

Practice Hour

Engaging with Young People



Home
Stretch
WA

Date:

Thursday 3rd August 2023

Name of Facilitators:

Hayley McKenzie & Ben Dancey

Acknowledgement of Country

Home
Stretch
WA



*Ngaala kaaditj Noongar moort
Keyen kaadak nidja boodja*

We respectfully acknowledge the Whadjuk people of the Noongar Nation as the Traditional Custodians of the land we are presenting from today, and all the countries where people are located. We pay our respects to their strength, cultural resilience and the Elders past and present.

Housekeeping & Rules of Engagement

Rules of engagement:

- Safe, secure, confidential space
- De-identify your examples (*including case managers & District offices*)
- Not supervision (*but can be arranged!*)

Teams Etiquette:

- Cameras on
- Mic on mute
- Raise your hand (*virtually or give us a wave!*)
- One person per camera is best



Is everyone ok with it being recorded?

Who is here today?



In 1 minute or less

- What is your name?
- Which agency do you work with?
- What is your role?
- Which country are you tuning in from?

By the end of this session...

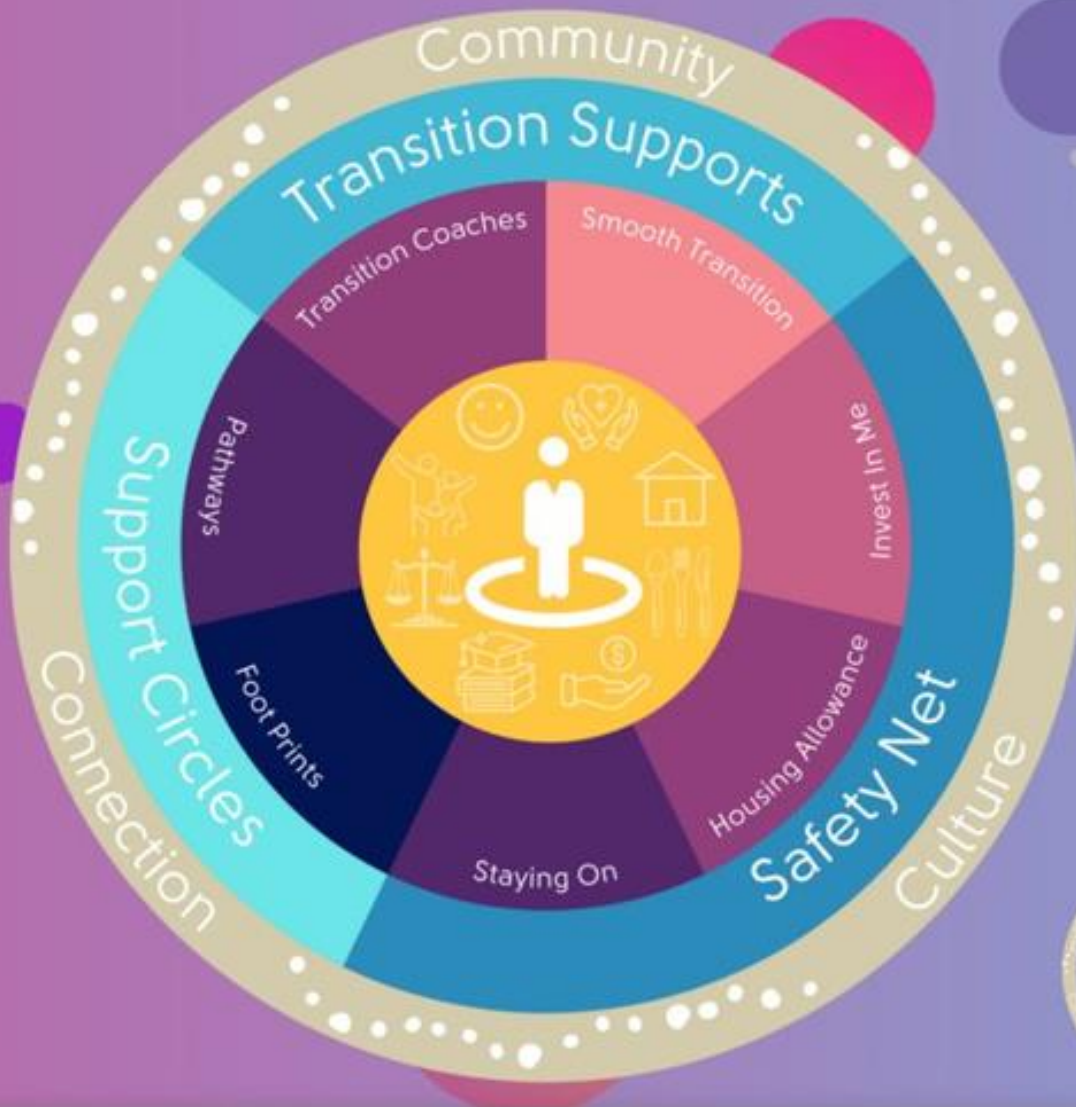
- Understand how a range of engagement strategies can be used to support young people throughout their time with Home Stretch WA.
- Focus on Onboarding, participation and opting in/out.

Next Practice Hour

- Supporting Coaching Tools – **17th August 2023**



Home Stretch WA Model



Young people are at centre of support.
Everyone is treated as an individual



Support or connection is offered in
all areas of life



Support is delivered in specific
ways [Practice Approaches] that
work for young people




Home Stretch WA focuses on 3
key elements of support



Home Stretch WA greater purpose is to
connect young people with their
community and culture.

Home Stretch WA Principles




**You are the expert
in your life, you deserve the
freedom and respect to
make your own choices**

Our support is unconditional

**A RELIABLE SOURCE OF
SUPPORT IS YOUR RIGHT**

It's your choice to join and you can
choose to come and go.



**Your coach will be
consistent & persistent
but not intrusive**

"Like a text message, not a knock on
the door"




Culturally Safe

Home Stretch WA recognises
Aboriginal and CALD young people
must navigate between two
worlds.

Heal and Connect

When you are ready



**You can make an informed
choice about the support
you receive from Home
Stretch WA**

There are no shocks for you or the important
people in your life

Transition Coaching

- One-to-one, individualised support focused on Coaching a young person towards interdependence.
- Support is flexible, reliable, strengths based and unconditional.
- Young People's goals and needs are at the centre of practice.
- Coaches connect young people to resources and supports available through the Home Stretch WA service model and beyond - helping them navigate their journey to interdependence.

"Go slow, take the time to understand each other and build a relationship of respect and trust"



Stage 2

Information gathered in Stage 2 can help Coach support young people's engagement by:

- Identifying the person with the best connection to the young person – support circles.
- Establishing if the young person would like to Stay On.
- Determine the best way to contact/meet young person.



Information Session

- The Pitch
- Tailored to each Young Person – draw on knowledge gathered in Stage 2.
- Support circle engagement
- Can be re-visited following a period of disengagement or change in circumstances.

What does Home Stretch WA offer?

Home Stretch WA gives you the choice to access extra supports and resources to the age of 21.

Transition Coach

A reliable person to help you figure out what you want your life to look like, how to get there, and deal with anything that might get in the way.

Your transition coach doesn't work for the Department of Communities, but they know how things work and will make sure there is a smooth transition for you.

How could you benefit?

Home Stretch WA offers help in all areas of your life; you decide what support you need and how often you need it.

Your coach will help you access a range of financial supports including 'Invest In Me' Funding. It gives you access help when you need it from someone who knows what's going on.

Where do you want to live?

Home Stretch WA can financially support almost any living arrangement that is safe, stable and affordable.

Whether it is Staying On with a family/foster carer, or accessing the Housing Allowance for rentals, share-houses, or living with extended family.

What about other supports?

Your coach will help you connect with the people and places that are important to you. By 21, you will have the confidence, knowledge and supports you need to build a better future.

That includes helping you to strengthen connections to culture, family, community and country.

It's Your Choice

Home Stretch WA offers you the **right** to access these supports any time between the ages of 17 ½ to 21 **by choice!** If you give it a try and decide it isn't for you, then you can always Opt-Out later.

You can go in to any District Office before you turn 21 and ask to be connected to a Home Stretch WA service provider.

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Your Transition Coach can help with a range of different things, but importantly you decide what help you need and when you need it.

<h3>Money</h3> <ul style="list-style-type: none"> • Write a budget • Pay off debts • Access health insurance • Learn how to save and manage money/expenses • Pay for bills e.g. mobile phone, car insurance • Assist with reporting to Centrelink • Help to pay for education and training 	<h3>Life Skills</h3> <ul style="list-style-type: none"> • Transport to appointments • Develop independent living skills e.g. cooking, cleaning, laundry, food shopping • Register to vote • How to arrange transport for getting around • Access driving lessons • Goal setting • Parenting support • Crisis/emergency support and advice
<h3>Connections</h3> <ul style="list-style-type: none"> • Support to meet with services • Support to connect with the local community (including sports) • Support to connect with family • Assistance dealing with conflict • Assistance accessing info from the Department • Learn to manage boundaries in a house • Learn how to build healthy relationships • Eco mapping 	<h3>Rights & Responsibilities</h3> <ul style="list-style-type: none"> • Know your rights and responsibilities • Support with paying for fines • Get your passport and other ID documents • Support to access your Departmental files through Freedom of Information • Provide advocacy and support with your leaving care plan • Assistance managing your curfew, and reporting to corrections
<h3>Education, Training & Employment</h3> <ul style="list-style-type: none"> • Access traineeships • Career planning • Access work experience and volunteering • Write a resume and prepare for interviews • Job search and connect to job network providers • Access short courses - first aid, RSA, barista etc. • Link you with tutors • Assistance reporting to Centrelink • Help to pay for education and training 	<h3>A Place to Live</h3> <ul style="list-style-type: none"> • Know your rights in the real estate market • Negotiate with real estate agents • Support access to safe and stable housing • Rent inspection support • How to take care of your living space and manage housemates
<h3>Health</h3> <ul style="list-style-type: none"> • Help finding a GP • Harm minimisation • Learn how to manage your medication • Connect with a psychologist or counsellor • Learn how to take care of your physical, sexual, mental, emotional and psychological health • Support accessing services such as dentist, physiotherapist and gym • Help to manage your drug and alcohol use 	<h3>About You, Your Mob, Your Family</h3> <ul style="list-style-type: none"> • Support to reconnect with family • Support with your sexuality/gender • Focus on your hopes, dreams and aspirations • Explore your culture and religion • Parenting support • Crisis/emergency support and advice

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Dis-engaged Young People

Young people will dis-engage will for many reasons:

- They don't want support
- Support is being put on them
- Don't know the difference between the Department and Home Stretch
- Change in circumstances – housing instability, lost phone, relationship breakdown.
- Losing a relationship with a worker
- *I want to stand on my own two feet*
- Anxiety, fear and shame.



Support is unconditional, however...

Young people have the right to opt-out or step back from support.

However, Home Stretch providers do have some requirements

- Young people have 6 weeks to accept the offer of support
- Begin to opt-out if no engagement after two months of assertive follow-up
- Young person opted out after four months of non-engagement and place re-allocated
- Young people can opt back in anytime before turning 21

Stepping back & Opting-out

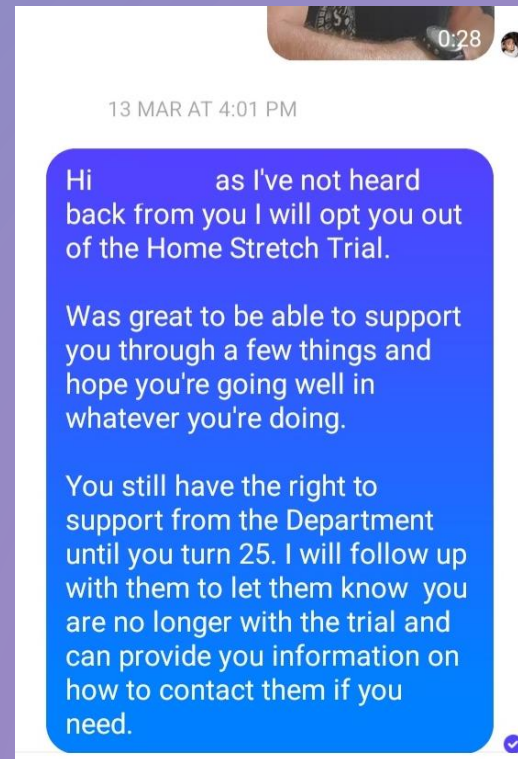
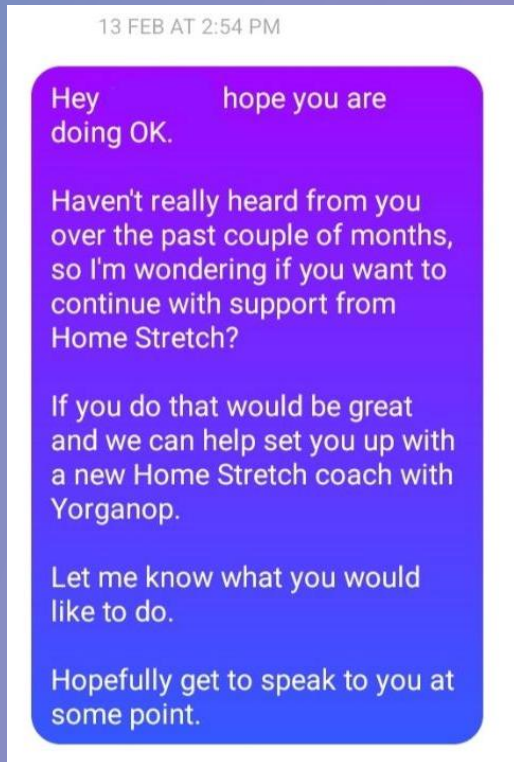
Stepping back:

- Make an agreement with the young person about a timeframe (maximum of three months)
- Review when agreed timeframe approaches

Opting-out:

- Make young person (and trusted supports) aware that support is still available
- Let District know that young person has been opted-out
- Provide Handover Summary to the District

Example of Opting Out



Assertive follow-up

It is the responsibility of Coaches to assertively follow up with young people. Options and opportunities include:

- SMS
- Facebook Messenger
- Snail Mail
- Invitations to community and group activities
- Provision of information – Employment/training opportunities
- Support Circles – formal and informal supports
- Staying On and Housing Allowance reviews
- Request for feedback – reporting periods

Persistent and Consistent

Persistent like a text message – not a knock on the door

Balance responsibility to stay connected and follow up against being invasive and intrusive

SMS and other digital services (Facebook messenger)

Young people have expressed the value of knowing someone is thinking of them – even when they didn't have capacity to engage



"My Coach has stuck by me, even when I didn't answer messages. Every young person coming out of care should have someone like that."

Video to Disengaged Young Person



- Personalised
- Informal
- Mentalization
- Reminder of goals
- Ideas for support
- Option to connect

Letter to Disengaged Young Person

- Informal
- Maybe a little formal...
- Mentalization
- Offer of support
- Reminder of goals
- Ideas for support
- Option to connect



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Wednesday 17th March 2021

Hi [REDACTED]

Just thought I'd touch base with you as not having any response from emails (if you're ignoring them that's ok - but just in case you're not able to access them!).

I have the feeling that you're going through a rough time at the moment and that you might not be in the right space for working on some of the goals you talked about when we first met. Our support will be available to you when you are ready, and I will continue to try make contact with you every now and then anyway.

I am concerned that you might get cut off from your payment again so if you'd like to meet up to make a resume and apply for jobs, just let me know. Also, if you want support in talking or going to APM, I can do that. Happy to support you with going to the GP as well as a medical certificate might also help if you've missed appointments.

I sent an email last week with a few different options around pre-apprenticeships. If there is something that interests you we can help get you enrolled. Having something interesting and productive to do often helps in feeling better about ourselves- it's definitely worked with me in the past! We might have to get your sleeping patterns right before trying to start training or work though!!

Also, Home Stretch is available to help you get going with getting your L's, so when you think you're ready give me a shout - have a practice on some of the online tests!

Anyway, hope you're going ok.

Ben

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Scenarios

In break out rooms discuss the following scenarios and explore:

- **What the possible barriers are there to engagement?**
- **What steps you would take to engage the young person?**



Scenarios - Cate

- You have not had contact with Anna since you helped her move in with a friend's family four weeks ago after an argument with her mum.
- Anna's mum has been calling you saying Anna needs to pay her money for a broken window.
- Anna's phone appears to be working and you can see messages have been read.
- Anna recently used Invest in Me funding to help pay for a forklift course that starts in two weeks.



Scenarios – Dan

- Dan has been transient since you have known him and will ask for help when he needs it.
- You have not had contact with him since he called you from his nan's phone two months ago asking you to help him get him a phone.
- Nan calls sometimes to insist that Dan needs your support and that he needs NDIS.
- You have reached out to Nan who has said that Dan will stay with her every now and then but has been spending a lot of time with his uncle in a town three hours away.



Re-engaging with Young People

- Do not pass judgement
- Your role and the Home Stretch offer
- Discuss barriers to engagement
- Agree on contact arrangements
- Update contact details or locator details
- Re-establish goals and needs
- Discuss option to *Step Back* or *Opt Out*



Questions & Comments?



More Information & Resources



Links to Resources & Documents on the website

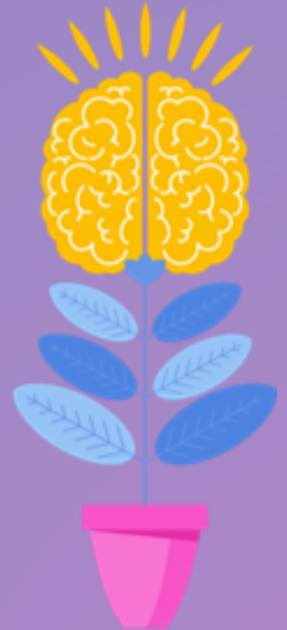
[Working Together Protocols](#)

[Action Plan Template](#)

[Working Together Timeline](#)

[Home Stretch WA Explainer Video](#)

[Transition Coaching Tools](#)



www.homestretchwa.org.au

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