

Making services count



summary report on the
2002 NSW Youth Services Census



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Making services count: Summary report on the 2002 NSW Youth Services Census
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Further copies

Copies of this summary report, the questionnaire, the full report and other analyses are only available from www.yapa.org.au/census. Enquiries to info@yapa.org.au or ring Nick Manning (ext 7) on (02) 9281 2344 or 1800 627 323.

YAPA

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.

1. Introduction

This is a summary report on the 2002 NSW Youth Services Census. The census of services was undertaken during October to December 2002.

The Census identifies the needs and issues for youth services. It "paints a picture" of 770 current youth work projects in NSW.

The Census will help with:

- Putting youth services and the youth sector on the map
- Identifying the needs and issues affecting the NSW youth sector
- Advocating for government policy change
- Justifying the need for funding
- Setting priorities for YAPA.

This summary highlights the main findings. More detailed data is available from YAPA on its website (www.yapa.org.au/census)

Which youth projects and services are included in this census?

The census aims to record the work of the core types of non-residential youth services in NSW, primarily working with young people 12 to 25 years of age, including both direct workers with young people, and indirect workers such as youth development workers.

Youth projects were included if in 2002 they were funded by any of these federal, state and local government funding programs:

- Local council-funded youth workers
- CSGP General Youth - Community Services Grants Program (NSW DoCS)
- CSGP Adolescent Family Counsellors - Community Services Grants Program (NSW DoCS)
- CSSS - Community Settlement Services - youth projects only (DIMIA)
- Links to Learning (NSW DET)
- AAS - Area Assistance Scheme - youth projects only (Planning NSW)
- PCYC - Police & Community Youth Clubs (NSW Police)

- Reconnect (FaCS)
- YAS - Youth Activity Service, & FLW - Family Liaison Workers (FaCS)
- SFAC - 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)
- Crime Prevention projects (NSW Attorney General's)
- Juvenile Justice Post Release Support Projects (NSW DJJ).

Projects and services not included

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

- SAAP (accommodation services)
- residential care
- disability specific funding
- 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 contacting them all:

- youth workers funded by a charity or foundation or by the corporate sector
- projects that work mainly with younger children under 12 or adults over 25
- unfunded/volunteer youth groups, church youth groups and activist groups.

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

2. Projects

There are 770 youth projects included in the Census.

For the purposes of this Census a project is one or more workers funded by one funding program to do the same thing; or a worker(s) funded by more than one funding program but to do similar things.

In most cases a separate census form was completed for each project.

Auspecting organisation

The auspecting organisations for these projects are:

- 58% an incorporated community managed organisation
- 12% a church or charity
- 24% local government
- 6% other

Incorporated community managed organisation

For the 58% of projects auspected by an incorporated community managed organisation:

- 26% are part of an auspice with only one youth project
- 34% are part of an auspice with two or more youth projects
- 38% are part of an auspice which has a variety of youth and other projects (eg. a Neighbourhood Centre)

Area covered

Some projects are state wide. Others provide services in a suburb or Local Government Area (LGA):

- 3% state wide
- 10% 4 or more LGAs
- 25% 2 to 3 LGAs
- 47% one LGA
- 14% one or more suburbs (but less than the whole LGA)

Location

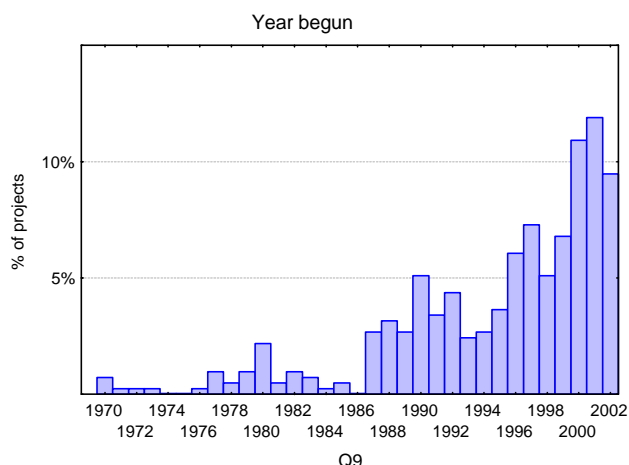
The following table shows the percentage of projects located in each region. Some projects provide services to regions outside where they are located.

% of Projects	Region
Sydney - Western	
11	Auburn, Baulkham Hills, Blacktown, Holroyd, Parramatta
9	Bankstown, Fairfield, Liverpool
5	Nepean (Blue Mountains, Hawkesbury, Penrith)
Sydney - The rest	
5	Macarthur (Camden, Campbelltown, Wollondilly)
2	St George, Sutherland
9	Inner western Sydney (Sydney City, Canterbury, Marrickville, South Sydney, Leichhardt, Canada Bay, Ashfield, Burwood, Strathfield)
2	Eastern suburbs/Botany
4	Northern Sydney (Northern Beaches, North Shore, Ryde, Hornsby)
Rest of NSW	
6	Central Coast
9	Hunter (includes Gloucester, Great Lakes)
5	Mid North Coast (Bellingen, Coffs, Taree, Hastings, Kempsey, Nambucca)
6	Far North Coast (Clarence, Richmond, Tweed, Kyogle areas)
1	New England (Moree included with Western NSW)
11	Illawarra (Wollongong, Shellharbour, Kiama, Shoalhaven, Wingecarribee)
3	South-east NSW
4	Riverina/Murray
10	Western NSW (Lithgow to Broken Hill to Moree)

Began operating

Of the projects currently operating 75% began after 1990. 2% began prior to 1970.

The following chart shows the year in which the project began operating for projects beginning in 1970 or later.



Management/ Advisory committees

61% of projects have their own management or advisory committee.

Service outlets

One third of projects have more than one service outlet. Two thirds have one service outlet.

% Projects Number of service outlets

66	1
17	2
9	3
4	4
3	5 or more
100	Total

Capacity

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

% 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

Paid staff

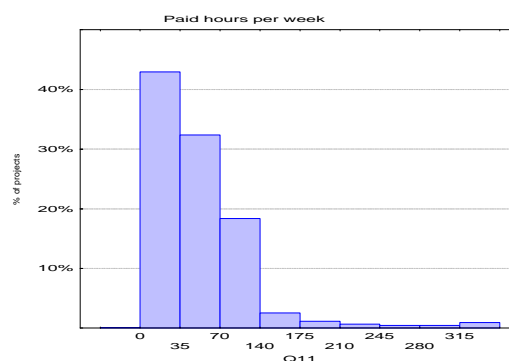
88% of projects employ between 1 and 4 paid staff.

The 770 projects employ approximately 1950 paid staff working the equivalent of 1230 full-time equivalent positions.

% Projects Paid staff

41	1
24	2
16	3
19	4 or more

The following chart shows the total paid hours usually worked each week in each project. For example 32% of projects have between 35 and 70 paid hours per week.



Volunteers

48% of projects use volunteers (other than as part of management/advisory committees).

These projects use approximately 1,830 volunteers working the equivalent of 220 full-time equivalent positions.

Recurrent expenditure

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

% 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

3. Services

Projects offer a wide variety of services. The table in the right hand column shows:

Column A. The percentage of projects offering each kind of service.

Column B. The percentage of projects where the service is one of the top three services in terms of the proportion of staff time spent on that service.

From the table one can see that:

- 77% of projects offer information and referral to young people
- 33% of projects have information and referral as one of their top three services (in terms of the amount of staff time used)

Most commonly available services

The most commonly available services are:

% Projects	Service
77	Information and referral
58	Informal counselling/support
51	Living skills education and training
50	Structured recreational activities
49	Individual casework advocacy

On average projects offer 8 services from the list in the right hand column.

Services using the largest proportions of staff time

The services using the largest proportion of staff time in projects are:

% Projects	Service
33	Information and referral
29	Individual casework and advocacy
29	Drop in
21	Structured recreational activities

The percentage indicates the percentage of projects where the service is in the top three services in terms of usage of staff time.

Note that accommodation services such as SAAP are not included in the Census.

A	B	Service
		% Projects
		Core youth work
77	33	Information and Referral
49	29	Individual casework advocacy
14	4	Street work
42	29	Drop in
		Recreational activities
39	12	Holiday programs
50	21	Structured recreational activities, eg, sport and excursions
44	13	Unstructured recreational activities, eg, use of facilities
37	16	Creative arts, music, theatre - young people learning or performing
		Education and training
37	14	Assistance with school level education and literacy
51	17	Living skills - eg health promotion, safe driving, budgeting, legal rights
36	10	Work skills - eg vocational
43	9	Help with employment
		Accommodation and material assistance
23	6	Accommodation (help with)
19	9	Material assistance/emergency relief
		Counselling and support
19	9	Formal counselling
58	19	Informal counselling/support
		Community development
34	14	Research, policy development and/or systemic advocacy (eg lobbying)
43	16	Developing new services in the community
35	10	Training and/or resourcing other services and professionals
		Other
20	14	Other

4. Clients and services

Numbers of young people

The 770 youth projects:

- work with approximately 28,600 young people in a typical week.

Profile of young people

The **age profile** of the young people worked with in a typical week in 2002 was:

% Young people	Age range
8	under 12 years
38	12-15 years
30	16-17 years
14	18-20 years
6	21-25 years
3	26 years and over
100	Total

Overall

- approximately 33% of these young people speak **a language other than English at home**.
- approximately 17% of these young people are **Aboriginal or Torres Strait Islanders**.

Age profile

The profile of young people varies enormously from project to project.

For example, there are some projects with only a small proportion of young people between 12 and 15 years of age.

- In 20% of projects less than 10% of the young people are between 12 and 15 years of age.

There are some projects with a large proportion of young people between 12 and 15 years of age

- In 25% of projects more than 75% of the young people are between 12 and 15 years of age.

Language other than English

The proportion of young people who speak a language other than English at home varies enormously from project to project. For example:

- In 61% of projects less than 10% of the young people speak a language other than English at home
- In 11% of projects more than 75% of the young people speak a language other than English at home.

Aboriginal and Torres Strait Islanders

The proportion of young people who are Aboriginal and Torres Strait Islanders also varies enormously from project to project. For example:

- In 35% of projects less than 5% of young people are Aboriginal and Torres Strait Islanders
- In 11% of projects more than 75% of young people are Aboriginal and Torres Strait Islanders.

Services provided

The table over the next two pages provides an overview of all the services provided by the 770 youth projects in Census week.

For example, there were:

- 17,500 one to one contacts with young people
- 1,840 occasions of face to face work with family members
- 4,300 group activities
- 28,000 young people attending group activities
- 2,600 referrals to other services
- 7,040 staff hours in community development

One to one work with individual young people

One to one work can include engaging, advice, support, counselling, advocacy, help with employment, etc. In Census week there were:

5,500	Telephone calls from young people to your project for information
6,800	Brief one to one occasions of work with young people (less than 15 minutes)
3,500	One to one occasions of work with young people (15 minutes to one hour)
1,700	Long one to one occasions of work with young people (more than one hour)

Face to face work with families

Face to face work with the young person and at least one other family member. This work can include engaging, advice, support, counselling, advocacy, etc. In Census week there were

1,300	Family discussions (15 minutes to one hour)
540	Long family discussions (more than one hour)

Group activities

In Census week there were:

450	Creative arts, music theatre groups/events where young people were learning or performing
400	Social action/advocacy groups meeting to organise activities, fix social problems, improve their community.
1,130	Drop in sessions
130	Self help groups run by young people themselves to deal with personal issues
370	Support groups run by a youth worker or other leader to deal with personal issues
890	Education groups/courses including literacy, help with school, living skills or work skills.
920	Organised recreational activities (more than 30 minutes) events (eg movies, sport)

Young people attending group activities

In Census week:

28,000	Young people attended group activities (ie the total number of young people attending the above group activities)
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Unstructured/unorganised recreational activities

In Census week:

14,800	Young people participated in unstructured/unorganised recreational activities (eg used the basketball court)
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Street work

In Census week there were

890 Direct service hours in street work, ie, total hours for all youth workers

Material assistance/emergency relief

In Census week:

1,300 Young people were given emergency relief/ material assistance
200 Young people **asked for but were not given** emergency relief/material assistance

Holiday programs

15,400 Young people participated in holiday programs during the October 2002 school holidays (if the same 20 young people went to 3 different activities the total is 20)

Community development

including policy development, lobbying, training/resourcing other services. In Census week there were:

7,040 Hours in community development, ie, total hours for all youth workers

Referrals to other services

In Census week

2,600 young people were referred to other services

300 Alcohol & Other Drugs program
620 Youth health service
170 Other health service or Medicare Office
520 Accommodation service
740 Centrelink
230 Legal service
250 Formal counselling service
110 Family support service
140 Migrant Resource Centre or NESB service
830 Employment/training service
360 Other service

Note: Completed Census forms for 478 projects were used to estimate the number of services provided by the 770 projects included in the Census. The true numbers of services are likely to be the above estimates plus or minus 10%. So for example, the data above notes that there are 7040 staff hours in community development. The true figure is likely to be in the range 6336 to 7744 (7040 plus or minus 10% (704)).

5. Staff and volunteers

Paid staff - included in profile

The 770 youth projects employ:

- approximately 1950 paid staff
- working on average approximately 22 hours each
- working the equivalent of 1,230 full-time positions
- 39% of staff working full-time

Unpaid staff - included in profile

In addition 48% of projects use volunteers. The volunteers included in the profile below are:

- 230 volunteers
- working on average 10.6 hours each
- working the equivalent of 70 full-time positions
- 20 of the 230 volunteers are working full-time

Unpaid staff - not included in profile

In addition to the volunteers included in the profile in the table opposite (those typically working more than 4 hours per week) there are a further:

- 1,600 volunteers
- working on average 3.3 hours each
- working the equivalent of 150 full-time positions

These volunteers are not included in the profile below because detailed profile data was not gathered about this group in the census.

Role

Many staff work in more than one role. When staff are categorised by their principal role there are:

Paid Staff	Volunteers	Role
%	%	
32	5	Coordinator/manager
43	29	Youth worker
8	5	Administration
18	62	Other worker.

Paid hours worked

Paid staff	Hours/week
%	
13	0-7
12	8-14
18	15-21
10	22-28
8	29-34
39	35 or more

Unpaid hours worked

Paid Staff	Volunteers	Hours/week
%	%	
62	0	0
4	7	<=1
7	8	2
3	2	3
4	25	4
7	10	5
13	48	6 or more

Gender

Paid Staff	Volunteers	Gender
%	%	
34	43	Male
66	57	Female

Language

Paid Staff	Volunteers	Language
%	%	
80	88	English only
20	12	Speaks a language other than English

ATSI

Paid Staff	Volunteers	ATSI
%	%	
7	7	Aboriginal and Torres Strait Islanders

Age

The age profile for staff is:

Paid Staff	Volunteers	Age range
%	%	
0.6	9	Under 18 years old
19	35	18-25 years old
49	27	26-39 years old
32	29	40+ years old

Education qualifications

Paid Staff	Volunteers	Highest qualification
%	%	
6	30	Less than Year 12
9	23	Year 12 / HSC
3	3	Trade/apprenticeship (eg hairdresser, chef)
32	24	Certificate/diploma (eg childcare, technician)
37	18	University degree
14	3	Post-graduate qualifications (eg, Grad Dip, Masters, PhD)

Paid Staff	Volunteers	Area of qualification
%	%	
24	32	Youth work
13	3	Social work
10	3	Psychology
17	23	Education
19	28	Welfare/community work
2	-	Disability
2	-	Nursing
2	2	Law
2	-	Policing
1	-	Juvenile Justice
16	7	Arts/social sciences/ humanities
4	3	Communications/art /media
10	3	Management/admin
14	20	Other

Years in the youth sector

Paid Staff	Volunteers	Years
%	%	
3	9	<1
11	41	1
15	9	2
10	12	3
23	14	4-6
21	10	7-10
16	5	11 or more

Years in this project

Paid Staff	Volunteers	Years
%	%	
16	24	<1
29	45	1
22	8	2
9	6	3
14	9	4-6
6	5	7-10
3	2	11 or more

Training attended in the last year

Paid Staff	Volunteers	Training days
%	%	
23	56	0
8	8	1
15	12	2
11	6	3
10	3	4
10	7	5
24	8	6 or more

How often supervised

Paid Staff	Volunteers	Frequency
%	%	
12	21	Daily
19	30	Weekly
15	16	Fortnightly
27	7	Monthly
6	10	Quarterly
7	3	Less frequently than quarterly
13	13	Never

6. Resources

Financial resources

The 770 projects have a total recurrent expenditure of approximately:

\$69.4 million

These funds are provided through the following sources.

Sources of funds

% 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

The above are estimates and should be taken as a guide only.

Human resources

The 770 youth projects employ:

- approximately 1950 paid staff
- working the equivalent of 1230 full-time 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

In addition projects use volunteers.

Volunteers typically working more than 4 hours per week (Group A):

- include 230 volunteers
- working on average 10.6 hours each per week
- working the equivalent of 70 full-time positions

In addition to these volunteers projects also use volunteers typically working less than 4 hours per week (Group B). They:

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

Paid staff and volunteers

FTE*	% Work	Staff
1,230	78	Paid staff
130	8	Unpaid time of paid staff
70	4	Unpaid time of volunteers (Group A)
150	9	Unpaid time of volunteers (Group B)
1,580	100	Total

* FTE - full-time equivalent

Paid staff time contributes 78% of the paid and unpaid work.

Paid staff do a further 8% of the work on an unpaid basis.

Volunteers do the remaining 13% of the work.

Note: The number of hours considered to be full-time varies from 35 to 40. The above estimates are all calculated on a 35 hour week.

7. Operations

The census gathered some information on a variety of aspects of the operations of projects.

Opening hours

The following table shows the percentage of projects open at different times (for projects that are directly accessible by young people):

	M	T	W	T	F	S	S
Before 9	20	19	18	19	17	5	3
9-3	69	74	72	71	65	10	5
3-6	56	63	65	65	58	9	6
After 6	18	19	21	25	26	9	6

From the table one can see:

- 20% of projects open before 9am on Monday
- 69% are open between 9am and 3pm on Monday
- 18% are open after 6pm on Monday and
- 10% are open between 9am and 3pm on a Saturday.

Preferred hours

About 60% of projects thought it would be of benefit to clients if the project were open for longer or different hours:

% Projects View

25	Yes, longer hours
11	Yes, different hours
22	Yes, longer and different hours
42	No

The principal changes that would help projects open for longer and/or different hours were:

% Projects		Principal change
Ranked*	1or2**	
54	46	Additional funding
51	45	More paid staff
28	8	Better safety and security
27	7	Partnerships with other services

*%Ranked = the percentage of projects that ranked the issue as important

**%1or 2 = the percentage of projects that ranked the issue as the most important or second most important.

Participation by young people

Young people participate in projects in a variety of ways:

% 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

Working with other services

Projects work with other services in a variety of interagencies. In the three months prior to Census week projects worked with other services through:

% Projects	Strategy
87	a local youth network or youth interagency
74	an issue-based or project-specific network or interagency
61	a generalist community interagency
5	none of the above

Projects work on projects in partnership with other services. In the three months prior to Census week projects had worked in partnership with another service to:

% Projects	Work
84	Deliver direct services or programs to young people
55	Research, plan, co-ordinate or evaluate local youth service provision
45	Advocate or lobby on youth or youth work issues to: 35 Local government 33 State government 32 Commonwealth/Federal government
6	Other
6	None of the above

Availability of other services

Projects were asked questions about the availability of other services:

Is there a "youth friendly" GP (doctor) in your area who you can refer young people to?

% Projects Response

51	Yes
14	No
35	Don't know

Is there a drug and alcohol service in your area which you can refer young people to?

% Projects Response

89	Yes
8	No
2	Don't know

Working with schools

Projects worked with schools through:

%	Strategy
59	Receiving referrals from school staff
49	Programs run during school hours
38	Speaking at school assemblies
34	Articles in school newsletters
38	Programs run after school hours
23	Other
8	None, don't work with schools

The frequency with which projects worked in schools (eg. visit a school or give a talk in a school) was:

% 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

The response to the question: Do you want to increase your project's work with schools? was:

% Projects Response

22	Yes, lots
48	Yes
17	No
13	Unsure/ undecided

For those projects that wanted to increase their project's work with schools the most important priorities were:

- Increased awareness by school staff about community organisations, so that they can refer young people to appropriate services, including your own (50% ranked it number 1 or 2; 67% ranked it as important)

- A Department of Education protocol about school-youth service partnerships (30% ranked it number 1 or 2; 51% ranked it as important)
- Your local school having a policy on school-youth service partnerships (27% ranked it number 1 or 2 ; 49% ranked it as important)

Working with alcohol and other drugs

Does your service have **written guidelines** for working with young people under the influence of alcohol or other drugs?

% Projects	Response
57	Yes
34	No
9	Unsure

Does your service display posters, pamphlets or brochures that promote a **Harm Minimisation approach** to young people's AOD use?

% Projects	Response
73	Yes
18	No
9	Unsure

If a **young person is affected by alcohol or other drugs (AOD)** while at your project, what do you do?

% Projects	Response
55	Brief intervention by worker (talk to them about their AOD use)
49	Refer them to an appropriate organisation
45	Ask them to leave if their behaviour is inappropriate
39	Contact the family or a carer
25	Ask them to leave depending on the discretion of the worker at the time
20	Drive them home or call a taxi
18	Always ask them to leave
17	Ask them to go in a "chill out room" and provide supervision
1	Do nothing and don't mention it
19	Other

This year, have you **referred young people** to any of the following for an AOD issue?

% Projects	Referral
32	Not applicable, no AOD referrals made
39	Local youth health service
20	Out of area youth residential AOD service (eg. Noffs Foundation, Youth Off The Streets - Dunlea, Kadesh)
30	Area Health AOD Service
30	Community Health Centre
10	Area Needle and Syringe Program
29	Adolescent and Family Counsellor
19	GP (doctor)

Access and equity

Which groups does your project actively implement access and equity **policies and strategies** for?

% Projects	Groups
54	Young women
54	Young Aboriginals or Torres Strait Islanders
43	Young people from Non-English Speaking Backgrounds
18	Young refugees
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
15	Other

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

% 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

Computers and internet

What internet access do you have? "Conveniently" (below) means that a computer is usually available when people need it, and its internet speed and reliability is average.

% Projects	Access
6	We do not have access to the Internet
14	We have Internet access but it is not convenient
42	Workers can conveniently access the Internet
38	Workers and young people in our project can conveniently access the Internet

The reasons for lack of access to the Internet included:

% of all Projects	Reason
9	We do not have an adequate computer system
7	The costs of the Internet connection are too high for us (set up and ongoing)
8	Other

Some projects had more than one reason.

How much do you use email

% Projects	Usage
5	No workers have email
5	Workers have email but rarely or never use it
91	We use email - If so, how often is it checked:
74	daily
18	every couple of days
7	weekly
1	less frequently

Written policy

Does your service have written policies on each of the following?

% Projects	Policy
79	Values/philosophy/principles
82	Mission/purpose
82	Code of ethics or a code of conduct for staff?
82	Aims/goals/objectives/outcomes for the project
60	Alcohol and other drugs
68	Access and equity
25	Work with schools
73	Critical incidents/emergencies
75	Client safety/ duty of care
86	Worker safety /OH&S

Code of Ethics

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

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

Staffing - number and standard of applications

For the last position your project advertised, how would you rate the number and standard of applications?

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

Does your project have difficulty attracting appropriate staff?

% Projects	Response
55	Yes
45	No

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

% 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

Staff appraisal

Do your staff undergo a staff appraisal process (a formal appraisal of their work performance) at least once every 2 years?

% Projects	Response
78	Yes
22	No

Temporary project closures

How long was your project closed during the past 12 months?

% Projects	Length of closure
44	Not closed at all
36	For less than 1 month
13	1-2 months
4	3-4 months
1	5-6 months
2	more than 6 months

If your project was closed for a month or more during the past 12 months what was it due to?

% of all projects	Reason
14	A staff vacancy or delay in employing new staff
5	Evaluation, planning, policy and procedure development
5	Lack of funds
32	Other

8. Sydney compared with the rest of NSW

The table on page 4 shows the location of the 770 projects.

The following is a brief overview of the of youth projects and services in Sydney and the rest of NSW.

There are approximately 1.1 million young people aged 12 to 25 in NSW.

Sydney	Rest of NSW	Characteristic
60	40	% of young people 12 to 25 years of age in the NSW population
47	53	% of projects
50	50	% of young people seen in Census week
49	51	% of full-time equivalent staff
365	405	Number of projects
13,900	14,100	Number of young people seen in census week
900	1,040	Number of paid staff
600	630	Full-time equivalent of paid staff

Similarities

Many broad similarities including:

- Area covered by project (number of LGAs)
- Year projects began operating
- Numbers of staff employed in projects
- Services offered
- Participation by young people
- Networking with other services
- Written policy
- Strategies for participation by young people
- Strategies for working with other services

Differences

Some of the differences between Sydney and the Rest of NSW are:

Sydney	Rest of NSW	Characteristic
18	24	Percentage of auspicing organisations with less than 5 staff
2.7	2.6	Average staff employed in the project
61.1	52.9	Average hours staff employed
41	54	Percentage of projects that use volunteers
24.7	17.6	Average volunteer hours per week per project for those with volunteers
105	110	Full-time equivalent volunteers
20	35	Percentage of projects with an expenditure of less than \$40,000
40	29	Percentage of projects who don't know good local GP to refer young people to
44	25	Percentage of staff with a degree
25	37	Percentage of staff with a certificate or diploma
58	72	Percentage of projects that have barriers to participation in training
9	44	Percentage of projects with the barrier for training: too far to travel

9. Western Sydney compared with the rest of Sydney

The table on page 4 shows the location of the 770 projects. Western Sydney is defined as the 11 LGAs of the Western Sydney Area Assistance Scheme.

The following is a brief overview of youth projects and services in Western Sydney compared with rest of Sydney.

Western Sydney	Rest of Sydney	Characteristic
45	55	% of young people 12 of 25 years of age in the Sydney population
53	47	% of projects
46	54	% of young people seen in typical week
47	53	% of paid staff
193	172	Number of projects
6,500	7,500	Number of young people seen in typical week
430	480	Number of paid staff
290	310	Full-time equivalent of paid staff

Similarities

Many broad similarities including:

- Area covered by project (number of LGAs)
- Year projects began operating
- Services offered
- Written policy
- Staff profile
- Barriers to training

Differences

Some of the differences between Western Sydney and the rest of Sydney are:

Western Sydney	Rest of Sydney	Characteristic
2.4	3.0	Average staff employed in the project
55.7	67.5	Average hours staff employed per project
49	32	Percentage of projects that use volunteers
20.2	32.3	Average volunteer hours per week per project for those with volunteers
55	50	Full-time equivalent volunteers
58	42	Percentage of projects with an expenditure of less than \$70,000
13	38	Percentage of projects auspiced by local government
57	80	Percentage of auspicing organisations that have a web page
79	96	Percentage of projects working in partnership with another service to deliver services
47	61	Percentage of projects working in partnership to coordinate, evaluate or plan youth services
49	67	Percentage of projects with written guidelines for young people influenced by alcohol or other drugs
80	67	Percentage of projects with written guidelines on access and equity

10. Training

Training priorities

The top six priorities for training were:

% Projects Ranked*	Priority
52	Anger and violence issues for young people (29% ranked it number 1 or 2)
39	Dealing with challenging behaviours (18% ranked it number 1 or 2)
37	Drug and alcohol issues for young people (20% ranked it number 1 or 2)
37	Mental health issues for young people (17% ranked it number 1 or 2)
32	Working with the school system (14% ranked it number 1 or 2)
31	Working with young people & their families (13% ranked it number 1 or 2)

Who should have training

Who should the training be for?

% Projects	Who
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

Barriers to training

65% of projects experienced barriers to staff participating in an adequate amount of training.

The five most important barriers identified were:

% Projects Ranked*	Barrier
41	Little or no training money in our budget (32% ranked it 1 or 2)
32	Cost of training too high (22% ranked it 1 or 2)
32	Lack of funds for relief staff (18% ranked it 1 or 2)
30	Having to close/limit service so workers can attend (14% ranked it 1 or 2)
27	Too far to travel (16% ranked it 1 or 2)

*%Ranked = percentage who ranked the item as a priority

11. Priority issues

Issues

Projects were asked which of the following youth issues would they like YAPA to lobby on during the next 2 years?

The responses were:

% Ranked*	% 1 or 2**	Issue
Top priorities		
60	35	Funding for the youth sector
54	27	Accommodation
53	18	Education
Middle ranking priorities		
50	14	Job creation
47	16	Mental health
46	16	Transport
45	11	Alcohol and other drug issues
42	13	Professional development for the youth sector
39	11	Recreation and entertainment
36	12	Employment conditions/pay for young people
Lower priorities		
38	7	Youth participation in government decision making
37	7	Police/courts/justice system
35	7	Public space/ security guards/ shopping centres
32	6	Income support
27	4	Other health issues
9	7	Other.

Special projects

Projects were asked which of the following special projects would you like YAPA to work on during the next 2 years.

The responses were:

% Ranked*	% 1 or 2**	Project
Top priorities		
60	41	Development of model policies and procedures for youth services
55	29	Showcasing models of youth services/ programs
52	28	Showcasing models of youth participation
50	26	Training for young people on advisory committees and youth councils
Lower priorities		
48	17	Printed resources and publications on youth issues
48	17	Printed resources and publications on professional development issues for youth workers
36	13	Training for management committees

* %Ranked = the percentage of projects that ranked the item as a priority

**%1 or 2 = the percentage of projects who ranked the item as the most important or second most important priority

12. Technical notes

The Census

This is a summary report on the 2002 NSW Youth Services Census.

The Census of services was undertaken during September to December 2002.

The Census identifies the needs and issues for youth services. It "paints a picture" of 770 current youth work projects in NSW.

How was the Census organised?

In 2002 the NSW Department of Community Services contributed funding to YAPA to conduct the first census of 770 youth projects and services in NSW. YAPA contracted the census design, data collection and analysis to Paul Bullen.

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 which hadn't returned forms, in November and December.

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).

Projects included

The following table shows (A) the number of projects in NSW and (B) the number who returned completed Census forms.

A	B	Funding
49*	28*	Local council-funded youth workers
34*	31*	CSGP (Community Services Grants Program) General Salary subsidy (NSW DoCS)
220	138*	CSGP General Youth Program (NSW DoCS)
53	23	CSGP Adolescent Family Counsellors (NSW DoCS)
17	4	CSSS - Community Settlement Services - youth projects only (DIMIA)
85	63	Links to Learning (NSW DET)
78	38	AAS - Area Assistance Scheme - youth projects only (Planning NSW)
55	27	PCYC - Police & Community Youth Clubs (NSW Police)
22	20	Reconnect (FaCS)
26	21	YAS - Youth Activity Service, & FLW - Family Liaison Workers (FaCS)
12	8	SFAC - Stronger Families and Communities (FaCS)
44	36	JPET - Job Placement, Employment & Training (FaCS)
5	5	RYIS - Rural Youth Information Services (FaCS)
24	11	National Illicit Drugs Strategy - Community Partnerships Initiative (DHA)
36	15	Crime Prevention projects (NSW Attorney General's).
11	4	Post Release Support Projects - Department of Juvenile Justice (NSW DJJ)
0	6	Other/ unknown
771	478	Total

* These are estimates. In some cases it is not clear whether a project was a Local government project or a CSGP project (salary subsidy or general youth).

Estimates

There are 771 projects in the population of youth projects included in the Census.

There were 456 completed census returns representing 478 projects.

The data from these 478 projects is used to estimate the data for the 771 projects.

The data in this report that quotes percentages of projects is likely to vary accurately. For example for a quoted figure of 50% the true value is likely to be in the range 48% to 52%

There is more possible error in the estimates of service levels. The true figures for service levels are likely to be the service level estimates plus or minus 10%. So for example, on page 9 the report states there are 7040 staff hours in community development. The true figure is likely to be in the range 6336 to 7744 (7040 plus or minus 10% (704)).

Terminology

In this summary report and in the full report the following terminology is used.

Project

For the purposes of this Census a project is one or more workers funded by one funding program to do the same thing; or a worker(s) funded by more than one funding program but to do similar things.

Percentages

Most of the collated responses are shown as percentages.

Rankings

In the questions where there were rankings the following notes are used:

%1 = The percentage who ranked the item number 1

%2 = The percentage who ranked the item number 2

%1 or 2 = The percentage who ranked the item 1 or 2

%Ranked (or %R) = The percentage who ranked the item as important

OR = Overall ranking (usually provided for the top 4 or 5 items in the full report)

In questions where there are numbers such as the years of employment or the number of hours worked the following notes are used.

Median

median = the median is the point at which half the responses are less than or equal to the median and half the responses are greater than or equal to the median. For example for all staff the median number of paid hours is 25. This means that half the staff work 25 hours per week or less and half the staff 25 hours per week or more.

Mid 50%

Mid50% = technically the inter-quartile range - the middle 50% of responses are within this range. Continuing with the previous example the Mid 50% of hours worked is 14 to 35 hours per week. 50% of staff work between 14 and 35 hours per week. 25% work 14 or less hours per week and 25% work 35 or more hours per week.

Range

Range = the range from the lowest to the highest responses. Continuing with the previous example the range of paid hours worked is from 1 to 82 meaning at least one staff member worked 1 paid hours and at least one staff member worked 82 paid hours.

Full-time equivalent

For some projects full-time is 35 hours per week, for some it is 40 hours per week and for others it is in between 35 and 40 hours per week.

In this report full-time equivalent is based on 35 hours per week.

Rounding

Rounding up or down to the nearest whole number means that sometimes percentages will add up to 99 or 101 rather than 100.

Highlights of the 2002 NSW youth services census

The Census

This is a summary report on the 2002 NSW Youth Services Census. The census of services was undertaken during October to December 2002.

Projects

There are 770 youth projects included in the Census.

56% of projects receive less than \$70,000

Services

The most commonly available services are:

- Information and referral
- Informal counselling/support
- Living skills education and training
- Structured recreational activities

The four services using the largest proportion of staff time are:

- Information and referral
- Individual casework and advocacy
- Drop in
- Structured recreational activities

Paid staff

The 770 youth projects employ:

- approximately 1950 paid staff
- working on average 22 hours each
- working the equivalent of 1230 full-time positions
- 39% of staff working full-time

Volunteers

48% of 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.

Resources

The 770 projects have a total recurrent expenditure of approximately \$69.4 million. 74%, \$51.3million is provided by federal or state government.

Training priorities

The top four training priorities are:

- Anger and violence issues for young people
- Dealing with challenging behaviours
- Drug and alcohol issues for young people
- Mental health issues for young people

Priority issues

The top three issues projects want YAPA to lobby on are:

- Funding for the youth sector
- Accommodation
- Education

Other high priorities included:

- Job creation
- Mental health
- Transport

Further data and information

Copies of:

- this summary report
- the questionnaire
- the full report and
- other analyses

are only available from www.yapa.org.au/census.

Enquiries to info@yapa.org.au or ring Nick Manning (ext 7) on (02) 9281 2344 or 1800 627 323.