

Social script for

Youth support



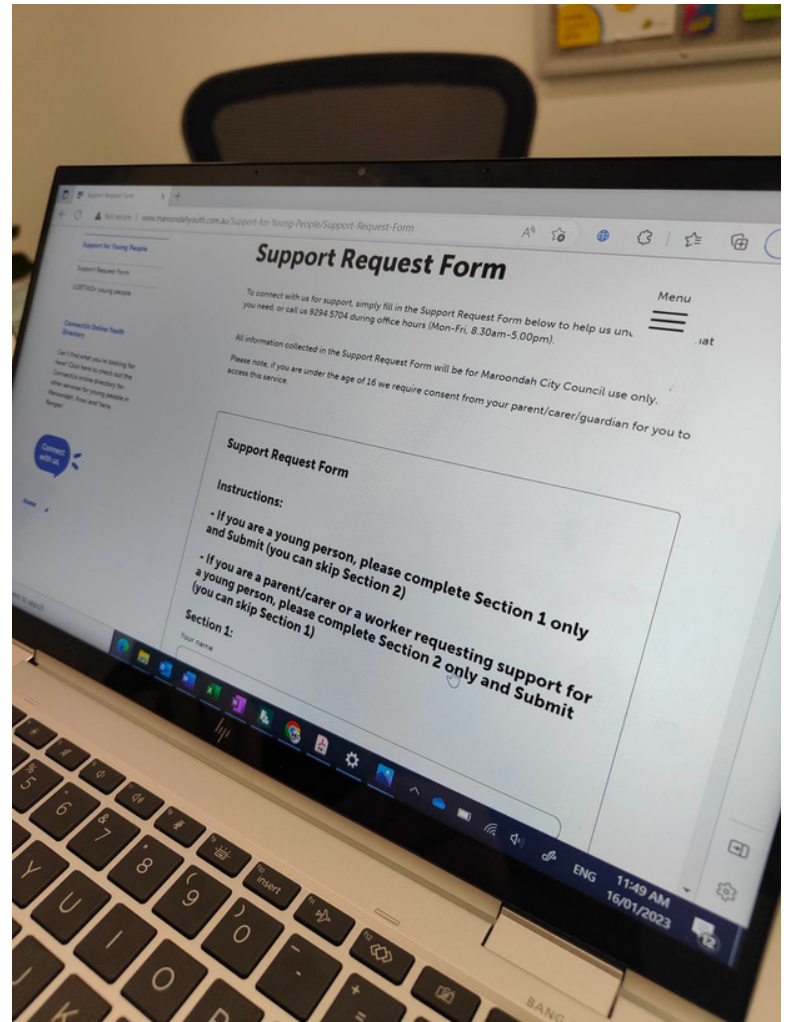
Free, flexible and tailored one-on-one goal-based support for young people in Maroondah aged 12-25.

179 Maroondah Highway, Ringwood

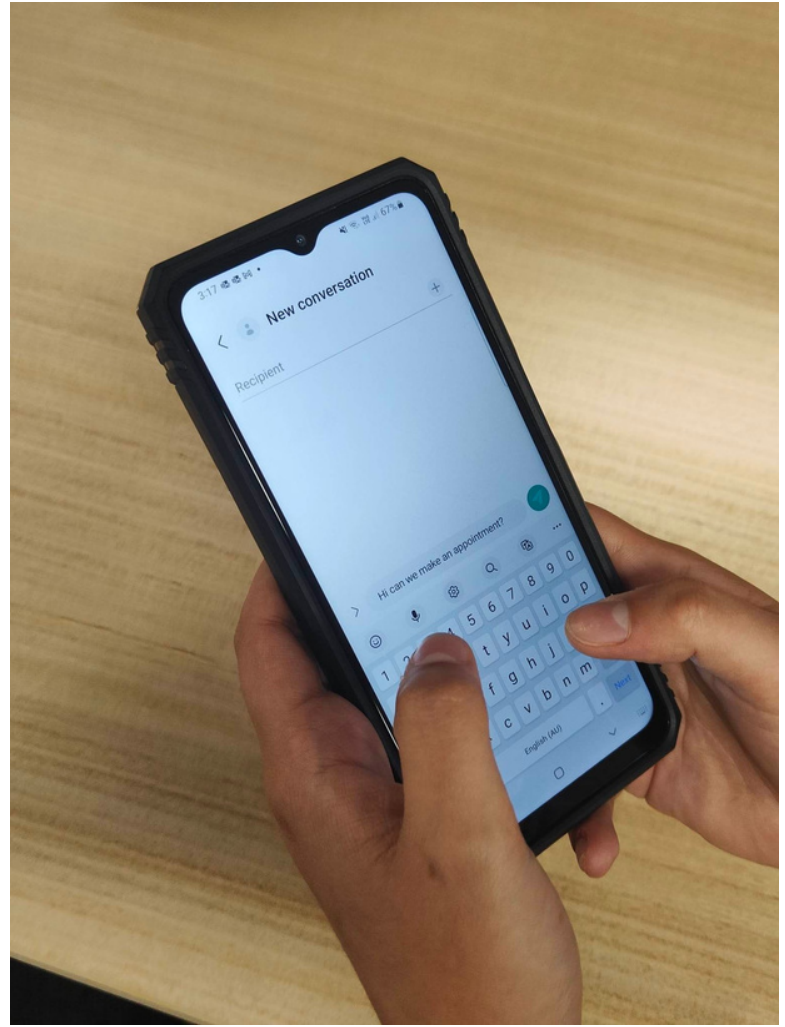
Interested in Youth Support with Maroondah City Council Youth Services but not sure what to expect?

Follow us on a typical Youth Support session where you will be able to see all of the awesome things we get up to on our mission to support young people.

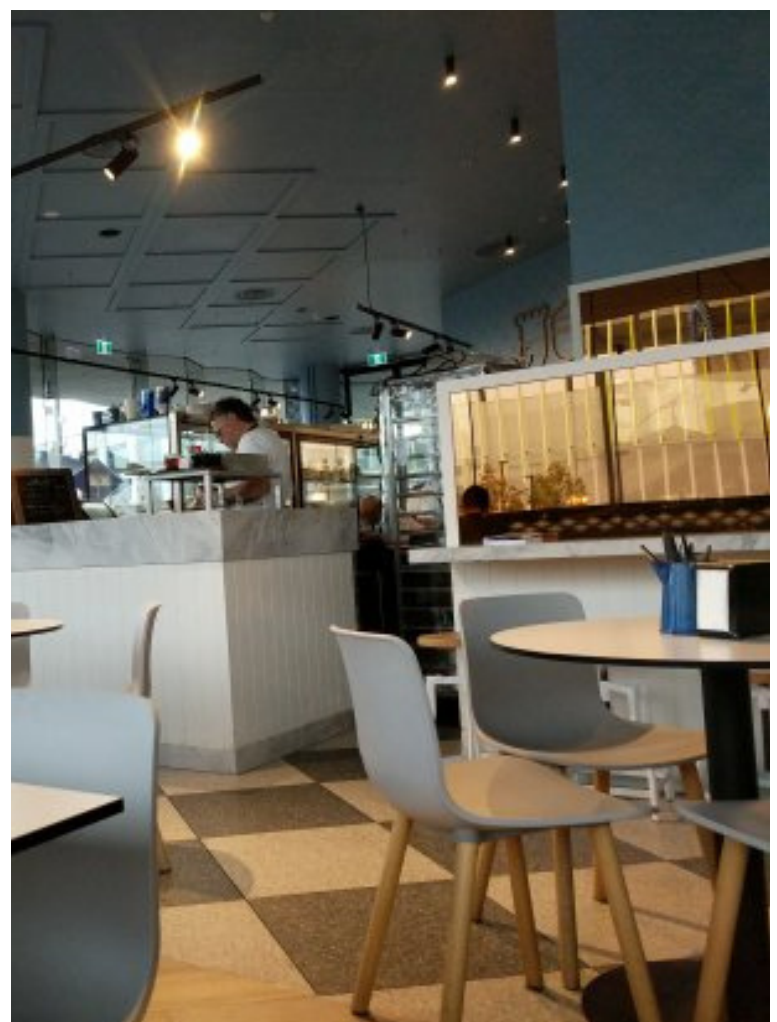
The youth support journey starts here when you submit an online support request form. This form helps us identify what you need support with and what your goals are



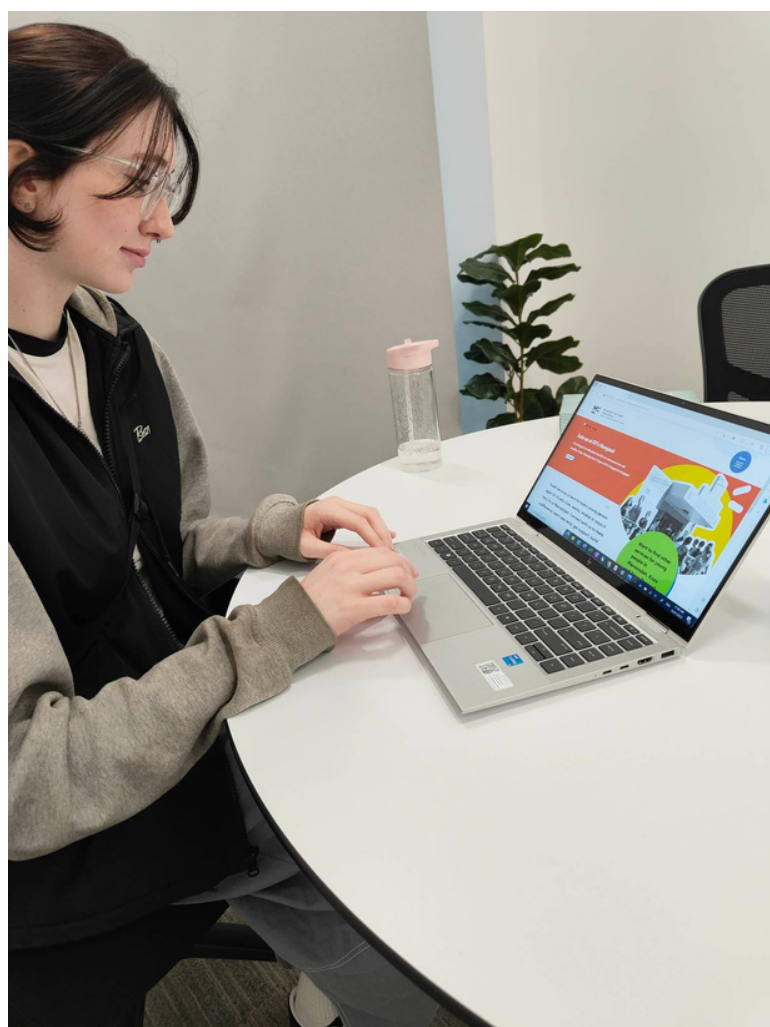
Once you have submitted your online support request form, it gets sent out to one of our youth workers who will contact you via text, phone call or email



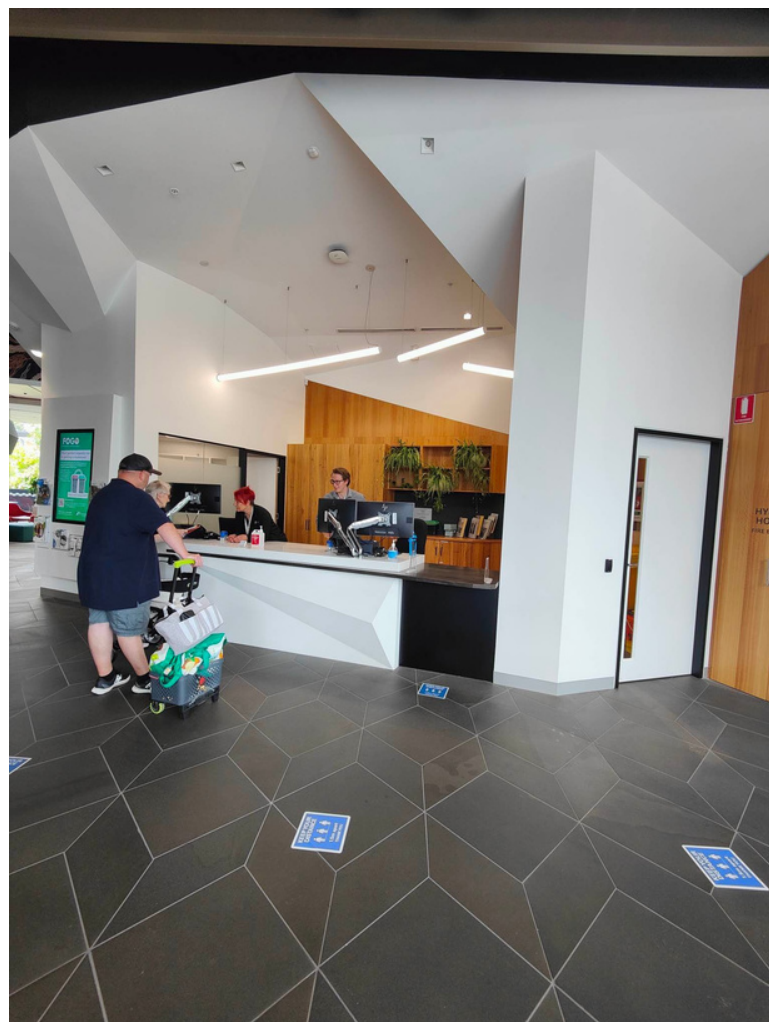
When the youth worker contacts you, they will organise a time to meet with you. This meeting is usually at Realm in Ringwood but if that doesn't work for you, you can talk to the youth worker to organise another option (a café or your school are possible options).



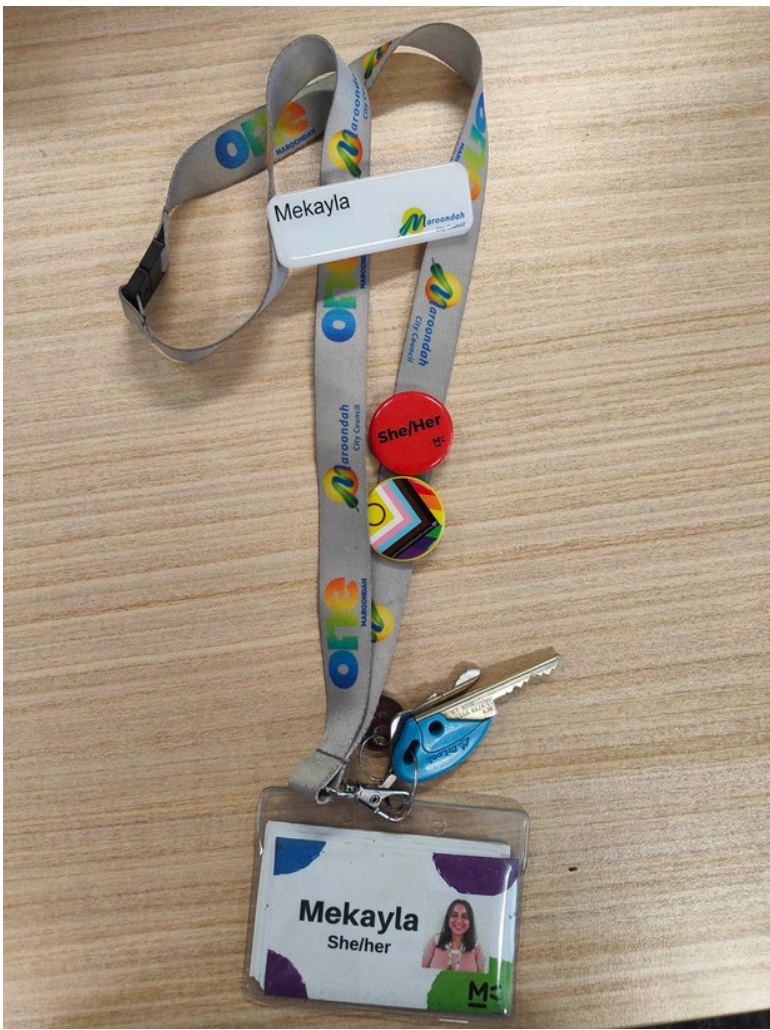
If you would like to know a bit more about your youth worker before your meeting head to our website at www.maroondahyouth.com.au



When you get to Realm the youth worker will meet you at the customer service desk on the ground floor. The customer service desk is to the right when you enter the realm main entrance. This means you can find each other easily.



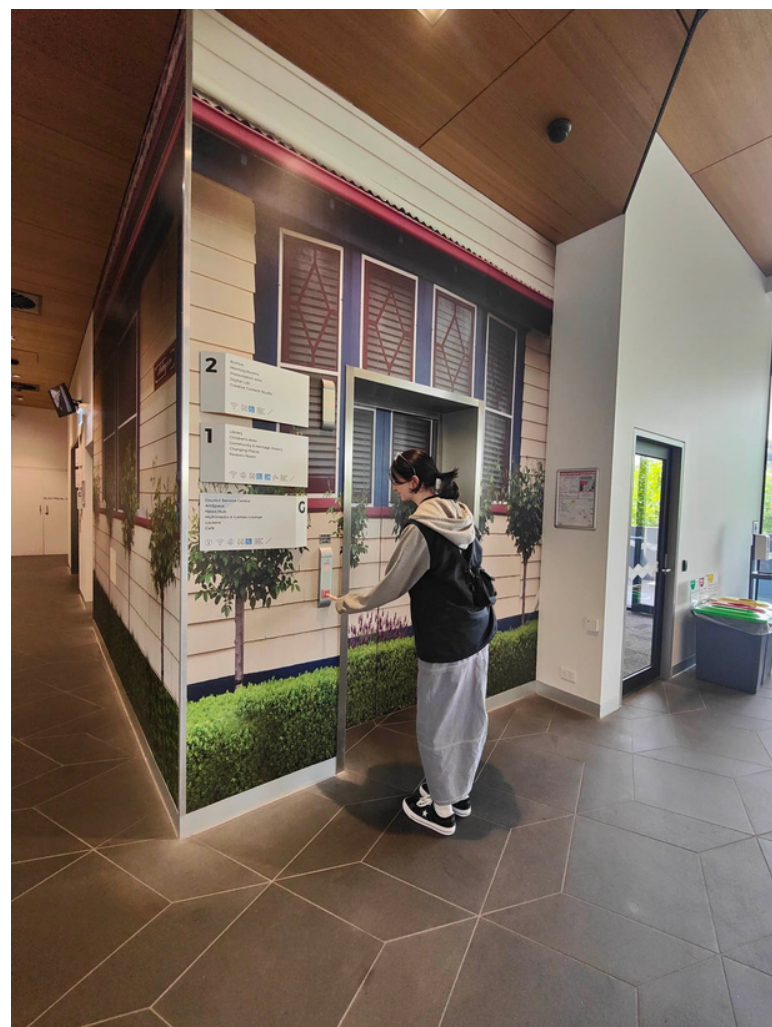
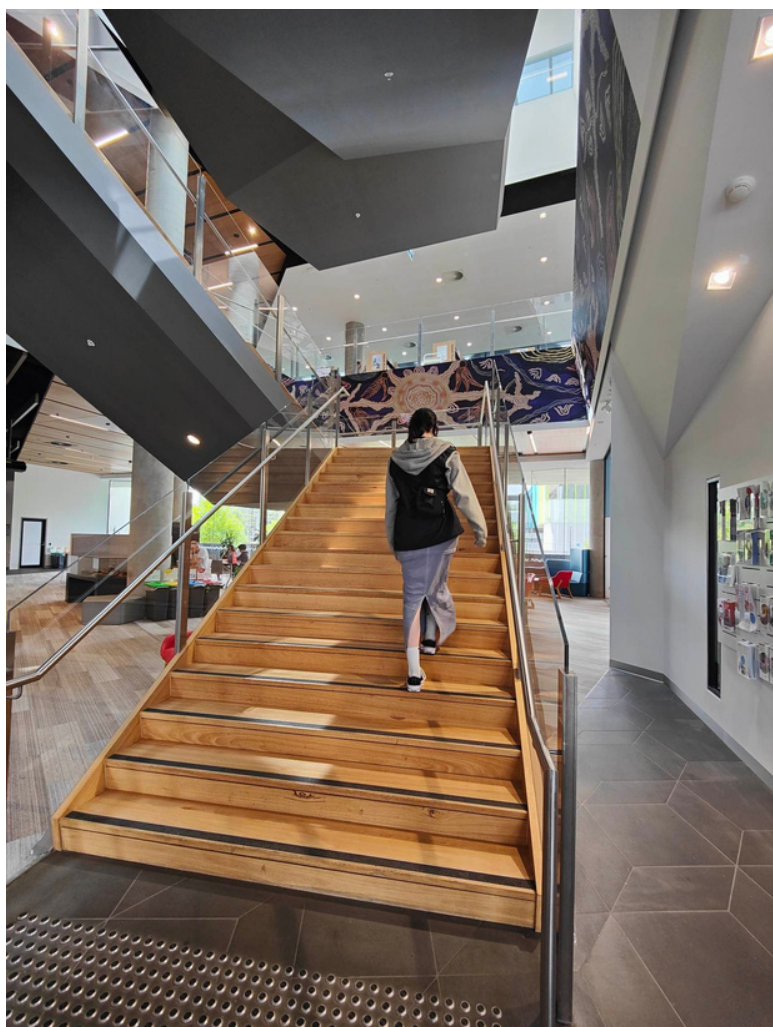
The youth worker wears a name tag, badge, and lanyard that looks like this, so you'll know who you are talking to!



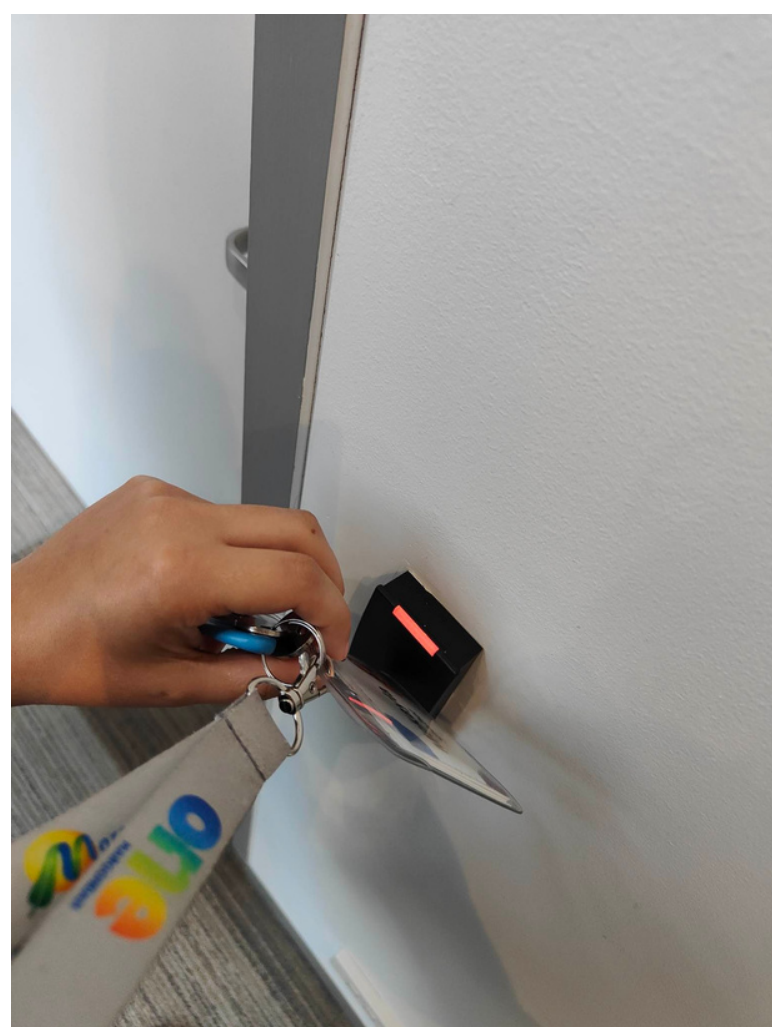
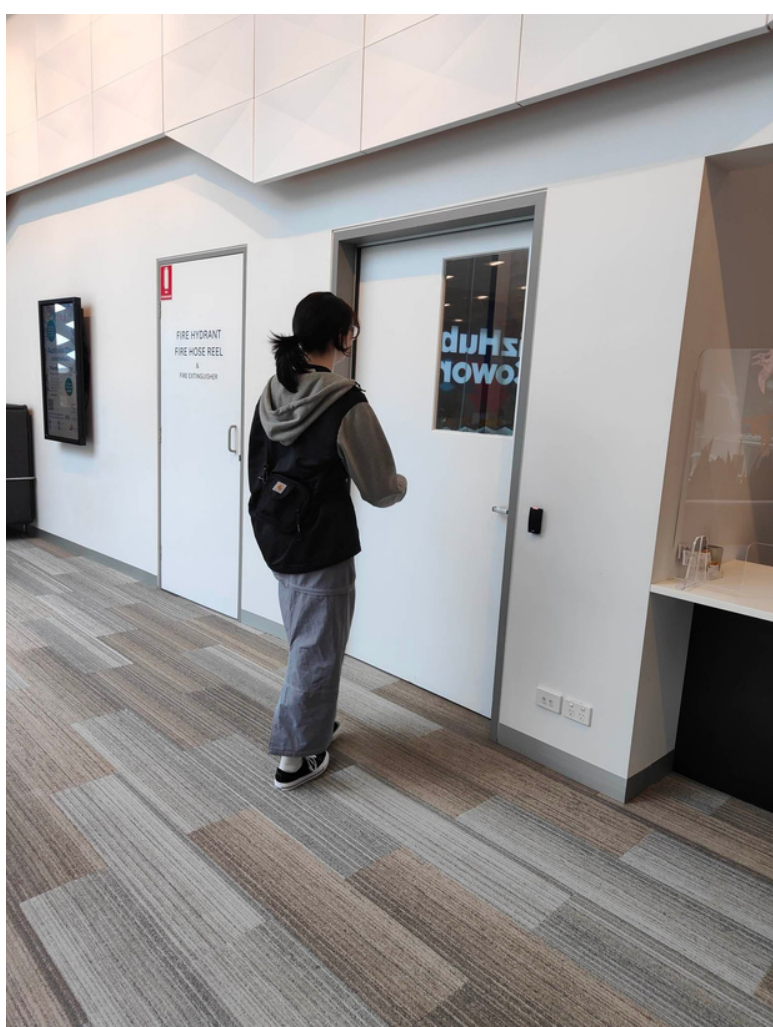
Our customer service staff are really friendly and are happy to help you if you have any questions!



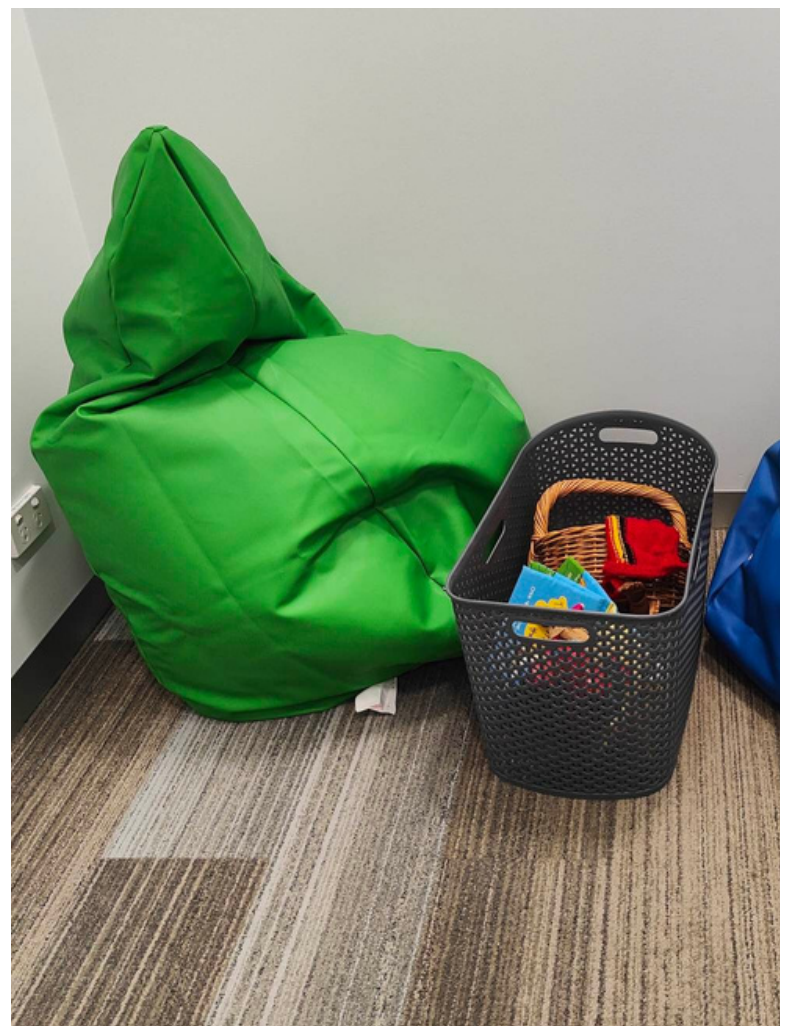
After meeting at the customer service desk, you can either take the stairs or the elevator to level 2 at Realm



On level 2 at Realm we will go to 'The YACS room'. To access the YACS room the youth worker will swipe their card at the door and then you will both head into the room together.



The YACS room is a friendly and safe space filled with bean bags, sensory toys, blankets and youth friendly information!



This initial meeting is a chance for you to get to know each other and learn all about the things that you can work on in youth support together.



In this meeting we might complete the ‘intake form’. This is a form that you and the youth worker complete together to give the youth worker a better understanding of you as a person

Youth Support Service Intake form

General Information	
Date of intake:	
First Name:	Last Name:
Preferred name:	
Date of Birth:	Gender:
	Pronouns:

Your privacy is important to us so your youth worker will explain how your information will be kept private

Some questions on the form are:

- Are you at school/TAFE?
- What are the best things about you?
- Tell me a little bit about yourself?

Some examples of things that your youth worker can support you with are:

- Referral to mental health and other supports
- Finding community groups
- Joining local youth programs
- Getting your Learners Permit
- Finding a job
- Accessing Centrelink
- Applying for the NDIS
- Life skills
- Navigating TAFE and University courses
- Exploring your interests
- Assisting in accessing medical support



The intake meeting might take a little longer than usual so that your youth worker can get all the information needed. You can break the intake meeting up into two catch ups if it's easier!

If the process of filling out the intake form feels too overwhelming during this meeting, you can talk to your youth worker about this and they will find another time to fill out the form with you.



After you finish the intake form you and your youth worker will complete a consent form.



Youth Support Service

Client Consent Form

Client consent guidelines for Council's Youth Support Service:

- If a young person is **aged 16 years and over** and capable of providing informed consent, they can give their own consent to participate in Council's Youth Support Service, to be transported in a Council vehicle and to share information about themselves.
- If a young person is **aged under 16 years**, they will need their parent's / carer's consent to participate in Council's Youth Support Service and to be transported in a Council vehicle, unless this could put their safety, health or wellbeing at risk. Consent to share information about themselves with others can only be given by the young person.

When a young person participates in Council's Youth Support Service, personal information about them will be recorded. All Maroondah City Council employees are required to keep people's personal and sensitive information private and secure. Sometimes, this information will need to be discussed with others to make sure the young person gets the best of care. However only authorised people will access their information.

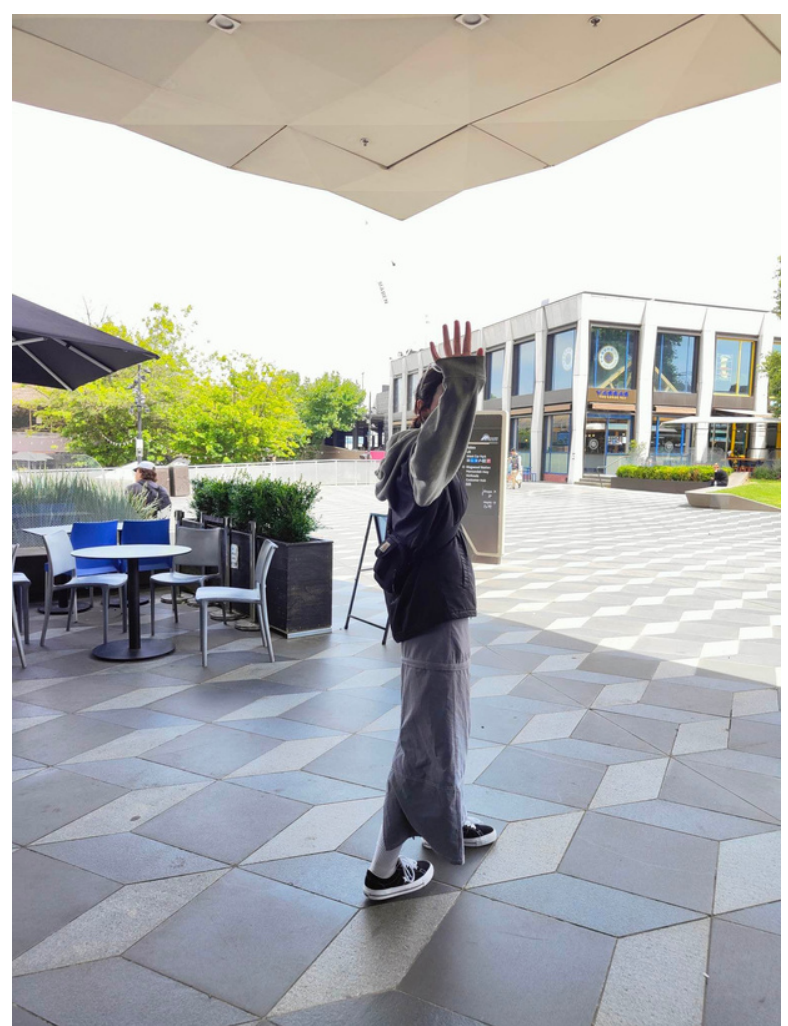
Council will only release personal information about the young person to people outside of Council if the young person gives permission – unless required to by law, or if there are significant concerns for the safety, health or wellbeing of the young person or someone else.

The consent form means that you agree to participate in the youth support program and lets you decide if there are other organisations or family members that you would like involved in your support.

You can add or remove consent for us to talk to people on this list at any time.

Consent to share my information –				
I give permission for Council's Youth Services staff to share and access information about me (i.e. young person) with the following people (e.g. services, schools, family members, etc) –				
Name	Organisation (if relevant)	Phone number	Young person's signature	Date signed

And the end of your first meeting, you and your youth worker will decide what day, time, how often and where you will meet. Most people meet with their youth worker once per fortnight.



If you need to contact your youth worker between meetings they can be contacted via email, phone call, and text.

Some reasons you might need to contact your youth worker are:

- To change a meeting
- Update them on something that has happened
- Organise another catch up

