



Making services count...



...highlights of the 2002 NSW Youth Services Census

Painting a picture...

There are hundreds of non-government non-residential youth services in NSW, funded by various government departments and local councils. Until now, no single set of comprehensive data about these services existed. Nobody knew basic things like how many young people these services worked with or how many youth workers worked in them.

Now YAPA has filled this gap by holding the first NSW census of youth projects and services.

The census reports on 770 youth projects, funded by 14 funding programs from 9 state and federal departments and over 80 local councils. The census results will help with:

1. putting youth services and the youth sector on the map
2. identifying the needs and issues affecting the NSW youth sector
3. advocating for government policy change
4. identifying the need for funding
5. setting priorities for YAPA.

Census reports – available only on the website: www.yapa.org.au/census

- *Highlights* (this document): a quick reference to some of the main census questions, with approximate figures
- *Summary Report* (24 pages)
- *Full Report* (approx. 70 pages) - available in June 2003
- *Health and AOD Supplement*
- *NESB & ATSI Supplement*
- *NSW Youth Services Census* - the census questionnaire
- More reports and detailed statistics: YAPA may publish more reports on particular census topics during 2003 – these will all be available on the website. In some cases YAPA can make more detailed statistics available - send enquiries to nick@yapa.org.au or ring Nick Manning on extension 7, (02) 9281 2344 or 1800 627 323.

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Which youth projects does the census report on?

There is no definition of “youth work” or “youth worker” in NSW. For the census we had to decide which types of youth work to include and which to leave out, so that we could have accurate results.

The census aims to record the work of the core types of non-residential youth services in NSW, including both direct workers with young people, and indirect workers such as youth development workers.

We decided to focus on “youth projects” (eg. a Reconnect project at Lithgow or a Youth Development Officer at Manly) rather than the organisations which auspice these projects (eg. Anglicare or Northern Beaches Youth Organisation Inc). For the census we defined a “youth project” as one or more workers funded in October 2002 by one of the following government grants.

- Local council-funded youth workers
- CSGP - Community Services Grants Program (NSW DoCS)
 - General Salary Subsidy
 - General Youth Program
 - Adolescent Family Counsellors
- AAS - Area Assistance Scheme - youth projects only (Planning NSW)
- Links to Learning (NSW DET)
- Reconnect (FaCS)
- YAS - Youth Activity Service, & FLW - Family Liaison Workers (FaCS)
- Stronger Families and Communities (FaCS)
- JPET - Job Placement, Employment & Training (FaCS)
- RYIS - Rural Youth Information Services (FaCS)
- National Illicit Drugs Strategy - Community Partnerships Initiative (DHA)
- CSSS - Community Settlement Services - youth projects only (DIMIA)
- PCYC - Police & Community Youth Clubs (NSW Police)
- Post Release Support Projects - Department of Juvenile Justice (NSW DJJ)
- Crime Prevention projects (NSW Attorney General's).

It was not possible or desirable to include all types of youth services and groups in the census. The census does **not** report on projects and activities funded by:

- SAAP (accommodation services)
- residential care
- disability-specific grants
- legal grants (eg. Community Legal Centres Funding Program)
- arts grants
- NSW Health (eg. youth health services).

A number of other youth-related projects and activities are **not** included in the census, because of the large number of these groups and difficulty identifying them all:

- youth workers funded by a charity's own funds, by a foundation or by a business
- projects that work mainly with younger children under 12 or adults over 25
- unfunded/volunteer youth groups, church youth groups, and activist groups

While these youth programs were not recorded in the census, YAPA acknowledges the important role all these programs perform in supporting young people in NSW.

Youth projects in NSW

What types of organisations run youth projects?

The majority of youth projects included in the census are auspiced by incorporated community managed organisations. These community organisations are mostly based in one suburb or local government area, though a small proportion are regional or even statewide.

- less than one third of these community organisations run just the one project
- a third run 2 or more youth projects
- more than a third have youth and other projects (eg. a neighbourhood centre or a family support service)

Local councils auspice a quarter of the youth projects in NSW, and churches and large charities auspice about one eighth of them.

% of projects	are auspiced by
58%	an incorporated community managed organisation
24%	local government
12%	a church or charity
6%	other

Where are the youth projects located?

Most projects work in one local government area (LGA) or part of one LGA. A quarter work in 2 or 3 LGAs, and some work across a region or the whole state. Roughly a quarter of all projects are based in each of:

- Western Sydney
- the rest of Sydney
- Hunter, Central Coast and Illawarra
- the rest of NSW (including one eighth that are on the coast, and one eighth that are west of the Great Dividing Range).

Two thirds of the projects have one service “outlet”, and one third have more than one outlet.

Resources of youth projects

Financial resources

The 770 projects have a total recurrent expenditure of approximately \$69.4 million.

These funds are provided through the following sources.

% Funds	\$	Source
74	51.3m	federal or state government
16	11.1m	local government
1	0.7m	trusts or foundations
5	3.5m	own organisation
1	0.7m	client fees
2	1.4m	fundraising/sponsorship

These are estimates and should be taken as a guide only.

The recurrent expenditure of projects varies from less than \$15,000 to more than \$500,000.

% of projects	Funding
9	Less than \$15,000
19	\$15,000 to \$39,999
28	\$40,000 to \$69,999
17	\$70,000 to \$99,999
9	\$100,000 to \$149,999
11	\$150,000 to \$199,999
3	\$200,000 to \$250,000
4	More than \$250,000

Human resources

The 770 youth projects employ:

- approximately 1950 paid staff
- working the equivalent of 1230 fulltime positions.

The paid staff also contribute:

- on average 2.3 unpaid hours per week each
- the equivalent of 130 full-time positions on an unpaid basis.

Half of all projects use volunteers (other than as part of management/advisory committees). These projects use approximately 1830 volunteers working the equivalent of 220 full time equivalent positions.

Paid staff time contributes 78% of the work. Paid staff do a further 8% of the work on an unpaid basis. Volunteers do the remaining 13% of the work.

Participation by young people

Young people participate in managing projects in a variety of ways:

% of projects	Participation
66	Answering surveys/needs analysis
43	One-off project working party
36	Project steering committee or advisory group
33	Peer education or peer research
17	Management committee or board
11	Interview panel for new workers
22	Other
14	None of the above

Capacity

Most projects are operating to full capacity. Some projects have some spare capacity.

% of projects	Operating capacity
33	Over 100% capacity - we are run off our feet
42	Full capacity
21	Some spare capacity
3	Lots of spare capacity

Internet access

Most projects have email and use it regularly:*

% of projects	internet access
67	have convenient internet access and check email daily
13	have convenient internet access and check email every couple of days
10	have inconvenient internet access, and check email on average at least weekly
5	have inconvenient internet access, and check email infrequently
5	do not have internet access or email

* These figures are slightly simplified and make certain assumptions – see the Summary Report for more detail.

What services do youth projects provide?

The most common services provided

Projects offer a wide variety of services to young people. The most common service, provided by three quarters of projects, is:

- information and referral.

Each of these services is provided by roughly half the projects.

- drop in
- structured recreation
- unstructured recreation
- living skills education
- help with employment
- informal counselling/support
- individual casework advocacy
- developing new services in the community

The core services provided

The census asked which services take up most of the project staff's time - we could call these the project's 'core services'.

Each of the following services are core services for roughly 30% of the projects.

- information and referral
- individual casework advocacy
- drop in

Most other services are core services for between 10% and 20% of projects.

- informal counselling/support
- living skills education
- creative arts, music, theatre
- developing new services in the community
- school level education eg. literacy
- research, policy development and/or systemic advocacy (eg. lobbying)
- structured recreation
- unstructured recreation
- holiday programs
- work/vocational skills
- training and/or resourcing other services and professionals
- help with employment
- material assistance/ emergency relief
- formal counselling

In other words, the youth projects in the census are very diverse, providing some quite different core services to each other.

Working with and in schools

Projects work with schools in a variety of ways. Some of those ways involve working in schools. There is a wide variation in how often projects work in schools.

% of projects	Frequency
22	Every week
14	About once per month
33	A few times per year
10	About once per year
20	Don't work in schools

More than two thirds of projects want to increase their work with schools.

Services provided during Census Week

The 770 youth projects work with approximately 28,600 young people in a typical week. Some of these young people use more than one of the project's services in the same week (eg. attend drop in, get a referral and undergo informal counselling), so the total number of "occasions of service" provided in a typical week is higher than 28,600.

During Census Week (19-25 October 2002), the 770 projects:

- worked with **individual young people or with a young person and their family** approximately 20,000 times (including phone calls and face to face discussions ranging from a few minutes to over one hour in duration)
- provided **emergency relief** (eg. cash or vouchers) to 1300 young people
- **referred** 2,600 young people to other services such as government agencies and health services
- ran approximately 4300 **group activities** for 28,000 young people (including drop in sessions, organised recreational activities, education groups/courses, creative arts, social action/advocacy groups, self help and support groups)
- provided access to **unstructured recreation** (eg. basketball court, computer games) for 15,000 young people
- spent 890 hours performing **streetwork** (14% of projects do some streetwork, including 10% of projects which spend a small proportion of time on streetwork, and 4% of projects which spend a high proportion of time on it)
- spent 7,040 hours in **community development** including policy development, lobbying, training/resourcing other services

In addition, during the October 2002 school holidays, over 15,000 young people participated in **holiday programs**.

How many young people do projects work with in a year?

The 770 youth projects work with an estimated 300,000 different young people in a year. It is likely that the majority of these young people participate in large-scale events (eg. gigs, festivals, consultations, school assembly talks) organised by, or attended by youth projects, while a small proportion engage with youth projects over a period of time and/or more intensively (eg. counselling, advocacy, education, work with families etc).

Young people in youth projects

Age of young people

Three quarters of the young people who youth projects work with are aged under 18.

However, the age profile varies widely from project to project. For example, 25% of projects work mainly with 12-15 year olds, while another 20% of projects work almost entirely with young people aged 16 and older.

NESB young people

Roughly one third of young people in youth projects speak a language other than English at home.

This figure of one third (33%) is significantly higher than the 19% of young people in the general population who speak a language other than English at home.

There is wide variation from project to project.

- in more than half the projects, very few young people (less than 10%) speak another language at home
- in 11% of projects, most of the young people (75%) speak another language at home

Aboriginal young people

Roughly 17% of young people in youth projects are Aboriginal or Torres Strait Islanders (ATSI).

This figure of 17% is significantly higher than the 3% of young people in the general population who are Aboriginal or Torres Strait Islanders (ATSI).

The proportion who are ATSI varies enormously from project to project.

- in more than a third of the projects, very few young people (less than 5%) are ATSI
- in one tenth of projects, most of the young people (75%) are ATSI

Gender of young people

The 2002 census did not ask about the gender breakdown of young people. The next census will ask this question.

Access and equity

The census asked: *Which groups does your project actively implement access and equity policies and strategies for?*

% of projects	Groups
54	Young women
54	Young Aboriginals or Torres Strait Islanders
43	Young people from Non-English Speaking Backgrounds
34	Young people from rural or remote communities, geographically isolated
32	Young people with a disability
28	Young gay men, lesbians, bisexuals or transgender people
18	Young refugees
15	Other

What type of strategies are carried out to meet the needs of the groups identified in the previous question?

% of projects	Strategy
52	Targeted information
49	Links with community/cultural leaders
46	Specific programs just for this group
33	Changes to the way existing programs are run
33	Physical outreach from your project to these communities
25	Allocation of funding for specific strategies
17	Translated/bilingual resources
7	Other
16	Not applicable - not actively implementing access and equity strategies

Paid staff

Number of paid staff

The 770 projects employ approximately 1950 paid staff, including youth workers, administration workers, managers/coordinators and others.

88% of projects employ between 1 and 4 paid staff.

% of projects	paid staff
41	1
24	2
16	3
7	4
12	5 or more

Hours worked

39% of paid staff work full time and 61% work part time.

% of paid staff	paid hours worked
13	0-7
12	8-14
18	15-21
10	22-28
8	29-34
39	35 or more

More than half of paid staff don't work any unpaid hours, but roughly a quarter of staff work 4 hours or more each week unpaid, in addition to their paid hours.

Paid staff profile

- two thirds are female
- 20% speak another language
- 7% are Aboriginal or Torres Strait Islander

Age of paid staff

20%	under 26 years old
50%	26-39 years old
30%	40 years old or older

Years in the youth sector

% of paid staff	years worked in the youth sector
14%	1 year or less
25%	2-3 years
23%	4-6 years
21%	7-10 years.
16%	11 years or more

Years in the current project

% of paid staff	years worked in this project
45	0-1
31	2-3
14	4-6
6	7-10
3	11 or more

Paid staff qualifications

Half of all paid staff have a Bachelor degree or higher, and a third have a TAFE-level certificate or diploma. Project staff are qualified in a wide range of disciplines and professions.

24%	youth work
20%	social sciences, arts, communications, art etc
19%	welfare/community work
17%	education
13%	social work
10%	psychology
10%	management or administration

Training

Roughly a quarter of paid staff have attended no training in the last 12 months. Another quarter have attended 1-2 days' training and a half have attended 3 days or more training in the last year.

The census asked: *What level of training would workers (and others) from your project attend?*

% of projects	Level of training
21	Training for new youth workers
23	Training for youth workers with some experience
24	Advanced training for very experienced youth workers
22	Skills for supervisors, coordinators and managers
4	Training for management committee members

Training topics

The census asked: *What training would your workers be interested in attending?*

and asked projects to rank the top 5 from a list of 27 possible training topics. The top 6 priorities, in order, were:

1. Anger and violence issues for young people
2. Dealing with challenging behaviours
3. Drug and alcohol issues for young people
4. Mental health issues for young people
5. Working with the school system
6. Working with young people & their families.

Barriers to training

The census asked: *Are there barriers to your staff participating in an adequate amount of training?* 65% of projects identified barriers – the 5 most significant barriers were:

1. little or no training money in our budget
2. cost of training too high
3. lack of funds for relief staff
4. having to close/limit service so workers can attend
5. too far to travel.

Attracting new staff

The census asked: *For the last position your project advertised, how would you rate the number and standard of applications?*

% of projects	Standard
10	very poor
20	poor
36	OK
26	good
8	excellent

Does your project have difficulty attracting appropriate staff?

% of projects	Response
55	Yes
45	No

If yes, what is/are the reason(s)?

% of projects	Reason
27	Not enough paid hours per week offered
27	General rate of pay in the community sector
19	A low grade on the SACS award offered
19	Location of your project
12	Other working conditions
16	Other

Volunteers

Half of all projects use volunteers (other than as part of management/advisory committees).

These projects use approximately 1830 volunteers working the equivalent of 220 full time positions.

Average hours volunteered per week

The census divided volunteers into those volunteers typically working more than 4 hours per week (Group A), and volunteers typically working less than 4 hours per week (Group B).

Group A:

1. includes 230 volunteers
2. working on average 10.6 hours each per week
3. working the equivalent of 70 full-time positions

Group B:

- includes a further 1600 volunteers
- working on average 3.3 hours each
- working the equivalent of 150 full-time positions

Volunteer profile

- 57% are female
- 12% speak another language
- 7% are Aboriginal or Torres Strait Islander

Age of volunteers

9%	under 18
35%	18- 25 years old
27%	26-39 years old
29%	40 years old or older

Training in the last 12 months

Over a half of volunteers have attended no training in the last 12 months. Almost a quarter have attended 1-2 days' training and a quarter have attended 3 days or more training in the last year.

Priorities for youth projects

Issues for lobbying

The census provided a list of 15 issues and asked: *Which of the following youth issues would you like YAPA to lobby on during the next 2 years? (Only rank items you think are important for YAPA to lobby on).*

35% of projects ranked 1st or 2nd:

- Funding for the youth sector

27% of projects ranked 1st or 2nd:

- Accommodation

Over 10% of projects ranked 1st or 2nd:

- Education
- Job creation
- Mental health
- Transport
- Professional development for the youth sector
- Alcohol and other drug issues
- Recreation and entertainment
- Employment conditions/pay for young people

Around 5% of projects ranked 1st or 2nd:

- Youth participation in government decision making
- Police/courts/justice system
- Public space/ security guards/ shopping centres
- Income support
- Other health issues

All priorities above were ranked as important by more than a quarter of projects.

Special projects for YAPA

The census provided a list of 7 items and asked: *Which of the following special projects would you like YAPA to work on during the next 2 years?*

% of projects	1st or 2nd priority
41	Development of model policies and procedures for youth services
29	Showcasing models of youth services/ programs
28	Showcasing models of youth participation
26	Training for young people on advisory committees and youth councils
17	Printed resources and publications on youth issues
17	Printed resources and publications on professional development issues for youth workers
13	Training for management committees

Code of ethics

The census asked: *Should the NSW youth sector work towards developing and adopting a statewide or nationwide Youth Work Code of Ethics?*

% of projects	Response
80	Yes
2	No
14	Undecided
4	Not sure what a code of ethics would involve

How was the census organised?

The NSW Department of Community Services (which is the biggest funder of non-government youth services in NSW) contributed part of the funding. YAPA contracted the census design, data collection and analysis to Paul Bullen, an experienced researcher in the social and community services industry.

YAPA compiled a database of 770 youth projects, using lists provided by the funding bodies. YAPA mailed a census form to each youth project in the database. Inevitably the database contained some errors, and consequently a small number of youth projects did not have the chance to participate, and a few received more than one form.

YAPA mailed census forms to projects three times. The first mailout, to all 770 projects was in October 2002, with further mailouts to those projects that hadn't returned forms, in November and December.

Some questions asked about activities in *Census Week* (19-25 October 2002). Projects returned their forms directly to Paul Bullen, so as to maintain a high level of confidentiality of the information. Paul Bullen provided YAPA with regular lists of which projects had returned their forms. This allowed YAPA to send reminders to those projects which had not yet returned their forms. Reminder emails were sent fortnightly to those projects with an email address provided by their funding body (approximately half of all projects).

About Paul Bullen

Paul Bullen has run Management Alternatives Pty Ltd since 1988 - a management consultancy business specialising in work for the community based, non-profit, welfare and church sectors and government. In recent years he has worked with organisations in these sectors on organisational review; planning and evaluation; facilitation; research, data collection and analysis; and staff training and development. More information is on his website www.mapl.com.au.

About YAPA

The Youth Action & Policy Association (NSW) - YAPA - is the peak community group working in the interests of young people and youth services in NSW. YAPA strives to achieve social justice for young people, including the appropriate provision of services for young people.

The role of YAPA is to:

- Monitor and respond to government policies and proposals affecting young people
- Promote and advocate on issues affecting young people and youth services
- Bring young people and youth workers together to act on issues affecting them
- Work to raise a positive profile of young people in the media and in the community
- Provide training, forums and conferences to young people and youth workers
- Provide information and referral
- Produce a range of resources, publications and newsletters.



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