing hands-on support initially which is reduced or increased as needed over an 18-month period.

## DEADLI (VIC)

The DEADLI Employment Program is a new program that has been developed in partnership with St Kilda Youth Services to provide both career and educational support to young Aboriginal and Torres Strait Islander people aged between 16-24 years. DEADLI offers support to a young person through case management, educational and job placement.

## PACIFIC ISLANDER YOUTH MENTORING PROJECT (VIC)

The Pacific Islander Youth Mentoring Program is for young people living in Casey and Greater Dandenong who

are experiencing complex issues such as family conflict, high levels of contact with the juvenile justice system, low employment and education rates, social isolation and poor health and wellbeing outcomes. Additional difficulties arise through not being able to access permanent residency status: low rates of high school completion and financial pressures partly due to young people entering the workforce to alleviate financial pressures on parents once family tax payments cease at age 16. They have no access to Centrelink benefits and are ineligible for Austudy, HECS or HELP should they want to continue their education. Workers assists PI youth negatively affected by contact with the judicial system, homelessness or those who are otherwise disengaged from their families and community.



## CASE STUDY

At 16 most young kids are worrying about what their friends are doing, or whether their team will win this weekend.

Sam's worries were a bit different – at 16 he was worrying about when his parents would come home from one of their frequent dips into serious substance abuse, and about where his next meal would come from. He was smoking a lot of cannabis to forget about what was happening at home but when he needed to feel tough he turned to the drug that's worrying the community so much – ice. Cannabis made him forget to turn up to school; ice made him get into fights when he was there.

Sam's teacher contacted our Bundji Bundji program and our worker turned up to school one day to chat to him.

Sam recognised that the Bundji Bundji team understood his story and did not judge his parents. Sam invited the worker to visit him at home where the program could build rapport with his family and refer the family to professional family supports since the best outcome for Sam was to be in a safe, stable home with his parents.

Bundji Bundji referred Sam to a drug detoxification program and picked him up every day to make sure he attended.

The trips in the car provided a great opportunity to build Sam's

trust so he had confidence to speak about his interests and goals. As it turned out, Sam was keen to get out of school and start working so he could keep busy and earn money to buy food for his family. Bundji Bundji helped Sam develop a goal plan and supported him to finish his detox and encouraged him to stay in school until he turned 17.

Sam recently turned 17 and Bundji Bundji have made good on their promise to refer him to our Aboriginal and Torres Strait Islander Employment Program. Sam no longer uses drugs and attends counselling around his family issues. With these barriers to employment addressed Sam is an ideal candidate for a job and a fresh start.

# WHITELION EMPLOYMENT PROGRAMS

Many employers are reluctant to hire young people who have a background of offending and for many young people who experience disadvantage, the fact that they are homeless, dependent on drugs and alcohol, lacking literacy and numeracy skills, and without positive employed role models in their lives makes the prospect of employment nearly impossible.

Whitelion's Employment Programs aim to engage with young people who are experiencing barriers to employment such as mental health issues, offending behaviour leading to contact with the police or criminal justice system, drug and alcohol issues, family breakdown, being in out-of-home care (foster care or residential care) and homelessness.

For many young people, entering into employment is a significant milestone in their lives and equates to much more than having a job and relative financial security. It is the beginning of a new pathway that leads away from dependence and towards independence.

It inspires hope and confidence and provides a sense of direction while cultivating new opportunities for young people who have struggled to engage in the workforce and the broader community.

## Programs Delivered

### THE WHITELION EMPLOYMENT PROGRAM (VIC)

Whitelion has forged strong relationships with major industry and small business to provide localised employment solutions for disadvantaged young people. Participants are first assessed on their interests, abilities, skills and readiness to enter the workforce. A tailored pre-employment program is then designed to maximise their potential and chances of finding a job role that they will succeed in. Training can include vocational training, personal development, linking into job service providers and on-the-job work experience. Whitelion workers then provide post-placement support for young people and employers to monitor the progress of the placement.

### WYNDHAM STREETS TO WORK PROGRAM (VIC)

Assists young people experiencing isolation, a lack of connection to the community and with limited access to opportunities in partnership with an extensive network of local and regional employers to create a range of employment opportunities in a variety of industries, including hospitality, construction, transport and logistics, retail and administration.

### NSW WHITELION EMPLOYMENT PROGRAMS

Assist disadvantaged young people by:

- Completing resumes
- Vocational assessments
- Mock interviews
- Employment plans
- Work experience
- Mentoring
- Varied training courses
- Assistance to find accommodation
- Referrals to drug and alcohol services, mental health services, and other youth services as required.

Programs operate in:

- **Bankstown** - Bankstown Employment Program
- **Campbelltown** - Campbelltown Employment Service
- **Claymore** - Claymore Employment Program
- **Millers Point** - Millers Point Employment Program

### INDIGENOUS EMPLOYMENT PROGRAM (IEP)

An indigenous-specific program targeting young Aboriginal and Torres Strait Islanders.

### 30 JOBS IN 30 DAYS CAMPAIGN (TAS)

In the past five years Whitelion has placed 200 young people in jobs, with another 50 young people placed into post-school training. Whitelion links business, government and the community to provide mentoring and employment programs to build a brighter future for young Tasmanians. The Youth Employment Program, aims to help at-risk young people become job ready, find employment or re-engage in vocational education and training.

# WHITELION NEW SOUTH WALES PROGRAMS

## WHITELION EMPLOYMENT PROGRAMS - NSW

Whitelion's Employment Programs aim to engage with young people who experiencing barriers to employment such as mental health issues, offending behaviour leading to contact with the police or criminal justice systems, drug and alcohol issues, family breakdown, being in 'out of home care' (foster care or residential care) and homelessness.

The Whitelion Employment Programs offer a holistic employment placement and support service for highly marginalised youth jobseekers. Young people referred to the program are provided with a vocational assessment on referral, followed by extensive pre-employment training and mentoring to develop employment skills and aspirations. The Whitelion Employment Program's methodology ensures that young people are supported every step of the way to access Vocation Education Training (VET) and/or employment, and that ongoing support is available to employer and employee for the duration of the work placement.

For 14 years Whitelion has developed strong relationships with major industry and small business to provide localised employment solutions to some of the most acutely disadvantaged and at-risk young people in our community. Currently Whitelion young people are placed in employment with a variety of employers across many industries and companies including Schweppes, TOLL, Markitforce, Telstra, and the Australian Red Cross, and numerous local businesses.

## BANKSTOWN EMPLOYMENT PROGRAM

The Whitelion Employment Program in Bankstown commenced in January 2012 and was funded for two years through the Local Solutions Funding auspiced by the Smith Family. The Whitelion Employment Program

opens doors to employment opportunities, relationships and community for at risk young people within the Bankstown LGA.

## REACHING OUR MILESTONES

During the period of 1st July 2013 - 30th June 2014 the Whitelion Bankstown Employment Program accepted 23 new referrals and supported 28 y/p. Of these we have placed 9 young people into Employment.

## HOW WE ACHIEVE RESULTS

Often the young people we work with have had few positive role models and extremely limited work experience. As such a great deal of effort is put into training and matching each individual to the right work environment. This slow building of skills and confidence is vital to allow the young person to find their feet and fully realise their potential in workplace.

The participants have come to us from varying backgrounds with a range of barriers that have hindered their ability to gain employment. Some of these barriers include;

- Juvenile Justice or police issues
- Homelessness
- Mental Health Issues
- Sexuality issues
- Drug and alcohol issues
- Cultural issues
- Issues of family breakdown - Trauma
- Domestic Violence
- Poverty
- Disability issues



The Bankstown Employment Coordinator works intensively with our participants to overcome these barriers by mentoring and assisting them into employment.

We use many tools and strategies to assist our young people to develop employability skills and gain confidence.

- Completing Resumes with the y/p
- Vocational Assessments
- Mock interviews
- Employment Plans
- Work Experience
- Mentoring
- Various training courses
- Assistance to find accommodation
- Referrals to drug and alcohol services, mental health services and other youth services as required.

### PREPARATION AND TRAINING

The journey toward a job starts with a vocational assessment around each young person's skills and aspirations, providing some initial employment goals. This is then followed up with a combination of practical training in communication, team work, problem solving, interview skills and other identified areas. As a young person approaches a 'work ready' stage they may also consider some work experience to become familiar with what is required from the workplace.

### THE PLACEMENTS

The Whitelion Employment Program worked with approximately 20 fantastic businesses in key areas of administration, hospitality, trade/outdoors, construction, transport and logistics. Taking into account the needs of the young person and the

organisation, a match is made that will offer exposure to the business and good opportunities for learning under the guidance of a workplace buddy. Depending on the needs of the young person the position is grown very gradually allowing the young person and the business to ease into the working relationship.

Young people employed within the Bankstown Employment Program were placed with the following employers

- Virtual Display Group (VDG)
- Elite Containers
- Oporto's
- Homelinx
- Coffee Testers
- Toll Transport
- Queen Street Customs
- Pizza Hut
- Markitforce
- KFC

## CAMPBELLTOWN EMPLOYMENT PROGRAM

The Whitelion Campbelltown Employment Program commenced its current operation with funding from Lend Lease in August of 2013, the program was implemented in order to assist the highly disadvantaged young people of Campbelltown in finding employment in what is typically an area with a relatively high unemployment rate, particularly amongst youth. Since then Whitelion has been a constant and unwavering force in these young people's lives with a strong focus on increasing the employability of the young people within the program, as well as providing non-vocational support, such as assisting with housing issues, referring onto legal services, and supporting young people with government paperwork and agencies, amongst a plethora of other issues.

As of the 30th of June 2014 there were 16 Young People under the program referred from a number of different sources including, but not limited to:

- Community Corrections
- Uniting Care Burnside Ace Aftercare
- Juvenile Justice
- MTC Youth Connections
- Various Job Services Australia

Between July 2013 and June 2014, the Campbelltown young people in pre-employment and vocational activities, which assist the young people in developing their skills in:

- Resume building
- Interview skills training
- Workplace behaviour training
- Workplace grievance procedure

It is through these methods as well as assisting the young person in any other workplace help they may need that the Campbelltown Employment Program attempts to address the very real problem of Youth Unemployment in the Campbelltown area via a holistic, and strengths and improvement based approach.

Employment Program cultivated the numbers below:

**56** - Number of Highly Disadvantaged Young People the Campbelltown Employment Program has made contact with/been referred.

**33** - Number of Young People the Campbelltown Employment Program has significantly assisted in preparing, and finding employment, and

**13** - Number of Young People the Campbelltown Employment Program has found work for, or assisted in finding their own work.

On top of these employment numbers, a number have returned to education and training, with one entering into a Diploma in Business Administration.

In order to overcome the barriers that these Young People face and obtain the numbers above the Whitelion Campbelltown Employment Program engages.

## CLAYMORE OUTREACH EMPLOYMENT PROGRAM

Claymore Outreach Employment Program is funded by the Colonial Foundation and commenced in January 2014.

Claymore is a social housing estate with 96% public housing. Claymore has a troubled history and represents a concentration of highly disadvantaged people and experiences high levels of unemployment and teenage pregnancy. The median age of Claymore is one of the youngest in the state at just 20 years old.

- This Program aims to support 35 young people per year, including:
- 20 young people receiving pre-employment (work readiness) training
- 15 young people placed in highly supported employment positions

Along with the Claymore Outreach Employment Program Whitelion developed the LEAP (Learning and Employment Achievement Program) Program which is aimed at targeting the youth of Claymore who have intensive support needs in terms of work readiness. This program is coordinated by the Claymore Outreach Employment Coordinator and is supported by TAFE (Government Technical and Further Education body). Young people participating in this element of our employment program in Claymore are provided with training opportunities such as Certificate 1 in Skills for

Work and Training to assist in developing their skills to enable them to move into and maintain ongoing employment.

The Whitelion Claymore Outreach Coordinator also provides in-house training modules addressing the following pre-employment soft skills:

- Vocational Assessment and career advice
- Resume building
- Cover Letters and Applications
- Job Search Strategies
- Image, Grooming and Presentation
- Communication Skills
- Interview Skills and mock interviews
- Overcoming Barriers and Fears
- Transferrable Skills – Hidden Talents
- Work Experience Skills Building
- Life/Work Balance
- Workplace Behaviour and Workplace Rights
- Maintaining Employment

Since the commencement of the program until June 30th 2014

- 17 young people received pre-employment (work readiness) training
- 6 young people from the Claymore Outreach Employment Program have moved into employment.
- 3 young people formally obtained a Certificate I in Skills for Work and Training
- 3 y/p required further support due to significant

non vocational support requirements both the Youth Employment Outreach Coordinator and Youth Welfare Outreach Coordinator worked to support these young people to assist them to move towards the goal of employment.

- Assisted 2 y/p to possibly commence work, one from the Claymore Program and one that is from the Campbelltown Program (due to his address, they are friends) both to commence work trial tomorrow.

### INDIGENOUS EMPLOYMENT PROGRAM (IEP)

In June 2013, the Department of Education, Employment and Workplace Relations (now known as the Department of the Prime Minister and Cabinet) offered Whitelion a two-year contract to run an Indigenous-specific Employment Program for young Aboriginal and Torres Strait Islanders. The Whitelion Indigenous Employment Program will target 18 vulnerable Indigenous young people aged between 16 and 25 experiencing significant challenges to entering the workforce.

There were a wide range of issues faced by the young people with whom Whitelion worked, such as;

- lack of work history, substance abuse issues
- low education levels
- histories of offending and criminal behaviour,
- family breakdown
- generational unemployment
- Mental health issues

Whitelion's Indigenous Employment Program aimed to support these young people to engage in meaningful employment opportunities which also involved providing post placement support to both the employer and the young person through Whitelion's Employment Partnerships Leader and the Employment Coordinator respectively.

### EMPLOYMENT Numbers July 13 - June14

- Young people supported through the IEP Program: 18
- Young people placed in employment through the Employment Program: 11
- Young people completed hard skills: 3

### MILLERS POINT EMPLOYMENT PROGRAM

Whitelion have been working on the Millers Point Employment Program since August 2013. Funded by Lend Lease, the program was implemented to assist highly disadvantaged youth in finding employment. The young people in the program experience a range of barriers preventing them from finding long term employment – such as disabilities, generational unemployment, low education achievement, drug and/or alcohol use as well as various cases of mental health issues and homelessness.

Since then Whitelion have had a strong focus on increasing the employability of the young people within the program, and also providing non-vocational support, such as assisting with housing issues, referring





## CASE STUDY

Robert~ was referred to Whitelion's Indigenous Employment Program in January 2014, by the ORS Group. Whitelion approached ORS Group asking for referrals for the Indigenous Employment Program (IEP) as we had secured a couple of roles within the local area, close to where ORS Group's clients were located. Whitelion received 5 referrals immediately, and assessed each young person separately.

Robert was living with his paraplegic father in a community housing estate within the Liverpool area. He had some prior work experience, but did not have much background in interview skills, application writing, workplace rights, managing daily work life and/or workplace behaviour communication. The Employment Coordinator (EC) and Robert met several times to complete the pre-employment skills before introducing Robert to the employer. The young person understood that he had to be at work on time on a daily

basis, and if anything was an issue to contact the EC.

Robert met with his direct supervisor and was given a 2 day work trial immediately. The EC organised to pick Robert up on those two days and take him to work, and back home. As the employer was very happy with his performance after those two initial trial days, he was given full time paid work. Robert was getting to work each day on time, by catching a bus to Liverpool station, then another to the job site itself.

He was doing very well for three months, until the EC received a phone call from the employer advising that Robert had not been at work for 2 days, without calling in. Each time the EC tried to call Roberts mobile, it went straight to voicemail, so the EC sent Robert a text to call when he could as Whitelion was worried for his safety as that was out of character for him. After the 4th day, the employer called to say that he could no longer keep Robert on his books as he did not know of his whereabouts.

About a week later, the EC received a phone call from Robert advising he had been in trouble and was locked up in corrective services for a fight he had with his brother. The EC arranged to meet with Robert to find out the full story and why this had happened. Robert advised that his father contacted the police as he was worried the fight would have gotten even more out of hand. Robert advised that he was very remorseful and wanted his old position back, and if possible he would be able to save and find other private accommodation with a friend of his.

The EC and Employment Partnerships Leader contacted the employer and advocated for his job back, on Roberts behalf. The employer gave him another opportunity to redeem himself and asked if he could commence the following Monday. Robert has been working even harder since this incident occurred as he is immensely appreciative of the support he has from both Whitelion and his employer.

\*Name has been changed.

onto legal and other services, supporting young people with government paperwork and a range of other issues.

Whitelion Millers Point Employment Program engages young people in pre-employment and vocational activities, which assist the young people in developing their skills in:

- Resume Building
- Interview/ Pre-employment training
- Workplace behaviour training
- Workplace grievance procedure

As of the 30th of June 2014 there were 25 and Young People under the program referred from a number of different sources including:

Between July 2013 and June 2014, the Millers Point Employment Program received referrals from:

- Glebe Youth Service
- Sydney Secondary Collage
- Weave
- Oasis
- Catholic Care
- Shine for Kids
- Mission Australia
- Max Employment
- MTC Solutions
- Ultimo TAFE
- Glebe PCYC

Between July 2013 and June 2014, the Millers Point Employment Program cultivated the numbers below:

The Millers Point Employment Program had 33 referrals and/or contacts with highly disadvantaged young people in the Millers Point/CBD LGA.

The Millers Point Employment

Program significantly assisted in preparing 20 young people for and to find employment in the Millers Point/CBD LGA.

The Millers Point Employment Program has assisted 10 Young People into employment.

3 young people in the Millers Point Employment Program have returned to education and training.

### EDUCATION PROGRAMS NSW LINKS TO LEARNING PROJECT

Open Family/Whitelion's Links to Learning Program provides support to young people who have left or are at risk of leaving school so that they can remain engaged in education and/or training or move into employment.

Our Links to Learning Coordinator assists the young people to obtain various educational outcomes such as;

- Certificate I and II in Skills for Work and Training through OTEN
- School work support to in relation to years 9, 10, 11, and 12 with view to returning full-time to school.
- Various Distant Education outcomes.
- Participation in a carpentry workshop.

### JULY 2013 TO DECEMBER 2013

#### Skills for Work and Training Certificate course

- 6 students enrolled into Skills for Work and Training course with OTEN
- 3 Completed Certificate I
- 3 Completed Certificate II

### Year 10 School's work support

1 student completed school work support and returned to school for 3 days after the first 3 months and then returned to school indefinitely after 6 months in the program.

### Carpentry Project

- 8 Students attended the Links to Learning Carpentry Project in 2013
- 8 Students return to and continued education at school after term 4, 2013
- 4 students enrolled and attended TAFE courses and/or apprenticeship in early 2014 such as Bricklaying, Automotive, Cabinet Making and Hospitality.
- 4 students returned to their respective high schools and now in year 11
- All 8 students completed their White Card certificate

### JANUARY 2014 TO JUNE 2014

#### Skills for Work and Training Certificate course

- 6 students enrolled into Skills for Work and Training course with OTEN
- 3 completed Certificate I
- 3 completed Certificate II (1 working as trainee and secured a spray painting position for an apprenticeship next year, 1 returned back to school in term 3 for year 10, and 1 is now working in the retail industry).

### Carpentry Project

- 9 students attended the Links to Learning Carpentry Project in term I & II of 2014.
- All 9 students returned to school for semester II and are continuing year 10.
- Distance Education school



- 1 Student enrolled in Distance Education for year 11
- 1 Student enrolled in year 12 and is now working as a Warehouse operation assistant.

### SCHOOL'S WORK SUPPORT

- 1 student in year 10
- 1 student in year 12
- The young people whom were referred to the Links to Learning Program in the 2103 – 2014 financial year were disengaging with mainstream education or “at risk” of dropping out of the education school system all together.
- Through the support of the Links To Learning Program all students either returned to school enrolled in TAFE or entered the workforce. All students grew in confidence and made progress in their personal development.
- Along with education the Links To Learning Program also helps young people to learn other skills such as developing a sense responsibility, team work and a sense of sharing and caring for others through the Men's Shed Carpentry Project. Once completed the young

people involved donated their products to the community and charities such as Ronald Mc Donald house, Fairfield Children hospital, Claymore Youth Centre.

### OUTREACH PROGRAMS NSW SYDNEY CBD OUTREACH

The Sydney CBD outreach project focus is to identify hot spots where young people congregate, establish contact, identify issues and provide support through linking them to mainstream services with the view to enable them to be independent and self-reliant.

Main areas of work:-

- Case work with clients, advocacy, referrals and information
- Collaborate with drug and alcohol services to help clients with issues to do with substance abuse
- Collaborate with housing and other accommodation services for crisis, medium or long term accommodation
- Collaborate with legal services/The Department of Juvenile Justice to help clients secure legal representation, provide court support and visit clients in detention

- Assistance to negotiate Centrelink services for youth allowance, compulsory participation and rent assistance
- We also work with other governmental and non-governmental organisations through advocacy and referrals to address various needs of clients

Service provision in the following areas;

- Provide transport for clients to attend appointments with other services, interviews and help clients abide by the court orders to report to the police or probation and parole
- Support clients to acquire birth certificates and identification cards
- Help young people with referrals and information for food vouchers and other basic needs and help clients participate in various activities and events
- Providing meals, food, train tickets and other material aid.
- Linking young people with health services like Headspace and other community health and drug and alcohol programs
- Providing general, non-judgemental and accessible, emotional support to young people

In the last financial year July 2013-June 2014 the program has had 280 casual contacts, made 42 short term interventions and has provided intensive case management services to 45 at risk, vulnerable and homeless youth frequenting the streets of Sydney.

## NOSH PROGRAM

NOSH operates in Western Sydney primarily in the suburb of Claymore. The NOSH program aims to work with disadvantage and at-risk young people and respective families to support them to engage back into mainstream service and community. Our outreach coordinator works with a range of services, such as health, drug & alcohol services, emergency housing and other local youth services. The program offers support, mentoring, case management, and referral and outreach services. The aim of the NOSH program is to steer young people and families to a healthier and better supported lifestyle.

The outreach worker also provides a pathway to our Whitelion Outreach Employment Program that operates in Claymore and is aimed at assisting "at risk youth" to access employment and training to up skill these young people so they are better able to access employment and training opportunities.

Claymore is a suburb in Sydney, 54kms south west of the Sydney CBD. It is a highly disadvantaged area in New South Wales. As found in the 2011 ABS/Census statistics, there is a very high level of youth pregnancies and unemployment. The median age is 20 years (approx. 18 years younger than the rest of the state) with 5-9 year olds the largest age group. 55.1% of the population is female and 44.9% male. The median weekly income is \$588 and 57.2% of families are one-parent families. The September Four Corners report on Claymore "Growing Up Poor" also shared insights into the community <http://www.abc.net.au/4corners/stories/2012/09/20/3594298.htm>

## COMMUNITY ENGAGEMENT

The NOSH van attended two community engagement evenings which were held at the Claymore Community Centre during the months of July and August 2013 as a way of introducing Open Family/Whitelion to the community. Information on Open Family/Whitelion programs and other community programs and services was provided to the attending youth and residents.

Over 100 grocery hampers were given out to residents and families in need which included vegetables, fruit, milk, cereals, spreads and

pasta, hygiene products, jumpers, beanies and scarves. Hot food was also served to the youth and community members whom attended.

The NOSH van also visited the local skate park in Campbelltown where many youth were frequenting and provided information on Open Family/Whitelion Programs. The youth workers handed out beanies, scarves and jumpers to the young people who were present and provided hot food and bottles of water.

## FOOD SUPPORT

Between July 2013 and June 2014 the NOSH program supported the community of Claymore and several youth services in western Sydney with food and groceries.

Between July 2013 and December 2013 with the support of Oz-Harvest and local businesses Whitelion were been able to support the Claymore Cares group to provide food packages to disadvantaged families in Claymore. The emergency food support component of the NOSH program also supported local youth services in the Campbelltown LGA with grocery packs and fruit for the youth who were frequenting their services.

Service	Receiving	Frequency
YOTS, Macquarie Fields	Bread and cakes, Sandwiches, fruit and Vegetables	Fortnightly when available
Burnside, The Drum Campbelltown	Sandwiches, Fruit, Bread and cakes.	Fortnightly when available
Muru Nanga Mai	Fruit, Bread and cakes.	Weekly when available
MTC Australia	Fruit, Bread and cakes.	Weekly
Claymore Cares (Junction Works)	Fruit and Vegetables, Bread and cakes	Weekly
Tharawal Day Care Centre	Fruit, Yoghurt and bread when available	Monthly

The NOSH Program has also supported various events in Claymore with partnering services including:



- Junction Works
- MTC Australia
- NSW sport and recreation
- Muru Nanga Mai
- YOTS
- FACS
- Sector Connect
- Mission Australia
- The Benevolent Society

### **BREAKFAST CLUB**

This program was developed after local services working at Eagle Vale High School identified that students did not have access to or the motivation to have a healthy breakfast in the mornings.

The program was piloted in partnership with MTC Australia. From December 2013 – March 2014 the Breakfast club had a total of 147 contacts

### **STREET FEED**

Street Feed is a youth engagement outreach program that operates 3 days per week. Street Feed provides young people with a healthy food options and access to a qualified youth worker.

Street Feed operates at the T-Way at Stocklands in Wetherill Park on a Thursday night.

The program aims to reduce the amount of antisocial behaviour around the T-Way bus stops at the shopping centre. The NOSH van is parked on the T-Way every Thursday night between

5pm and 8pm, between 10-15 young people attend and receive food and information each week.

T-way Outreach at Wetherill Park started operating on the 13th of March and has been successful in engaging young people loitering around the bus stop at Stocklands Shopping Centre.

From 13/03/2014 – 30/06/2014 there were 91 young people with a total of 210 contacts

Street Feed also operates two nights per week in the Suburb of Claymore. Street feed is attended by 30 - 40 young people weekly. Parents and community members also attend which assist in building community capacity & sustainability.

Between 3 - 5 community members assisting in the facilitation of the program. Support is provided by the NOSH youth outreach worker to the young people whom attend. The young people who attend participate in a range of sports and other activities such as, cooking. BBQ sausages, steak, chicken salad, bread and fresh fruit are provided as well as healthy stir fry's and other meals which the young people assist to make.

79 young people have attended Claymore Street Feed with a total of 941 engagements.

The NOSH Program also provided food hampers to young people and families who have attended the Street Feed Friday outreach and the LEAP program.

Food that has been provided to families consists of;

- Fruit and vegetables
- Fresh bread
- Cereals
- Rice, pasta and sauces

NOSH food support regularly supported between 5 and 10 families per week with food packages. This program also provides food to support other services as listed in the table below.

### **RAMPAGE SKATE PARK SUPPORT**

This program was developed after the Manager of the skate park approached the NOSH Outreach Coordinator asking for assistance with the young people who frequented this venue. The NOSH outreach coordinator provided support through outreach services to the youth who frequent the indoor skate park until the skate park closed down towards the end of March 2014.

From 13/02/2014 – 18/03/2014 there were 4 brief interventions from the skate park and 2 young people were referred to the Whitelion employment program for Campbelltown.

# FUNDRAISING EVENTS





CHEFS ROB PAGLIA, ANDRE URSINI AND STUART GIFFORD ARE TAKING PART IN THE WHITELION BAILOUT FUNDRAISER IN ADELAIDE.

Picture: Naomi Jellicoe Source: News Limited (1/5/14)

WHITELION JUNGLE RIDE 26/08/2013  
Port Douglas News

## Fundraising Events

### FIVE IN FIVE



Five in Five is a campaign which runs annually in February which encourages single men and women to venture out with five people on five dates in five weeks to help youth at risk. Funds raised are shared between Gatehouse and Whitelion.

### THE THREE PEAKS CHALLENGE



Each year Whitelion and a group of intrepid young people and corporates undertake the Three Peaks Challenge aiming to reach the summits of the highest peaks in the Vic, ACT and NSW in just 33 hours. Individuals must raise \$1000 to participate (entry limited to 45). The peaks are Mt Tennent (ACT), Mt Kosciuszko (NSW), and Mt Bogong (Vic).

### WHITELION BAIL OUT

## Bailout

Melbourne is where the award winning Bail Out began in 2005. It has now into a truly national campaign, and is run across four states during the month of May. It is now held in Sydney, Melbourne, Adelaide, Hobart and Mt Gambier annually. It is Whitelion's premier fund-raising event with more than \$450,000 raised in 2014. Participants, referred to as inmates, are locked up in venues such as the Old Melbourne Gaol and the chilling Yasmar facility in Sydney. Participants must raise a minimum of \$1000 bail from family and friends in order to secure their release. Bail Out gives participants a taste of life on the inside. Inmates are stripped of possessions, fingerprinted, photographed and are subjected to interrogation. They then appear before a magistrate in mock court proceedings before being sentenced to cell time where they are able to get on the phone.

### AFL FINALS SERIES LUNCHEON



The Annual AFL Finals Series Luncheon is held each year at the end of the home and away football season. Venue is the MCC Members Dining Room at the MCG. This year's emcee was David King, with panellists Terry Wallace, Matty Lloyd, Luke Ball, Alisa Camplin, Andrew Gaze and Glenn Manton. The enthusiastic response of participants illustrates the wonderful appetite our supporters have to assist disadvantaged youth. Every dollar raised from the luncheon contributed to changing a young man's life.

## JUNGLE RIDE 2013



Now in its sixth year The Whitelion Jungle Ride is growing in popularity. Cyclists pedal from Port Douglas to Cape Tribulation, with some making the return journey through the 90km of magnificent tropical rainforest. This event is organised through the generosity of Lesley Stephens and her volunteers.

## YUM CHARITY GOLF DAY



The annual golf challenge is set up to cater for golfers of all abilities, and comprises an 18 hole round with an array of prizes and trophies to be won. Participants are provided with lunch and snacks throughout the day and a two course meal at the close of play. Since its inception this important alliance with KFC(Yum) has raised more than \$250,000 for Whitelion through this charity golf day.

## Third Party Fundraising

### PETERSON FAMILY CHRISTMAS IN JULY (VIC)

Inaugural event July 2014. This formal Christmas Dinner held at Harbour Esplanade, Docklands raises funds to support Whitelion's valuable work.

## EUREKA CLIMB VIC

The Eureka Climb is a fund raising event for people of all ages and levels of fitness. Over 2700 participants walk, run, climb or crawl their way to the top either as an individual or a team, all whilst raising money. The tower, the tallest in the Southern Hemisphere stands 300m high, with a challenging 89 levels (1958 steps)

## SYDNEY BAIL OUT EXPERIENCE

Bail Out provides a unique opportunity to step into the shoes of a young person that has been disconnected from their community due to a range of factors, such as abuse and neglect, drug and alcohol dependency, and poverty. It is Whitelion's national fundraising and awareness campaign.

Sydney's Bail Out was held at the chilling Yasmar Facility, a former Juvenile Detention Centre, on Friday 16th to Saturday 17th May 2014 where 47 truly brave 'inmates' were incarcerated overnight to be released the following morning, or until they raised a minimum of \$1,000 'bail' per person... however long that would take!

Participants began to understand first-hand what it meant to be incarcerated by being exposed to life on the inside with activities that simulated prison life.

First they were stripped of all possessions and means of communication with the outside world, given prison overalls to wear, fingerprinted, and had their 'mug shot' taken.

Then during the evening they were exposed to various information sessions and scenarios which gave them the insight into why young people end up in the juvenile justice system.

Finally, at the very end of the night before lights out in the cells, inmates were given the opportunity to mingle informally with Whitelion staff and learn more about the many Whitelion programs, and ways that they can be supported.

An amazing \$64,985.44 was raised by the NSW participating inmate teams and individual inmates.

### NSW BAIL OUT 2014 WAS KINDLY SPONSORED BY

**Brett Jollie, Managing Director,**

**Aberdeen** CHARITABLE FOUNDATION

Aberdeen Asset Management says, "Aberdeen Asset Management was a proud sponsor of the NSW Bail Out again this year. For the second year in a row, two members of the Aberdeen team spent the night locked-up at Yasmar, gaining a unique insight into the juvenile justice system and raising funds for this worthwhile cause. Having experienced this event myself, I highly commend Whitelion and the organisers of Bail Out for creating a unique, memorable and successful fund raising opportunity for individuals and businesses like Aberdeen to support. I know my colleagues, Nick Bishop and Ben Duncalf, who were locked up this year, join me in endorsing this event and encouraging others to become involved."



# What We Achieved in 2013-2014:

## A VIEW FROM AROUND AUSTRALIA

### Victoria

#### GROWTH

2013-2014 saw a massive expansion of our support for homeless use in Victoria.

With the assistance of major philanthropic partner, the Colonial Foundation, we added an outreach service to the Chatterbox Bus in Melbourne. This enhances the material aid and referral service offered by the Chatterbox Bus – with an additional worker we can now follow up with young people to provide intensive support.

Colonial Foundation also provided funding for us to address the chronic shortage of suitable youth accommodation for homeless youth in Frankston. We now have a dedicated worker supporting young people into transitional housing properties in the Frankston region.

The outer-western suburbs of Melbourne saw a significant increase in our outreach support for street frequenting youth as we partnered with Wyndham City Council, Goodman Fielder and a number of other valued philanthropic supporters to offer an integrated service to young people that combined street outreach and our NOSH Van.

#### VALUED PROGRAM PARTNERS

We would not have had the same impact in 2013-2014 without our collaboration partners.

We have formal partnerships with the following community service and government agencies, and their support and shared passion help us create real and lasting change for vulnerable and high risk youth. We would like to acknowledge and thank:

- Reach Foundation
- St Lukes - Anglicare
- Berry Street
- Makillop
- Melbourne Aboriginal Youth Sport and Recreation
- Murrenda Aboriginal Community Care
- St Kilda Gatehouse
- Victorian Child Safety Commissioner

Our amazing funding partners and sponsors are acknowledged later in the report.

#### PROGRAMS OFFERED IN VICTORIA

Whitelion Employment and Aboriginal and Torres Strait Islander Employment Programs: Melbourne, Geelong, Bendigo, Wyndham region

Whitelion Mentoring: Gippsland, Melbourne, Bendigo, Geelong

Whitelion Leadership and Community-based Youth Programs: Gippsland, Melbourne,

Open Family Australia Outreach: Frankston, Dandenong, Wyndham region, Melbourne CBD

## Tasmania

### GROWTH

#### VALUED PROGRAM PARTNERS

We would not have had the same impact in 2013-2014 without our collaboration partners. We have formal partnerships with the following community service and government agencies, and their support and shared passion help us create real and lasting change for vulnerable and high risk youth. We would like to acknowledge and thank:

Our amazing funding partners and sponsors are acknowledged later in the report.

#### PROGRAMS OFFERED IN TASMANIA

Whitelion Aboriginal and Torres Strait Islander Employment Programs: State-wide

Whitelion Mentoring: State-wide

## South Australia

### GROWTH

Funding from Colonial Foundation made it possible for us to enhance our education offering in South Australia and provide an outreach worker to focus on engaging Aboriginal young people to stay in school.

South Australia confirmed its position as our flagship state for education by increasing the number of young people supported in alternative learning centres by 50.5% on the previous year.

#### VALUED PROGRAM PARTNERS

We would not have had the same impact in 2013-2014 without our collaboration partners. We have formal partnerships with the following community service and government agencies, and their support and shared passion help us create real and lasting change for vulnerable and high risk youth. We would like to acknowledge and thank:

- andanya National Aboriginal Cultural Institute

Our amazing funding partners and sponsors are acknowledged later in the report.

#### PROGRAMS OFFERED IN SOUTH AUSTRALIA

Whitelion Mainstream and Aboriginal and Torres Strait Islander Employment Programs: Adelaide

Whitelion Mentoring: Adelaide

Whitelion Education: Adelaide, Riverland

## New South Wales

National supporters the Colonial Foundation provided funding to establish an employment program in one of the most disadvantaged suburbs of Sydney, Claymore.

#### VALUED PROGRAM PARTNERS

We would not have had the same impact in 2013-2014 without our collaboration partners. We have formal partnerships with the following community service and government agencies, and their support and shared

passion help us create real and lasting change for vulnerable and high risk youth. We would like to acknowledge and thank:

- Dural Men's Shed
- The Smith Family

#### PROGRAMS OFFERED IN NEW SOUTH WALES

Whitelion Mainstream and Aboriginal and Torres Strait Islander Employment Programs: Campbelltown, Bankstown, Claymore

Open Family Australia Outreach: Sydney CBD and South Western Sydney

## Stride

It was a huge year for Stride Foundation. The core of Stride started 39 years ago, and by 2014 it had been travelling along since 2006 following a restructure. Early in 2014 a conversation started about bringing Stride Foundation into the Whitelion Group to build a preventive focus to our service continuum and broaden our personal development program offering. We would like to thank the former Board, and CEO of Stride, Jane Hill, for their commitment to keeping the core of their community work alive through merging. We would also like to acknowledge The R.E. Ross Trust for supporting the merger effort.

Stride Foundation staff were bold and enthusiastic, embracing change with enthusiasm and joining us at our head office in West Melbourne at Easter 2014. We are proud that no service

delivery was disrupted during the merger and Stride staff kept delivering quality programs across remote and regional Australia, and to schools across Victoria.

## Strategic Development

### QUALITY MANAGEMENT STANDARDS ACCREDITATION

We were pleased to be accredited against International Standards Organisation Quality Management standards in early 2014. We now have a robust system of quarterly internal audits driven by a team of trained staff members, a continuous improvement system, and a risk committee that meets regularly. This framework gives staff, volunteers and all stakeholders' confidence that our systems and policies are transparent and the organisation is committed to their continuous improvement.

### INTERNAL IMPACT EVALUATION SYSTEM

On the back of our customised client records management system – which is now integrated into our daily practice at all worksites across Australia – we have built an impact evaluation system that measures the effectiveness and quality of our services.

We use a Results Based Accountability (RBA) Framework to evaluate the impact of our work. We use this framework to see how effective we are in comparison to results achieved

community-wide for our cohort; at an organisational level so we can see how we are tracking against our expected organisation outcomes; and how effective our programs are at addressing their intended purpose.

We collect the following data:

- Behavioural change tracking data
- Personal 'Wellbeing Index' survey data
- Young Person feedback surveys
- Volunteer and employer surveys
- Case studies
- Program outcomes
- Demographic data

### EXPLORING SOCIAL ENTERPRISE

In 2013-2014 we drew up a social enterprise strategy in order to address the contraction of government funding which leads to greater competition for philanthropic grants and corporate sponsorship. Social enterprise is not a new concept, and it is one that many of our peers do well – a revenue stream that is not reliant upon short-term grant funding would assist greatly in establishing financial sustainability in the NFP sector. We have determined that self-funded programs that also provide opportunities for the young people we work with would be the best fit for our organisation purpose; although we are exploring all options.

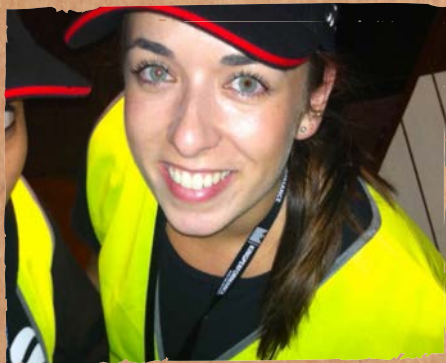
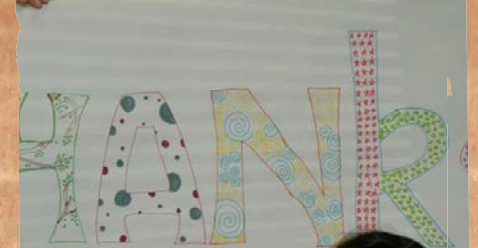
We embarked on a number of pilot projects in 2013 – 2014 including:

### COMMITMENT TO STRATEGIC RESTRUCTURING

Commencing in 2011 Whitelion took the bold step of incorporating youth agencies Open Family Australia and Stride Foundation into its operations. We would not have succeeded were it not for the enthusiasm, passion and commitment of the Boards and staffing groups of those respective agencies. In addition to creating a deeper, more holistic service offering for high risk youth, restructuring also set Whitelion apart from the traditional approach to not-for-profit management by proactively embracing challenges and change in order to create more efficient operations.

In our 2014 Staff Survey over 70% of staff agreed that our strategy of growth through mergers is helping us achieve our mission for vulnerable and high risk youth. With the support of our staff and Board behind us, we spent 2013-2014 on a journey of formally embracing collaboration and restructuring and setting up our internal systems to be open to future mergers.

# VOLUNTEERS



# I ♥ volunteering

Volunteers are an integral part of our organisation and represent an invaluable resource that allows the organisation to have the greatest impact possible. Volunteers from all walks of life contribute in many ways across our programs, events and services.

We wish to extend our sincerest gratitude to all of the generous people who have volunteered with Whitelion and Open Family Australia in 2013-2014.

Our volunteers donate their time and expertise.

Below are just a few ways that you can volunteer with the Whitelion Group:

- Event Volunteer
- Mentor a Young Person
- Corporate Volunteering
- Volunteer Your Expertise
- Donate Your Trade
- Community Fundraising

.....  
If you would like to find out more about any of the above volunteering opportunities please contact Whitelion on **1300 669 600** or send an email to [whitelion@whitelion.asn.au](mailto:whitelion@whitelion.asn.au)  
.....



THANK YOU TO ALL  
OUR SUPPORTERS

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# Thank You To All Our Supporters

## CORPORATE SPONSORS

- KFC
- City West Water
- L'Oreal Australia
- George Patterson
- Hoppers Club
- Liberty International
- Lion Nathan
- Mastercard
- MAX Employment
- Melbourne Victory
- Nexia ASR
- 3D Dynamics
- GJK Facility Services
- FI Cap Financial Industry Community Aid Program
- La Manna
- Commonwealth Bank
- Markitforce
- FMA
- VTA

## PHILANTHROPIC SUPPORT

- Allens Arthur Robinson Charity Commission
- Allport Bequest
- Bell Charitable Fund
- Besen Charitable Fund
- The Stuart Leslie
- Foundation
- Commonwealth Bank of Australia
- Eureka Benevolent
- Foundation
- The William Angliss (Victoria) Charitable Fund
- John and Betty Laidlaw Legacy
- Lord Mayors Charitable Foundation
- Mantana Foundation for Young People
- Newsboys Foundation
- Perpetual Philanthropic Services

- Portland House
- Foundation
- Property Industry
- Foundation (PIF)
- RE Ross Trust
- Samuel Nissen Charitable
- Rotary Club of Brighton

## COMMUNITY PARTNERS

- Australian Cricket Board
- MCG
- Western Sydney Football Club
- Melbourne Rebels
- Etihad Stadium?
- Melbourne Cricket Club
- Melbourne Victory?
- The Old Bastards

## GOVERNMENT SUPPORT

- The Australian Government
- The Victorian Government
- The Government of New South Wales
- The Government of South Australia
- The Government of Tasmania
- Launceston City Council
- City of Melbourne
- Parramatta City Council
- Port Adelaide Enfield
- City of Yarra
- Wyndham City Council
- City of Port Phillip
- Fairfield City Council?
- ACSO Australian Community Support Organisation?
- Hepatitis Council NSW?
- Magistrates' Court of Victoria?
- Commission for Children & Young People?

## FINANCIAL PRO BONO AND IN KIND

- KFC
- L'Oreal
- BWired
- Pesel&Carr

- International Customer Service Professionals
- Redhart Consulting
- City West Water
- La Porchetta
- Forever New
- Luna Park
- Matt & Jo Show FOX FM
- Price Waterhouse Coopers
- SEN Sports
- AFL
- Medibank Private
- Australian Leisure and Hospitality Group
- Ingham
- Bartter
- Maddocks
- Eureka Tower
- Peers and Players
- Audio Visual Dynamics
- Harts Party Hire
- National Trust of Victoria
- Trent McCarthy
- Scalzo Food Industries
- Aegis Aspire
- St Kilda Youth Service
- Kids Under Cover?
- Smiling Mind
- Narana Creations?
- St Kilda Gatehouse?
- St Lukes Bendigo?
- Reach Foundation?
- Brighton Rotary Club?
- Youth Projects
- Generation One
- Pilotlight
- Pencof
- Shannon Wallace Photography?
- Create Communicate?
- Little Black Booth?
- O'Driscoll Coaches?
- Willie Smith Cider?
- Hobart Chapel Penitentiary?
- Nick Duigan?
- Andrew Hart?
- LAFM?
- Evandale Hair Beauty & Threads?
- Enerforce?
- Jump Fitness & PT?
- Malia Walsh?

# The Board Members



**ANNE BARKER**

**Board position:**  
Chairperson

**Professional title:**  
Managing Director City West Water



**KEVIN MULLEN**

**Board position:**  
Treasurer

**Professional title:**  
Managing Partner Nexia ASR



**DONNA WATT**

**Board position:**  
Director

**Professional title:**  
Partner PwC



**MARK WATT**

**Board position:**  
Director Co-founder

**Professional title:**  
Chief Executive Officer



**DAVID TUCKER**

**Board position:**  
Director

**Professional title:**  
Executive Director Lend Lease



**ADRIAN KLOEDON**

**Board position:**  
Director

**Professional title:**  
Chair, Serco Asia Pacific



**DIANA BATZIAS**

**Board position:**  
Director

**Professional title:**  
Former CEO  
Melbourne Youth Justice Centre



# Ambassadors Group

Whitelion is fortunate enough to have a select group of passionate Ambassadors to represent our organisation.

Whitelion Ambassadors assist in raising the profile of the organisation through media opportunities, attending events, participating in fundraising and actively being involved in Whitelion programs.

We would like to thank the following people for their commitment to Whitelion and dedication to supporting our most disadvantaged young people in our community.

## AMBASSADORS - VICTORIA

- John Turner (Lead Ambassador)
- Alan Fletcher
- Bob Dalziel
- David Evans
- Geoff Harris
- George Varlamos OAM
- Jim Farrer
- Leonie Hemingway
- Noel Gould
- Peter Gunn
- Peter Wilson
- Phil Harrington
- Phil Ruthven
- Vicki Standish
- Ivan Backman
- Stan Alves

## AMBASSADORS - NEW SOUTH WALES

- Warren Mundine
- Dr Andrew Regshaug
- Carlos Raimundo
- Catherine Caruana-McManus
- Ian Murray
- John Turner
- Mark Ella
- Phil Ruthven
- Simon Ainsworth
- Deborah Light

## AMBASSADOR - SOUTH AUSTRALIA

- Bruce A` Beckett

# FINANCIALS

WHITELION CONSOLIDATED GROUP FOR THE YEAR ENDED 30 JUNE 2014

## PROPORTION OF FUNDING PROVIDED BY:

Donations &  
Fundraising  
**54.99%**

Government  
Funding  
**41.85%**


Other  
**3.16%**

## PROPORTION OF FUNDING SPENT ON:

Client contacts &  
Programs  
**76.19%**

Administration  
**6.45%**

Fundraising  
**18.1%**



**'YOUNG PEOPLE ARE AT THE FOREFRONT OF GLOBAL CHANGE AND INNOVATION. EMPOWERED THEY ARE THE KEY AGENTS FOR DEVELOPMENT AND PEACE. IF, HOWEVER, THEY ARE LEFT ON SOCIETY'S MARGINS, ALL OF US WILL BE IMPOVERISHED. LET US ENSURE THAT ALL YOUNG PEOPLE HAVE EVERY OPPORTUNITY TO PARTICIPATE FULLY IN THE LIVES OF THEIR SOCIETIES.' — KOFI ANNAN**



supporting youth at-risk

[www.whitelion.org.au](http://www.whitelion.org.au)

[www.openfamily.com.au](http://www.openfamily.com.au)