

YAPRap

Newsletter of the Youth Action and Policy Association NSW Inc

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Using social media to promote social justice

Trevor Cook

Blogs have been called 'left-wing talkback'. They are extraordinarily popular because they let individuals and cash-strapped organizations build their own audiences and communities online without having to spend a lot on fancy websites or plead with traditional media for access.

Social media – including blogging and podcasting – is rapidly changing the way we think about media and publishing; with

profound implications for community activists, regardless of cause or organisational size.

We call these new communications tools social media because they encourage participation and collaboration; the two things we need to build more democratic societies and communities.

The first weblogs (or blogs) were created in the late nineties. There are now well over 20 million blogs in the world, and the number has been doubling every 5 months for the past 3 years

without any sign of the momentum softening.

The Internet is now the most popular source of news and information for Americans between 18 and 34 years of age, a growing number of these people see weblogs as part of their daily news diet. In fact, many people trust their favourite bloggers more than well-established media corporations.

There are blogs about everything human beings are interested in. Enter your

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Rock off

YAPRap

YAPRap is YAPA's monthly newsletter. YAPA is the Youth Action and Policy Association NSW Inc, the peak organisation representing young people and youth services in NSW.

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To subscribe

YAPRap is sent to members and subscribers only. Go to www.yapa.org.au or contact us for details.

Contributions

Contributions welcome from young people, youth workers and others. Email articles and listings to info@yapa.org.au or ring Nick Manning at YAPA to discuss your contribution. YAPA may also publish your contribution in other newsletters and on our website.

Advertisements and loose inserts

We run ads in YAPRap and insert loose flyers, when space permits. Contact Nick Manning to discuss your ad or flyer.

Deadlines for contributions, ads and loose inserts

(YAPRap is posted 2 weeks after the deadline.)
Monday 3 April
Monday 1 May

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Last year I went to Festival Mushroom Records for my Year 10 work experience from Carroll College Broulee, (near Batemans Bay NSW). The girls there told me "the best thing to do at your age is get hands-on experience".

I started telling my friends "I'm going to organise a gig". They didn't have much faith. Until about 6 hard months later when the posters were going up for a under age dance party. People in my year group couldn't believe it. "Hanna you're so young, as if you could put on such a event". Even til the end of the night I couldn't believe it either, over 400 kids turned up to see all the live bands and a DJ.

Rock off was so rewarding because the local bands were exposed (which doesn't happen much in the Bay). I raised over \$1000 for Canteen for Cancer which gave me a great feeling by giving to people in need. I got to meet so many new faces which was a beautiful thing because so many people in communities are prepared to help out a kid trying to make a go of things. A lot of adults would congratulate me, also friends of mine now say that they will be happy to help organise another gig because now they know it is possible.

Thanks to Jen Ryan and Milly McAlister: Rock off wouldn't have been as successful without them.

- Hanna 

Tell the world!

YAPRap publishes short items by young people about youth activism: young people organising groups, events and campaigns themselves. If your project is run by young people, we would like an article about it.

YAPA pays \$50 for published articles written by young people. If you plan to write an article, let me know in advance:

Nick Manning:

- nick@yapa.org.au
- ext. 4, (02) 9319 1100 or 1800 627 323



Compare what's fair

Young people & youth workers: Been offered an individual contract/ Australian Workplace Agreement at work?

The NSW Office of Industrial Relations has launched a new online tool to help you find out if you are better off under a individual contract (Australian Workplace Agreement) or a current award such as the Social & Community Services Award.

The **Compare What's Fair** comparison calculator is free and available at www.industrialrelations.nsw.gov.au/awards/compare.

Compare What's Fair helps you to calculate the amount that you would earn over a year, including entitlements, based on your typical working week under an existing award and a proposed AWA.

Compare What's Fair also lets you evaluate the minimum hourly rate required under an AWA to give you the same annual salary as the current NSW award applying to the work that you do.

The calculator is a simple and easy way to find out what entitlements and pay conditions

you could miss out on if you sign an AWA.

YAPA Executive Officer, Kristy Delaney, spoke at the launch of the **Compare What's Fair** comparison calculator, along with



YAPA Executive Officer Kristy Delaney, NSW Minister for Industrial Relations John Della Bosca, & Manager, Industrial Relations, Sydney Chamber of Commerce, Ian Unsworth

NSW Minister for Industrial Relations John Della Bosca.

At the launch Kristy said that many research reports, including a survey of over 5000 young people by the Office of Industrial Relations last year, show that young people are vulnerable workers who are often and easily exploited by employers.

Kristy said that Work Choices will have a devastating impact on the lives of young workers and will only further erode their pay and working entitlements.

Young people are more likely to

be in casual and low paid jobs, are less likely to have the qualifications and experiences that are in high demand by employers, face an unemployment rate of over 20%, and are less likely to have the skills and confidence to negotiate successfully at work.

Kristy said that young people are in a very weak position to negotiate with the boss and in many situations their only choice is "take it or leave it".

YAPA welcomed the launch of the calculator as a practical demonstration of the NSW Government's

commitment to helping young people reach their employment goals and get a fair go at work.

Mr Della Bosca said that many of the AWAs examined so far by the NSW Office of Industrial Relations have stripped away penalties for shift work, overtime, paid public holidays, provisions for jury service, bereavement leave, annual leave loading and meal, uniform and travel allowances.

Examples include:

- a second year apprentice

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Compare what's fair

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motor mechanic working a 38 hour week, plus an hour of overtime per day for a flat weekly rate of \$322 instead of \$530.

- the coordinator of a community centre working 38 hours per week with 12 hours overtime getting \$938 instead of \$1566.

Mr Della Bosca said "The calculator gives workers and employers a chance to make genuinely informed decisions about their workplace arrangements."



Before you sign an AWA you should read it carefully to check it provides for:

- meal breaks; overtime rates; weekend, late night, public holiday and other penalty rates; shift, uniform, vehicle, travel and other allowances; rest breaks; bonuses and annual leave loading (Will you get enough extra pay to compensate you for the loss of these arrangements?)
- a notice of termination clause and redundancy pay (How do they compare to award conditions?)
- pay increases (You will get no other pay increases than those listed for the life of the AWA.)
- the options available to you when it expires (If it isn't replaced by another AWA, your entitlements will be reduced to just five minimum conditions, including minimum pay. The current minimum rate of pay is just \$12.74 per hour)
- seven days to consider the AWA
- if you are under 18, parental or guardian consent.

For more advice you can phone the OIR free hotline on 131 628.

From the Executive Officer

Brief updates on policy issues

Kristy Delaney, YAPA Executive Officer

Countdown to NSW State Election

We are now just 12 months away from the NSW State Election and YAPA has started developing a range of policy positions on key issues facing

young people in NSW. During the coming months we hope to meet with representatives from all of the major political parties to outline these key issues and a range of recommendations to address these issues.

The local government (council) elections and the Australian

federal government elections will also be held in 2007.

NSW Youth Policy

The NSW Government (specifically the Communities Division of DoCS – the Department of Community Services) are currently developing



Have your say on the NSW Youth Policy

As part of the process of consulting with young people, peak youth sector organisations and other government departments about the development of the 2006-2010 Youth Action Plan, the NSW Office of Children & Young People is seeking young people's feedback via an online forum.

If you're aged 12-25 and living in NSW, they'd like to know what you think of the current youth policy, **2002-2006 Working Together, Working for Young People**, and to hear your suggestions about how it can be improved in the future.

Have your say (before 18 April) on the message board at www.youth.nsw.gov.au/have_a_say/policy_forum, or email youth@community.nsw.gov.au. If you want to let YAPA know your thoughts too, email the address above and CC kristy@yapa.org.au.

the next NSW Youth Policy, known as the *Youth Action Plan*. YAPA has been providing input into the development of this policy. See above.

Links to Learning

YAPA has been extremely disappointed with the failure of the NSW Department of Education and Training to provide indexation payments (increases to

cover inflation) to their Links to Learning services for this financial year. This move will seriously undermine the financial viability of these services and will only result in reduced service provision to highly disadvantaged young people.

SACS Award increases

The NSW Industrial Commission has made a new Award for the Social & Community Services (SACS) Industry. The new Award will provide for a 10.5% pay increase over the next three years, comprised of:

- 3.5% wage increase on July 1st 2006 then
- 3.5% wage increase on July 1st 2007 then
- 3.5% wage increase on July 1st 2008.

The next step is to ensure that we all have the funding to pay for these increases! The NSW Council of Social Services (NCOSS) has written to the NSW Treasurer, Michael Costa to request a commitment from the NSW Government for funding assistance to help services meet these costs.

Further updates from NCOSS and the Australian Services Union (ASU) will be available in future editions of *YAPRap*.

DoCS Funding Policy

YAPA is currently working with NCOSS and other members of the Forum of Non Government Agencies (FONGA) to develop proactive recommendations to

the Department of Community Services (DoCS) regarding their Funding Policy. This will include recommendations as to what constitutes "value for money" and the support required by services to develop consortiums and models of integrated service delivery.


Further information on the Funding Policy is available at www.yapa.org.au/youthwork/latest/docsfundingreform.php and www.community.nsw.gov.au/documents/funding_policy.pdf

YAPA will be holding a forum for youth services to discuss the Funding Policy with representatives from the Department on Wednesday 24 May – more details soon.

DoCS Good Practice Guidelines

As we mentioned in last month's *YAPRap*, a key initiative of the DoCS Funding Policy is the development of Service Standards for all DoCS funded services.

YAPA and a range of other peak organizations have been working with DoCS over the past two years to develop the Standards. During the month DoCS formally released the Standards which are now known as the "Good Practice Guidelines".

DoCS are developing a set of tools to help funded organisations to assess their service against the guidelines, and to plan to make improvements where needed. A series of briefing sessions will be held for funded services. Watch this space for details. 



Gundagai, Tumut & Tumbarumba: An all too familiar situation!

John Ferguson, YAPA Policy & Training Officer



We all know that there is a lack of resources in rural New South Wales, and that some places have it tougher than others, but for young people around the Gundagai area, there are no resources whatsoever. The situation is just as dire in the shires of Tumbarumba and Tumut. For this reason, there is a group of people who have joined together in an attempt to obtain funding for a Youth Development Officer (YDO) that will cover the three shires.

A few years ago the Gundagai Neighbourhood Centre had the funding to provide a Youth and Family Support Officer. However, this funding was not continued and the void that was left has not been filled. Drawing on the notion that there is greater strength in partnerships, a Focus Group has been formed to address the need for a YDO. The Focus Group

contains a diverse range of members from varying positions in the three shires. Some of the members include a Child and Adolescent Psychologist, a Centrelink Manager, a School Counsellor, and a member of the Tumut Aboriginal Working Group. There are also members who hold positions on the local councils, such as a Corporate Planner, a Community Services Manager and a Corporate Services Manager. The variety of these positions reflects that the need for a YDO is felt right across the three communities.

The position required...

The group strongly feels that the position needs to focus on community development for youth, rather than on crisis management. The position would be proactive, rather than reactive, and is based on actions in each of the councils' Social Plans and Healthy Communities initiatives. It is proposed that the YDO's time would be shared on the basis of 1

day in Gundagai, 1 day in Tumbarumba, 2 days in Tumut, and 1 day for floating and administration.

Some of the key responsibilities of the YDO position not only show the great value in such a position, but also what is really lacking for young people in this region:

- Establish stronger links between young people and the local community with particular focus on fostering self-help and mentoring programs;
- Engage special needs groups of young people, including young parents, Aboriginal young people and socially disadvantaged young people;
- Provide support to young people and facilitate access of young people to appropriate services, specialists or community agencies available in the area.

The key responsibilities and job criteria are more extensive than are shown here, but these three points clearly demonstrate the



integral resources and opportunities that are currently not available for young people in this region. There is also no Family Support service, or JPET program in any of the three shires.


The rural perspective...

To put this position into perspective, it is necessary to look at the distances between these towns. Being country New South Wales, they are not just around the corner from each other, nor are they situated in a convenient triangle. They are, in fact, situated in a line, with Tumut in the middle. Gundagai is first and is situated on the Hume Highway, which is about 38 kilometres from Tumut. From there, it is another 70 kilometres to Tumbarumba. These journeys are made even more arduous with the usual state of country roads. There are no motorways to connect these towns, but at least

there's no toll!

These geographical obstacles are a part of life in country New South Wales, but they should not be taken lightly when considering the task facing youth and community workers in these areas. Taking into account the demands of this position, the Focus Group has taken the realistic position of requesting only one Youth Development Officer for the entire region. It would be much more desirable to have a youth worker in each town, and be able to provide more than one day of support to the young people in Gundagai and Tumbarumba. However, although having three youth workers may be a fantasy, to request only one YDO to cover this broad region, with a combined population of over 18,000 people, is anything but greedy.

It is important to remember that services, resources and activities for young people are

extremely limited in rural areas, and the Shires of Gundagai, Tumut and Tumbarumba are no exception. The variety of people involved in this Focus Group, combined with the sustained effort and dedication that they have shown, truly reflect the need for a Youth Development Officer. The points discussed above constitute a job description, but they are also a clear indication of what is currently not being provided for young people in this region. Sadly, this scenario is repeated across much of country New South Wales. 

get in touch

YAPA is keen to hear the needs & experiences of young people and service providers in other rural areas. Contact:

John Ferguson
1800 627 323
policy@yapa.org.au

Have a look at these workshops coming up...

Manager's Duty of Care and Insurance Update

March 31, 2006

Presenters: Nick Manning & Sandra Handley
Code: 060331PI
Cost: \$130 / \$120 VIP
Venue: CCWT Parramatta Venue

Understanding Disruptive Behaviour Disorders

May 23, 2006

Presenter: Phill Nunn
Code: 060523SI
Cost: \$120 / \$110 VIP
Venue: CCWT Sydney Venue

Centre for Community Welfare Training CCWT

02 9281 8822

ccwt@acwa.asn.au
www.acwa.asn.au/ccwt



Rural census on alcohol & other drugs

Kristy Delaney, YAPA



During December to February YAPA conducted a census of rural youth services about their capacity to work with young people with alcohol & other drug (AOD) issues.

98 youth services participated in the census. Thank you to

everyone who has supported the project, we couldn't have done it without you! Thanks also for the funding from the NSW Workforce Development Council.

Responses were received from all rural regions (see pie chart).

There were a wide range of responses and the following summary presents the "average" picture only. For example, while

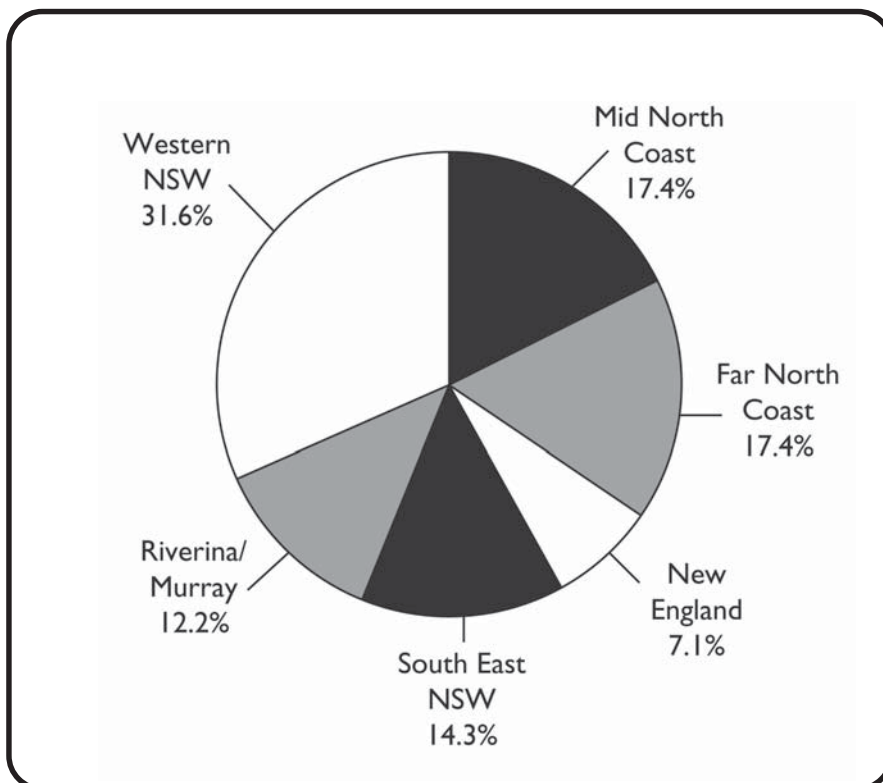
most services displayed material on harm minimisation almost a third did not.

It is important to note that the census was a self-assessment tool, rather than an independent assessment. For example, workers may feel that they have an adequate AOD policy at their service but after training they may realise that they need to update and expand their existing policy.

The results are as follows:

The **average youth project** employs 2 workers who work a total of 50 hours per week. 37.5 of these hours are face to face work with around 19 young people. The project does not have any volunteers. More than half of their clients have a moderate AOD issue and/or moderate challenging behaviour while 10-20% of clients have a serious AOD issue and/or serious challenging behaviour.

The project generally has adequate or partially adequate policies on relevant AOD issues although they say they would find model AOD policies very useful. Staff believe that the management committee may support the introduction of new policies. Staff receive orientation to the



service and tend to take a consistent approach to AOD issues.

The project has an up to date list of AOD services and know a local AOD worker that they can talk to for advice.

The workers generally feel confident talking to young people about drugs and their effects.

The workers identify a need to learn or improve their “theory based skills” in motivational interviewing, HEADDS assessment, solution focused therapy, stages of change and managing challenging behaviour.

The project has written information for young people about AOD and they display

material promoting a harm minimisation approach.

Most of the workers have received little or limited training on AOD issues. 94% were interested in attending the upcoming YAPA rural training on AOD issues. Most staff have a formal qualification (not in AOD) and have worked in the sector for 5 years .

Does your service have adequate written guidelines / policies on what to do if a young person			
	yes	partially	no
a) attends your service under the influence of alcohol or drugs	69.1%	21.6%	9.3%
b) has harmful AOD use	49.5%	33.0%	17.5%
c) has a suspected drug overdose	51.6%	21.6%	26.8%
d) displays challenging behaviour at your service	66.0%	21.7%	12.3%
e) has possession / dealing of drugs on your premises	67.0%	16.5%	16.5%

Does your service have adequate written guidelines / policies			
	yes	partially	no
a) duty of care	82.5%	12.4%	5.1%
b) harm minimisation	54.6%	29.9%	15.5%
c) client safety	75.0%	17.7%	7.3%
d) worker safety	74.2%	20.6%	5.2%
e) parental contact	54.7%	26.3%	19.0%
f) confidentiality in relation to parental contact	60.4%	25.0%	14.6%

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Rural census on alcohol & other drugs

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Would your service find model policies on AOD useful?	
Yes	88.5%
Partially	9.4%
No	2.1%

Do you have adequate knowledge of how to do			
	yes	partially	no
a) Motivational interviewing	25.5%	45.8%	28.7%
b) HEADDS assessment	8.9%	24.4%	66.7%
c) Solution focused therapy	31.9%	30.9%	37.2%
d) Stages of change	28.0%	29.0%	43.0%
e) I ASSIST (managing challenging behaviours)	12.9%	40.9%	46.2%

Do you receive adequate and supportive supervision (either internal or external supervision) which allows you to talk about how you work with young people on AOD issues and how you can improve your work?	
Yes, definitely	29.5%
Yes, mainly	34.7%
Unsure	6.3%
No, not really	22.1%
Definitely not	7.4%

The full report will be on the YAPA website soon, at www.yapa.org.au/youthwork/reports 



What's YAPA doing in 2006?

It's another busy year for YAPA!

Thanks to everyone who gave us input at the end of last year to help us choose our priorities. Our priority issues and projects for 2006 will be... (drum roll please):

Priority issues for young people

1. Industrial Relations reform: impact on young people

YAPA is

- conducting research with hundreds of young people about their ability to negotiate at work. The results will be promoted extensively through the media.
- working in partnership with the Office of Industrial Relations to develop resources for young people on *how to negotiate at work*, and resources for employers about *how to create a great workplace for young workers*.

Staff members for this project: John and Kristy

2. Rural youth issues

YAPA is

- talking to rural young people and services about the issues that affect them. This consultation was kicked off in January by John who visited 16 services in the Riverina area.
- developing policy positions and recommendations on rural youth issues for the NSW Youth Policy and the Local, State and Federal Elections in 2007.

Staff member for this project: John

3. Sexual assault and domestic violence

YAPA is

- holding face to face consultations with relevant sexual assault and domestic violence agencies
- conducting an audit of current resources available for young women and young men
- developing resources on this topic.

Staff member for this project: Kylie

4. Policing

YAPA is

- continuing the Hanging Out Together project on public space issues for young people.
- Providing information to youth workers about young people's rights and responsibilities with police, security and fines via YAPRap articles and fact sheets

Consultant for this project: Garner

- Working with the NSW Ombudsman on policing issues via the YAPA goodcopbadcop web form and other projects.

Staff members for this project: Nick and John

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What's YAPA doing in 2006?

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Priority issues for youth workers

1. Youth service funding, particularly CSGP

YAPA is

- Advocating to DoCS about the impact of the DoCS Funding Policy on service provision for young people. YAPA participates in a range of Government committees such as the CSGP Roundtable, the Communities Division Partners Reference Group and the NSW Youth Interagency Taskforce where we are able to raise and respond to issues about the Policy's implementation.
- Working with NCOSS and other members of the Forum of Non Government Agencies to develop an alternate funding policy and recommendations to DoCS
- Participating in government processes which aim to develop outcome measures (Results Based Accountability) for funded services
- Informing services of the funding reforms and what changes will be required in service planning and delivery
- Advocating to other funding bodies about their funding programs, for example the lack of indexation for Links to Learning programs

Staff member for this project: Kristy

2. Access to youth services

YAPA is

- focusing on young women's access to youth services. We will be developing information for services about strategies to increase the participation of young women
- seeking funding for a Refugee Youth Access Project to support mainstream youth services in accessing refugee young people
- dedicating part of a position to supporting the NSW NESB Youth Issues Network.

Staff member for this project : Kylie

3. Mental health

YAPA is

- developing information for youth workers, in partnership with relevant health peaks and professionals, about how to provide information, support, referral and brief interventions to young people on mental health issues

Staff member for this project: John

4. School and youth service partnerships

YAPA will

- Advocate the benefits of school and youth service partnerships to the NSW Department of Education and Training
- Provide information to schools about how to work with services
- Provide information to youth services about how to work with schools

Staff member for this project: John

5. Industrial Relations reform impact on youth services

YAPA is

- Liaising with other organization such as NCOSS and the ASU to monitor the impact of reforms on the sector
- Providing information to the youth sector about what these changes mean
- Advocating to the NSW government about how funding reforms and competitive tendering processes impact



on the sector, given the IR reforms.

Staff members for this project: Kristy, John and Nick

6. Code of Ethics for the NSW Youth sector

YAPA will

- Establish a register of organizations and individuals who want to sign up to the NSW Code of Ethics
- Develop resources, case studies and advice about how the Code could be applied
- Incorporate information about the Code into our existing training programs such as the Survival training program and the AOD training program.
- Work with other peaks, relevant regional networks and other stakeholders in progressing this issue

Staff members for this project: Kristy, John and Nick

Our Priority training events for 2006

1. State Young People's Conference (October – watch this space)
2. Survival training program for new youth workers – 4 times this year
3. Working with young people with Alcohol & Other Drug issues – 3 x 3 day training events and a self paced learning package for rural youth workers in Dubbo, Coffs and Wagga.
4. Rural Youth Workers forum to be held late 2006.
5. Recharge! – a conference for Western Sydney youth workers in October.


We will be holding a range of smaller events and forums throughout the year.

Details at www.yapa.org.au/yapa/events

Plus our normal policy work such as...

- Participating in a large number of government committees
- Developing responses to government inquiries
- Running campaigns on priority issues
- Meeting with Ministers and Government Department representatives to raise an awareness of youth issues
- Developing YAPA Policy positions on key youth issues
- Having input into the development of the NSW Youth policy
- Preparing for the Local, State and Federal elections in 2007
- Conducting at least 50 media interviews this year.

Plus all the regular stuff such as...

- Maintaining and developing our website
- Providing a phone and email information and referral service
- Producing *YAPRap*, *Westtracks*, *YAPA Latest*, Annual Report and a range of other publications and fact sheets
- Maintaining and expanding YAPA egroups
- Updating and processing YAPA membership and database
- Expanding our internal policies and procedures
- Supporting and appraising our staff
- Resourcing and being accountable to our Board of Management
- Managing our financial resources, IT systems and premises
- Administration of YAPA
- Liaising with our current and future funding bodies
- Monitoring and evaluating our work with reference to our Strategic Plan 



Skate parks & crime: gnarly or nasty?¹

Part 4 in our youth crime series

Garner Clancey, CHD Partners



This is the 4th article in the Youth Crime Series. The first three articles dealt with: statistics on youth crime, explanations

for offending, and preventative techniques.

This article deals specifically with skate parks and crime. I will, with reference to a current situation in a Local Government Area in Sydney, explore the links between skate parks and crime and provide a basic overview of the NSW Police *Safer by Design Crime Risk Evaluation* process. In so doing, I hope to show that the assertion that skate parks increase crime is problematic and that processes to assess the crime risks of youth facilities need to be considered within a wider context.

By providing some basic insights into the Crime Risk Evaluation process, I hope to show why the youth and community sector (and young people) should participate in these processes and why we need to challenge simplistic conclusions about crime risks. Failure to do so



might see the erosion of youth facilities in the community, due to the perceived crime risks of these facilities.

The Scenario

An unnamed local government area in Sydney² commenced planning for the development of a skate park. This lengthy process involved talking with local young people about their needs, assessing suitable venues, consulting with local residents, preparing draft plans and estimating costs for the project. After considerable work, a site was selected. The site, consistent with the NSW Department of Sport and Recreation guidelines on locating sporting venues³, was selected for the following local reasons:

- proximity to transport systems
 - proximity to existing recreational facilities and amenities
 - favourable changing demographics of the area
 - accessibility to a local school.
- Once the site was selected,



further work was undertaken to consult local residents directly adjacent to the skate park. Some members of the local community opposed the development of the skate park. A key concern has been the suggestion that crime would increase as a result of the facility.

At this time local police were invited to conduct a Crime Risk Evaluation of the site and draft plans. The Crime Risk Evaluation concluded that the site had a moderate crime risk rating.

This contemporary scenario raises numerous questions. Firstly, why is there so frequently opposition to the establishment of youth facilities? Secondly, is there

understanding the opposition to skate parks. The following provides a collection of wider social trends that I believe are pertinent to any discussion of youth issues in contemporary society.

- Falling birth rates – it is well documented that birth rates are falling in Australia. Less children reduces tolerance and consideration of children in policy development and planning.
- Ageing population – as people age, often they become more conservative and more fearful. Physical fragility makes for more cautious social interaction, particularly with large groups of

responsibilities.

- Fear promotion and risk aversive – Furedi⁴ argues that societies, like Australia, have become fearful and risk aversive (avoiding risk) as a consequence of some of the above factors and due to frequent media representations of disaster, war, crime and destruction.

Grim in outlook, I believe that some of these trends / issues shape local responses to the development of youth facilities, such as skate parks. As Cohen has noted, “working class jobs are the most enduring of suitable enemies”.⁵ Moral panics⁶ about young people are not new, but

“While people will generally acknowledge the importance of providing facilities and services to young people, they will generally be less willing to have them in close proximity to their homes.”

any validity to the concerns that skate parks increase crime? And thirdly, what does a Crime Risk Evaluation entail? I will consider each question.

Opposition to Youth Facilities

The ‘not in my backyard’ syndrome can be a barrier to the development of various youth and community facilities. While people will generally acknowledge the importance of providing facilities and services to young people, they will generally be less willing to have them in close proximity to their homes.

Skate parks are, like various community facilities, part of the fabric of local neighbourhoods. Understanding contemporary trends within local communities and neighbourhoods is central to

young people.

- Erosion of ‘community’ – some indicators suggest that there is less connection between neighbours and within neighbourhoods. Time poor individuals and families have less time for neighbourhood activities.
- Reduced trust – unknown neighbours are less likely to be trusted and more likely to be feared.
- Isolation – increased mobility and changing family structures have resulted in more sole occupancy homes and people living more isolated lives.
- Individualism / individuation – litigation, self-interest and wealth inequality flourish in societies, like Australia, where individual responsibility is preferred over communal

they continue to shape and mould the way our neighbourhoods are designed and our society operates.

Skate Parks and Crime

A common plank of the opposition to skate parks is the claim that skate parks generate crime, particularly youth crime. Creating an environment attractive to young people will increase the number of young people drawn to an area. More young people in an area, inevitably results in more crime; or so the argument goes.

However, the relationship between skate parks and crime is somewhat complicated. We cannot draw any simple conclusions about the relationship between skate parks (and any other

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public amenities for that matter) and crime. For starters, what crimes are we talking about? Surely, we are not talking about ALL crime. It would be very hard to argue that a skate park caused any change in the rates of domestic violence, fraud or tax evasion in an area. Consequently, simple statements about increases (or decreases) in crime, should be scrutinised, given the diversity of offences that fit within the general category of crime.

highlights the need to consider the social and economic impacts of development applications. In certain circumstances, NSW Police and councils have the authority to review development applications and carry out a Safer by Design Crime Risk Evaluation. The purpose of this evaluation is to identify potential crime risks and to encourage 'treatments' to minimise these risks. Treatment for risks might range from simple recommendations regarding use of

through markets and al fresco dining are just a small number of examples of CPTED techniques.

Based on the potential success of these (and other) CPTED techniques and the ability to positively affect change at the planning stage, NSW Police and local councils now review specific development plans. In reviewing plans, it is intended that three main procedures will be adopted:

1. Assess contextual risk – contextual risk relates to the

“In recent decades, there has been increasing attention to preventing crime through reducing opportunities for crime.”

Furthermore, skate parks are diverse in their location, design, and patronage. These factors intersect, determining whether there will be an increase or decrease in various crimes following the installation of a skate park. This further challenges any simplistic generalisations about the relationship between skate parks and crime.

Given this complexity, how do police assess crime risk and what did the Crime Risk Evaluation of the proposed site within the unnamed Sydney Local Government Area reveal?

Safer by Design Crime Risk Evaluation⁷

Section 79C of the *Environmental Planning and Assessment Act 1979* (NSW), amongst other things,

technical surveillance such as CCTV through to modification of designs for a new housing estate.

The Safer by Design Crime Risk Evaluation reflects crime prevention through environmental design (CPTED) principles. In recent decades, there has been increasing attention to preventing crime through reducing opportunities for crime. Rather than simply focus on reducing the tendency of individuals to offend (which has been the traditional approach to preventing crime), manipulation of the environment has been shown to positively reduce offending. Installation of boom gates at car parks, increased lighting in parks at night, removal of dense shrubs that provide cover for offenders, 'mood' music in public locations, deployment of static guards and activation of areas

general characteristics of an area. We know, for example, that crime is not evenly distributed across geographic locations.⁸ Some areas and suburbs experience higher rates of particular crimes than other areas. Consequently, assessing the crime risk of a particular development in a particular area requires some consideration of the socio-demographic profile of that area. This generally involves assessing crime and socio-economic indicators.

2. Potential crime hazards – an audit of the (proposed) site is then conducted. This CPTED audit generally involves physically observing the site, often at different times and days of the week. Observation of this nature provides insight into current patterns of use and potential crime



risks. It is preferential for other parties to be involved at this juncture, because different user groups will invariably have different concerns and perspectives. For example, males might have less concern about walking through an unlit park at night than females or parents might have greater concerns about the proximity of play equipment to a road than non-parents. Given these different perceptions and experiences of crime, engagement of diverse groups improves the quality of the Crime Risk Evaluation.

3. Treatment options – the final stage of the process involves the development of treatment options. Where risks are identified,

effective crime risk evaluation.

Further information about Safer by Design Crime Risk Assessments can be found at: www.police.nsw.gov.au/community_issues/crime_prevention/safer_by_design

Crime Risk Evaluation of the Proposed Skate Park

As has been stated, a Safer by Design Crime Risk Evaluation was conducted on the proposed skate park site in the unnamed Sydney council area. The assessment

limitations and biases of any crime risk assessment process, it is my intention to encourage open dialogue and debate about these practises.

My concerns about crime risk assessments include the following:

1. Limited sophistication of data analysis – a crime risk assessment requires analysis of crime data. This is logical. However, it is generally accepted that there are significant problems with recorded crime data. Inaccuracies abound, as people routinely report some crimes (property offences eg. burglary) and invariably under-report others (person offences eg. assault). Furthermore, crime data is often aggregated across particular

...it is generally accepted that there are significant problems with recorded crime data. Inaccuracies abound, as people routinely report some crimes (property offences eg. burglary) and invariably under-report others (person offences eg. assault).

treatment options seek to minimise the threat of these risks. For example, if a proposed skate park had little natural surveillance, then a treatment option might include the removal of surrounding vegetation that obscures sight lines from neighbouring houses or streets.

This simple overview shows the potentially complex nature of Safer by Design Crime Risk Evaluations. Conducting a Crime Risk Evaluation requires diverse knowledge and expertise. Lighting codes, risk standards, data analysis, community consultation, understanding of criminological theories, familiarity with design principles and knowledge of landscaping are just some of the skills and processes required for an

concluded that the site was a moderate crime risk (based on a scale of low, moderate, significant and high crime risk). This rating has significant implications for the proposed development. How councillors and local residents interpret this crime risk rating could potentially result in the suspension of the project.

I am not in a position to comment on this specific Crime Risk Evaluation. Undoubtedly, the officer responsible diligently applied the NSW Police approved procedures to this site. Given the importance of the outcome of the rating, I do however believe that it is appropriate to raise concerns with crime risk assessments more broadly. By providing an understanding of the potential

geographic areas. Crime statistics will generally be sorted according to local government area (LGA) or police local area commands (LAC). Consequently, an analysis of a discrete site in the corner of the LGA or LAC will be affected by data from the entire area. What this could mean, is that certain crimes concentrated around a major thoroughfare in one section of the area could affect a development proposal in the opposite end of the LGA or LAC. The inaccuracies of data used and the limited sophistication of the analysis is a fundamental problem with any subsequent crime risk assessment or rating.

2. Limited analysis of existing site crime patterns – due to urban

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sprawl, there are less and less green field sites for development. This means that existing sites are often re-developed and at times the existing purpose is maintained. In such cases, it would be presumed that a key to the crime risk assessment would be previous crime patterns on and adjacent to that site. However, it is again possible for area-wide crime statistics to affect the crime risk assessment for the specific location. Longitudinal data relevant to the site would be a far more reliable predictor, especially when the land usage has changed little.

3. Micro versus macro risk – crime risk assessments are necessarily micro-focused; they attend to crime risks in a very specific location. In instances where a proposed development adds to the overall community amenity or provides a service that will reduce boredom for young people, then perhaps the micro risks are outweighed by the wider benefits. If narrow interpretations of crime risk are always assumed, then it is possible that facilities and services for the community will rarely be developed (this is especially true of high crime areas). If a skate park presents a moderate crime risk, what would methadone clinics, youth services, refuges, sporting complexes, mental health facilities, alcohol and other drug rehabilitation units, prisons, licensed premises and other facilities pose? Banks, convenience stores, pharmacies and petrol stations (amongst others) obviously pose significant crime

risks by virtue of their trading hours and their specific functions. We expect that certain facilities will be located within our communities, despite the fact that some level of crime risk will be posed. In the absence of these services, we are all potentially at greater risk of becoming victims of crime.⁹

4. Voices privileged over others – further to the data analysis implicit in a crime risk assessment, it is generally accepted that relevant local stakeholders contribute their views. This can take various forms, but is most frequently achieved through participation in a safety audit of a location. As is true of many participatory techniques, ensuring that all stakeholders contribute is a challenge. Young people, as significant victims of crime, have an important role to play in safety audits and crime risk assessments.

5. Management strategies as crime risk treatments – in the example of skate parks, management strategies for these facilities will often be drafted (in consultation with young people) just prior to completion of work on the facility. Rapid graffiti removal, conditions of use, regular programs, safety demonstrations and regular events incorporating the skating facilities are just some of the techniques employed to promote effective use of skating facilities and improve surveillance. Description of these management techniques will rarely be prepared to accompany a development application. Consequently, some of the techniques that would be

employed to ameliorate potential crime problems will be unlikely to be reviewed as part of a crime risk assessment.

6. Deficit rather than strengths-based approach – it might be glib to suggest that analyses of this nature tend to adopt a deficit rather than a strengths-based approach. By this I mean that the risks posed by a development are the basis for the analysis. The positive contribution to crime reduction is potentially less likely to be canvassed. As I will highlight in this article, the installation of a skate park has brought about positive reductions in crime in different countries around the world. Consideration of the benefits of providing youth facilities in preventing and reducing crime might also be worthy of inclusion in a crime risk assessment.

These criticisms in no way diminish the benefits of the Safer by Design Crime Risk Evaluation process or reflect on the individual officers conducting the evaluations. Rather, the critique is designed to stimulate consideration of the potential limitations of the procedures adopted currently, in the hope that evaluation of existing practices will help drive further improvements. Moreover, the information provided is aimed at helping more workers in the youth and community sectors understand the Safer by Design process (in the context of skate parks). In this era of specialisation, it can be easy to be marginalised by not knowing the terminology of



a particular discipline. Youth and community workers (and young people) should be actively engaged in any crime risk assessment procedure associated with the development of a youth-related facility. Without this participation, there is the risk that important decisions will be influenced by factors that unintentionally seek to further exclude and marginalise young people from public space, local neighbourhoods and communities. Skate parks might just contribute to crime reduction, if the appropriate measures are adopted in design and management and the appropriate data is captured longitudinally.

Portland State University “studied the perceptions of skate parks on communities and the realities by which these facilities exist in the fabric of residential neighbourhoods. Of particular interest ... were the favourable findings concerning public perceptions of existing skate park facilities, and the realities as they relate to crime impacts, noise impacts and common nuisances such as graffiti and vandalism.”

22 June 2005 www.portlandonline.com/shared/cfm/image.cfm?id=97565

Hank Plante, CBS5.com
“people who work in the area say

yet to be substantiated. In fact, the opposite would seem to be true. In many municipalities, skateboarding on streets and in public is considered a crime. A well-designed skate park contributes to the reduction of this ‘crime’ ... Many police departments have noted a reduction of crime in certain instances where parks have been built in ‘problem’ areas ... Basically, drug users and criminals do not want the extra set of eyes and increased traffic that a skate park or skateboarding creates”.

www.ca-sa.ca/moreresources.php?id=37

“the critique is designed to stimulate consideration of the potential limitations of the procedures adopted currently, in the hope that evaluation of existing practices will help drive further improvements”

Ever considered that skate parks might actually reduce crime? No. Read on.

San Francisco Chronicle
“Neighbors push to develop land under freeway: Skate park, dog run, basketball courts proposed for area with drug use, prostitution... the presence of skateboarders would deter drug use, prostitution and other crime, which ... has occurred in other cities that have built skate parks in high crime zones”
21 October 2005
www.sfgate.com

Rodney Wojtanik, Project Manager, Portland Parks and Recreation, Portland City Council.

that the skate park has cut down on crime”

http://cbs5.com/seenon/local_story_213194630.html

Edinburgh Evening News 17 December 2003

“New skate park sees drop in youth crime

A flagship skate park was today credited with causing a dramatic drop in youth disorder on a city estate plagued by trouble on its streets ... Police in the area today also confirmed they had received fewer calls related to youth disorder in recent weeks.”

www.scotsman.com/

Canadian Amateur Skateboard Association

“many factors contribute to crime in a neighbourhood, but equating a skate park with increased crime has

Contact

If you have any queries or would like to challenge the views in this article, please do not hesitate to contact me on garner@chdpartners.com.au 0425 231 825
www.chdpartners.com.au

Future articles in this Youth Crime Series

- Over-Representation of Indigenous Young People in the Juvenile Justice System
- The Politics of Youth Crime


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Notes

- 1 As you can tell from the title of this article, I ain't no skater! For those readers familiar with skate culture, I apologise in advance for any unintended 'nerdy' statements.
- 2 I have deliberately not identified the council so as not to implicate any particular person in this article. My intention is to explore the issues emerging from this site. Naming the actual location could detract from the 'generalisability' of the article and be seen as reflecting on particular individuals. It is most definitely not my intention to critique the work of particular individuals.
- 3 NSW Sport and Recreation (2000) **Safe Sports Facilities**, identifies variables that should be considered when choosing the location of a sports facility: www.dsr.nsw.gov.au/assets/pubs/industry/safe_facilities.pdf
- 4 Furedi, F (2002) **Culture of Fear: Risk-Taking and the Morality of Low Expectation**, Revised Edition, Continuum, London.
- 5 Page viii, Cohen, S (2002) **Folk Devils and Moral Panics**, 3rd Edition, Routledge, London.
- 6 "We can define a moral panic as a mini-controversy that temporarily outrages sections of the general public and exaggerates fears ..." Grayson, R (2004) **Society's moral panic attacks - all grist for the media mill** www.onlineopinion.com.au/view.asp?article=2455
- 7 Information for this section was generously provided by Sgt Gary Groves, Operations Support Command, NSW Police. Gary also kindly agreed to be 'interviewed' as part of the 'research' for this article.
- 8 For example, Weatherburn states that 30% of burglaries in Waverley occurred in just 13 streets and that the top 10 local government areas account for two-thirds of robberies; in Weatherburn, D (2004) **Law and Order in Australia: Rhetoric and Reality**, Federation Press, Annandale.
- 9 It should be noted that NSW Police do support the development of youth facilities and encourage inclusive design approaches. 

NEW - Interactive crime statistics tools


The NSW Bureau of Crime Statistics and Research (BOCSAR) has just added a suite of Online Data Tools to its website. You can use these data tools to access:

- Crime data for any Local Government Area in NSW
- A comparison of the rate of

crime in your Local Government Area with other parts of the State

- Monthly data and trends in crime over the last 10 years
- The incidence of crime occurring on specific premises types such as licensed and residential premises

These tools are new to the website and we would love to hear how you find using them. Please email bcsr@agd.nsw.gov.au with any feedback.

www.lawlink.nsw.gov.au/bocsar 



Using social media to promote social justice

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favourite topic into the Google Blog Search engine (www.google.com.au/blogsearch) and you can find blogs by huge numbers of experts and enthusiasts.

Blogs are websites for real people

Blogging has taken the web away from the IT experts and given the power of the Internet to everyone who can access a connected computer. Anyone who can use Microsoft Word, or

www.typepad.com and pay a few dollars a month.

How will people find my blog

Your blog won't become a major media property, but it can become a place where you share powerful stuff, like your ideas, with others who can also use them.

Blogs are search engine friendly, that means that they rate highly when people search for information. Bloggers typically report that anything from 50 to

firefox/) or one of many news aggregators.

Bloglines (www.bloglines.com) is one of the most popular aggregators, and its free.

Research has found that by using feeds and aggregators most people can stay in daily touch with the content generated by 50 or more websites, something that is impossible, or too tedious, to do using traditional bookmarks.

There are also many new live searching services that sort posts chronologically rather than by page rank, such as Technorati

“We call these new communications tools social media because they encourage participation and collaboration; the two things we need to build more democratic societies and communities.”

send an email, can easily establish and maintain a blog.

Organisations and individuals know lots of stuff that never meets the light of day anywhere but on the web, but for the last decade you had to be a geek, or have access to an IT department, to be able to publish your information and ideas.

You can set up a blog in 5 minutes and it need not ever cost you a cent.

So, if you've got something; why not go to www.blogger.com (owned by Google) and set up a free blog. If you want more functions and options, you can go somewhere like

80 per cent of their traffic comes from searches.

In addition, many people are now using feeds to stay in touch with their favourite websites including blogs.

The first web feeds started to appear in 1998, there are now millions of them. Virtually every major media website in the world, and most bloggers, now offer feeds.

When you create a blog using blogger or typepad, the software will automatically generate feeds from your posts and allow people to subscribe to them through an RSS (really simple syndication) enabled browser (eg. Firefox, www.mozilla.org/products/

www.technorati.com). These can also be a great place to find blogs and track online conversations.

Don't just write it, say it

Podcasts started to emerge in about November last year. Today, ABC Radio National is recording a quarter of a million downloads each week for its program podcasts. NPR in America serves double that number of downloads from its site.

Podcasting is a little more complex than blogging, but it is

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Using social media to promote social justice

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still pretty easy and cheap. There are now over 10,000 people producing 'amateur' audio programs on a vast range of subjects, from book reviews to music shows to church sermons (it's called Godcasting!).

- Sudan: The Passion of the Present - <http://platform.blogs.com/passionofthepresent>
- The Blue Voice - <http://thebluevoice.blogspot.com>

brief list, the range of interests and styles is as varied as the inspiration of the bloggers themselves.

Why not join the fray and give it a go. 

“ Blogging has taken the web away from the IT experts and given the power of the Internet to everyone who can access a connected computer. Anyone who can use Microsoft Word, or send an email, can easily establish and maintain a blog. ”

Podcasting is basically the delivery of audio files through RSS feeds directly on to a computer or an mp3 player (like an iPod).

You can subscribe to podcasts with free software like iTunes (www.apple.com/itunes) or iPodder (<http://ipodder.sourceforge.net/index.php>).

You can find podcasts through a number of directories. Try the podcast directory (www.podcast.net) and Yahoo podcasts (<http://podcasts.yahoo.com>).

- Workers Independent News - www.laborradio.org
- Seeking Asylum Downunder - <http://seekingasylumdownunder2.blogspot.com>
- Southsearepublic - www.southsearepublic.org
- The Southeast Asia Earthquake and Tsunami Blog - <http://tsunamihelp.blogspot.com>
- Blogger - www.blogger.org

As you can see, from just this

youth workers, youth activists...

YAPA is looking for a few NSW activists and youth workers who would like to start blogs about the youth stuff they do. The idea is that YAPA would link to each blog from our website and maybe include short snippets in *YAPRap* to encourage other youth workers and activists to read your blog.

You need absolutely no technical skills or special software – if necessary we will walk you through setting up a blog – all you have to do is regularly write about your thoughts and experiences – basically keep a (public) diary. You can be anonymous if you wish.

If you are interested, or if you already keep a blog which may be of interest to *YAPRap* readers, please contact:

Nick Manning
ext. 4, (02) 9319 1100 or
1800 627 323
nick@yapa.org.au

Learning by doing

People rarely understand the power and simplicity of blogging and podcasting until they get involved. So here are a few to get you started:

- Global X www.socialedge.org/globalx
- Women making a difference - www.opendemocracy.net/openblogs/blog/1325women

more info

Trevor Cook is a PR consultant & he maintains two blogs:

Corporate Engagement
<http://trevorcook.typepad.com>
Sidelines
<http://trevorcook.typepad.com/election>

Questions?

email: trevor.cook@gmail.com



What's On

March-April 2006

Rural Young People and the Law - A National Online Forum

Are you a young person living in rural Australia or work with young rural Australians? Do you want to have your say about how well our laws and legal system work in rural Australia? Or you want to find out what others have to say? Visit the Rural Young People and the Law Online Forum. Lawyers from around Australia will respond to your questions. Forum starts 30 March at: www.rurallaw.org.au

March-June 2006, various locations Industrial Relations in NSW

The seminar will cover the current NSW industrial relations system and key provisions of the new federal industrial relations legislation. Find out how the federal industrial relations changes affect your business.

23 March - Sydney, 29 March - Coffs Harbour, 11 April - Port Macquarie, 2 May - Penrith, 9 May - Tamworth, 10 May - Armidale, 11 May - Sutherland, 16 & 17 May - Dubbo, 30 May - Chatswood, 6 June - Castle Hill, 6 June - Nowra
www.industrialrelations.nsw.gov.au/workplace/workshops/industrial+relations+in+nsw.html

April 2006, various locations WorkChoices Seminars

The key features of the Workchoices legislation, guidance on who is covered by the new laws and who is not, the options available for employers in the new system, and an opportunity to discuss management approaches in responding to the changes.

4 April - Sydney, 5 April - West Sydney, 6 April - ACT, 12 April - Wollongong. Jobs Australia 1800 060 098 or ja@ja.com.au

1-9 April 2006 National Youth Week

The theme for 2006 is 'Just Add You'.
more info at - www.youthweek.nsw.gov.au and www.youthweek.com

3 April 2006, Parramatta Youth Justice Workshop

Designed for youth workers or anyone who wants to support young people and children who are at risk with the criminal justice system. Including police powers, public space, criminal and children's court procedures, the Young Offenders Act and Youth Justice Conferences. Contact Tim Khoo on 02 9760 0111 or 9760 0381 or Timothy_Khoo@fcl.fl.asn.au

There is a lot more what's on at www.yapa.org.au. To submit your own event for what's on, email the details in one paragraph in the body of the email (no attachments) to info@yapa.org.au with the subject line: whats on.



News Hound



Impact of fines on young people and Aboriginal people

The NSW Ombudsman is conducting background research into the impact of fines on young people and Aboriginal people to inform potential projects. They would like to hear from young people and youth workers about their experiences. Tell us what your fines were for, do you have unpaid fines, how much do you owe, are you aware of methods of disputing the fine when at the Infringement Processing Bureau and State Debt Recovery Office, have you tried to dispute the fines? The Ombudsman is particularly interested in fines given by police and transit officers.

The Ombudsman wants to hear your anonymous stories. You can:

1. email to Mandy Loundar, Youth Liaison Officer at the O m b u d s m a n : mloundar@ombo.nsw.gov.au. If you wish, you can CC your email to policy@yapa.org.au, to help YAPA with our own policy work on this issue.

2. use **goodcopbadcop**: YAPA's new simplified online form at www.yapa.org.au/youth/cop. YAPA and the Youth Justice Coalition discuss with the Ombudsman the stories we receive on goodcopbadcop.

This is not the same as making an official complaint. For information about making complaints contact Mandy or go to www.ombo.nsw.gov.au/youth.html.

Community Road Safety Grants

Once again NRMA Motoring & Services is pleased to be offering Community Road Safety Grants across NSW to support grass roots behavioural programs and solutions that address local road safety problems. Local Government and non-government (not for profit NGOs) are eligible to apply.

\$100,000 in funding is available – NRMA will fund projects to the value of \$5000, including GST. The grants will be issued for behavioural programs and solutions that address local road safety problems. The grants may be for a stand-alone project or to enhance an existing road safety project, projects must be completed by June 30 2007.

Closing date for submissions is 24 April 2006 and the winners announced in June to allow projects to begin immediately. Should you have any questions, please don't hesitate to contact: John Brown, Policy Advisor, NRMA Motoring & Services, 02 8222 2162, john.brown@mynrma.com.au. For more information and to access an application form: www.mynrma.com.au/safety_grants.asp.

Newcastle and Lake Macquarie Multicultural Youth Group

The Multicultural Neighbourhood Centre would like to invite young people from non-English speaking

backgrounds between 12 and 17 years of age who live in the Newcastle and Lake Macquarie Local Government Areas to join our Youth Group. The Group will run on Thursdays between 4.30 and 6.30pm both at the Centre in New Lambton and at other venues. Drop in and meet the new youth worker and other new friends, have fun and help plan our youth activities for 2006. We want to hear your ideas! Contact Lisa on 49 527 746 if you would like more information.

Community Sector Banking

Community Sector Banking (CSB) is an exciting and innovative concept in banking. It is the first and only banking service in Australia dedicated to community organisations. CSB recognises that community organisations are different from "for profit" organisations. We believe the sector demands special attention in the provision of banking products, services and pricing. Accordingly we would like to share the benefits of Community Sector Banking with your organisation and discuss your banking and financial requirements. To find out more please call 1300 550 603 or visit our website www.csbanking.com.au and one of our Business Development Managers will be available to assist you with your inquiry. 