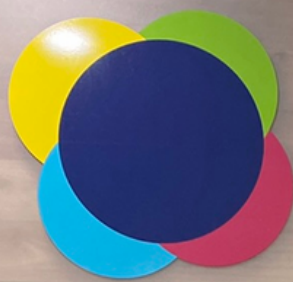




youth options
young lives transformed

YEAR IN REVIEW AND IMPACT REPORT



**youth
options**

young lives transformed

*Together we help people grow,
feel good about themselves and
their future.*

2021 - 2022

And so the story continues...

To better transform young lives, sometimes we need to transform ourselves.

After 33 years, we've been on a journey to refocus our vision to better help young people create a working future full of purpose and promise.

We are just as excited about our future and would like to share this with you.

We have **CHANGED OUR NAME** to a name that makes sense:

YOUTH OPTIONS!



CONTENTS

Front Cover: Youth Options Launch

- 01** The Story Continues
- 02** Our Vision, Mission & Values
- 03** Chairperson Report
- 04** CEO'S Report
- 05** Meet Team Youth Options
- 06** Our Service Beneficiaries
- 07** Our Theory of Change
- 08** Theory of Change Evaluation Results
- 09** Activities Snapshot

- 10** Results Timeline
- 11** A Grateful Fathers Letter
- 12** Where are they now?
- 13** Where are they now?
- 14** Garden Squad
- 15** HOSPO Prepped Program
- 16** Technology Hub
- 17** Working Future Programs
- 18** Drive Me to a Working Future?
- Back Cover :** Adelaide Career Expo



OUR VISION

Creating pathways to living a life of purpose.

OUR MISSION

To support diverse young South Australians, transform their lives by developing the confidence and skills to learn, earn and live.

OUR VALUES

Authenticity:

We live and breathe our culture of being genuine and real from our board and our leadership team right through to our service delivery team.

Belonging:

We welcome people in and accept them as part of our community with kindness and empathy.

Integrity:

We act consistently with the values we uphold.

Learning:

We learn from our clients and each other to produce better outcomes and greater impact.

Unconditional positive regard:

We demonstrate an ongoing belief in a young person's potential to achieve their goal.



STRATEGIC PRIORITIES

- Focus on client impact
- A holistic and integrated support model
- A youth relevant brand
- Solid foundation
- Active and engaged board leadership

CHAIRPERSON - YOUTH OPTIONS BOARD

DOUG LAYNG



I personally thank all the wonderful staff of YO for their open friendly approach to their day's activities and their focus on the successful outcomes for our young people.

Doug Layng - Chairperson Youth Options

During my first year as Youth Options' Chairperson I have seen firsthand the hard work and enthusiasm of the very professional staff, trainees and volunteers. The outcomes achieved with young people is outstanding.

I have been honoured to attend graduation and celebration events. It is heart warming to witness the pride and joy that our young people experience at these milestones.

I would like to thank Trish Crosby, Jacqui Coates, Tobias Crush and Peter Mansfield for their input and many years of service to Employment Options.

One of the major initiatives of the organisation was to redefine and select a new trading identity for Employment Options. An internal review was undertaken, and a number of submissions were put forward. The successful new branding name is **Youth Options**.

The new identity has met immediate approval from everyone that has heard it. A rebranding Open Day and celebration was held in May 2022.

I look forward to working with the Board and leadership team on the next chapter of Youth Options transformation.

MESSAGE FROM OUR CEO

MICHELLE BRAHAM

The last 12 months had twists and turns to navigate as the COVID pandemic continued with lockdowns, mandatory vaccinations and much more as we persisted to serve marginalised young South Australians.

The Board endorsed a new Strategic Plan with a refocused vision to help young people create a working future full of purpose and promise. Of major importance was our new identity “Youth Options” and developing a theory of change that describes and measures the impact across our services.

Together with our volunteers, staff, senior leaders, and Board Members, I'm proud to have delivered yet another brilliant year at Youth Options.

This report shines a torch on our evolving services and maturity as an organisation.

”

I express sincere gratitude to our exceptional people for their unwavering commitment over this past year.

They are incredibly passionate and embody our culture and vision, delivering on our mission and championing our values every day.

**Michelle Braham - CEO
Youth Options**



MEET TEAM YOUTH OPTIONS

Our Youth Options Team has lived experience, qualifications, skills and values to consistently deliver positive outcomes for service beneficiaries. Qualifications include:

- Psychology, Social Work, Social Science - 30%
- Youth work - 40%
- Career Development - 30%
- Leadership, Finance Administration, HR - 40%
- Training and Development - 40%
- most staff have multiple qualifications

In 2021 Youth Options received the Voice Project's Best Workplace Award for having exceptional levels of employee engagement.

Eligibility for an Award is only possible when most staff participate, staff satisfaction levels are an average of 80% plus and industry benchmarks are exceeded by 10% or above.

**voice
project**



Staff Engagement:
Level of job satisfaction and staff commitment to Youth Options

89%

Industry Benchmark exceeded by

7%

Progress:
Perceptions about organisational progress

89%

Youth Options exceeded industry benchmark by...

15%

Staff Wellbeing:
Emotional wellbeing and ability to successfully manage stress

79%

Youth Options exceeded industry benchmark by...

6%



OUR SERVICE BENEFICIARIES

Young lives transformed

Our ability to belong and live with purpose is intrinsically linked to our capacity to learn, earn and live. Being sustainably employed is more challenging for some young people than others.

Learning difficulties, disability, mental illness, poverty, substance abuse, absence of positive role models and the influence of generational unemployment or traumas at home can make it disproportionately harder.

We work with young people aged 14 to 30 to:

- overcome their barriers
- realise their own potential
- safely shift self-limiting beliefs and behaviours, and
- access the tools and support they need to explore and shape the future they imagine.

"I didn't like school, hated everyone around me and things kind of sucked!"
Eliza - 2021

We work largely with young people before they begin to apply for jobs to engage them in the future.

Who we help:

- 3 in 5 are early school leavers
- 2 in 5 experienced bullying or struggled with peer relationships
- 1 in 3 live with disability
- 1 in 5 are homeless

Average Age - 19
59% - Male
38% - Female
2% - Non-binary
1% - Other



Our Theory of Change

Phase 1

Inputs



>350 Participants



>50 Referring Agencies



Safe and Positive Environment



Values Driven Qualified Staff

Phase 2

Domains



Social and Emotional Learning



Learning Ability
and Skill Development



Work Preparedness

Outcome

Phase 4

Immediate (0-6 months)



Sense of belonging



Willingness to try



Hope for the future

Outputs

Phase 3

Case Management/Mentoring

SACE Support

Independent Living Skills

Practical Work Skills

Career Guidance

Work Experience

Learning Pathways

Employment

Phase 5

Outcome

Medium term (6-12 months)



Health + wellbeing



Learning mindset



Aspiration + motivation

Phase 6

Outcome

Longer term (12 months +)



Resilience + Self Esteem



Further Education
and Training



Maintaining Employment



Key assumptions

- Young South Australians
- Aged 14 – 30 years
- Referred by external source
- Living with multiple complexities causing detachment from community, education and employment

Impact



Satisfaction with life



Living Independently
in a Connected World



Benefit from
Sustained Employment

Theory of Change Evaluation Results

95%

of our young people say we:

- treat them with dignity and respect
- provide a safe and welcoming environment

"Everyone I have worked with has shown me absolute kindness and patience. I am grateful to be part of this program. Thank you all!"

89%

of our young people say we have enough different activities to try

"My mentors are very supportive and care about me."



Activities Snapshot

Youth Space - FLO

- 4 - Started an apprenticeship
- 6 - returned to school
- 12 - undertook TAFE or VET courses
- 39 - obtained their White Card
- 40 - received driving assistance
- 44 - started employment
- 23 schools referred to Youth Space
- 2309 hours of Case Management

NDIS Services

- 11, 620 Mentoring hours provided to young people living with disability
- 83 NDIS Clients
- 1500 km + of driving experience
- 880 work readiness sessions
- 670 driving experience sessions
- 488 woodworking sessions
- 343 garden skills sessions
- 341 social skills sessions
- 185 cooking skills sessions
- 181 metalworking and welding sessions

"Every case manager here are very involved and helpful towards everyone here. They help us achieve our goals as much as they can."

Adult Community Education (ACE)

- 5 different programs delivered
- 8 participants undertook Advanced Technology Skills
- 4 participants undertook Kickstart your Work Skills
- 23 Participants in 3 x Drive towards employment programs
- 22 participants gained their L's

Greenlight2 work (Murray Bridge)

- 14 participants
- 14 updated resumes
- 8 Participants gained learners
- 6 different employers visited
- 9 mock interviews

Work for the Dole (Murray Bridge)

- 52 weeks of delivery (2 days pw)
- 12 different participants
- Over 650hrs of engagement
- Contributed to 1 Amazing Sensory Garden development

Results Timeline

"I have enjoyed getting my Ps and being able to think about my future. It was good to work on projects I will be able to continue at home."

Starting First 6 months



10/10 feel a sense of belonging



8/10 are willing to try



8/10 have hope for the future

Engagement 6 to 12 months



8/10 report improved health



6/10 are willing to learn



6/10 feel hope for the future

"I'd like to become a mechanic possibly with my dad, but that's just a thought not a plan, I would be fine working almost anywhere at my current position."

Actualising 12 months plus



4/10 feel resilient



7/10 have learning goals aligned to their future



5/10 are maintaining employment

Jye
Youth Space Student
2019 - 2021

2nd year Electrical
Apprentice Hoile Electrical
2021 - 2022

A Grateful Father's Letter

Dan was full of emotion watching his son read his writing to an audience for the first time, just a year after he'd tried to end his young life.

Typical Matthew - his stories were amazing, dense, eloquent and not exactly bedtime reading for kids! But there he was. Calm and steady voice. And all exactly one year to the day that he took action to end his life.

A year ago I was right against the wall. Matt had harmed himself, was placed on suicide watch and I was scrambling to find help for him.

I'm a single migrant parent. All there was between him and his impulse to end his life was me and a couple of cats. I needed every public support option available to find a way to get him back on his feet.

Only after a lot of calls and sleepless nights did I get the pillars in place for Matt, and the most important was getting him into Youth Options' Youth Space. He needed 1:1 support and connection with great front-line case managers to simply survive, let alone thrive.

Yet thrive Matt has.

Today he has his Learner's Permit, can make a wicked coffee and is looking forward to learning 3D art at the Academy of Interactive Entertainment next year. He feels confident, knows he can hit his marks and is getting ready for a career in games, an industry that grew over 70% in SA last year.

All in 12 months.

Matt is incredibly complex - ASD and struggling with some deeply embedded trauma that his psychiatrist is only starting to unpack. He's a "no-hoper" if you compare him to the bright and shiny school leavers I see strolling out of our school system clutching ATAR scores in their hands. In a place where seven figures is barely enough to buy you a shoebox of a home, Matt felt like he had no future life in Adelaide last year.

Everyone at Youth Options has shown Matt he's greater than the sum of his parts. Not just a stat on the public record of long-term unemployment and health care, but a puzzle of a person that needs to make his own answers in life. An amazing, dense and eloquent story he can write himself.

I'm so, so grateful for all you've done.

Sincerely Dan

Where are they now?

Riley 2019 - 2022

Riley was stuck between not wanting to attend school and not knowing what he wanted to do. Riley participated in our Pathfinder for Trades Program where he explored his interests, strengths, and future aspirations.

As a result, he studied Cert III in Business and Riley is now a supervisor for busy Adelaide events company 4G Expo.

Alechia 2021 - 2022

Alechia was finding it difficult to stay engaged at school and In 2021 came to Youth Space. Since starting she has maintained two jobs at Café #12 and McDonalds while completing a Cert II in Kitchen Operations.

Alechia then commenced an Australian School-based Apprenticeship in 2022 working on civil sites, obtaining industry tickets, all whilst continuing with school.

Next year Alechia will return to Adelaide High School to finish her SACE and continue with her apprenticeship.

Maintaining this level of focus and commitment is only possible with the guidance and support of her Youth Space Case Manager - Amy.



Where are they now?

Chris 2021 - 2022

Chris undertook a mentoring program as part of our NDIS Services to strengthen his employability skills, get his divers licence and learn to weld.

Chris' mentor Trevor found a welding job at Saxon Engineering at Lonsdale where Chris welded wine barrel racks.



Eliza 2021 - 2022

Eliza started at Youth Space in March 2020 and was reluctant to attend in person. Zoe, her Case Manager patiently visited Eliza at home for over 12 months before she would physically come into Youth Space.

Eliza's confidence strengthened, she made new friends and began attending more frequently. Her interest in music saw her perform at the Youth Space graduation in December 2021 in front of a crowd. Eliza obtained her driver's licence through Youth Space and is now working five days a week at a winery cellar door.



Dylan - 2022

Dylan participated in the HOSPO PREPPED IN 4 WEEKS Program in May 2022.

Dylan obtained his Responsible Service of Alcohol, Barista and hospitality qualifications and is now working as a Bartender at Adelaide Oval.

What a TRANSFORMATION!

Garden Squad

Grow Yourself and Awesome Career!

Garden Squad is a hands-on group program where young people learn about and develop skills in landscaping, gardening, and horticulture. They explore career pathways, develop employability skills like teamwork and strengthen their independent living skills. A pilot project with the Adelaide Christian Centre on Sturt Street confirmed that the Garden Squad was a meaningful and fulfilling program for our young people.

Garden Squad is not ALL work. Our young people have fun and make friends with others in their "Squad" as they design and build awesome gardens around the City of Adelaide. Speaking of the City of Adelaide, we've entered into a partnership agreement with them in May 2022. Glen, our Youth Mentor and the Garden Squad will undertake real, authentic work on street verges and gardens to help beautify the city.

The Council will provide project sites, plants and soil, mulch and access to learning opportunities at the Council Nursery in North Adelaide. The City South Association also supports Garden Squad with connections to local residents and businesses as well as promoting the different Garden Squad projects.



HOSPO PREPPED PROGRAM

HOSPO PREPPED in 4 WEEKS in May 2022 was a resounding success!

12 young people cooked meals, became baristas, learnt to serve Alcohol responsibly and handle money. Our partner, Adelaide Institute of Hospitality provided accredited training in a real commercial kitchen and dining room at the Adelaide Christian Centre.

Our HOSPO PREPPED Mentor Guy McRedmond, who is also a qualified and experienced Chef, guided the participants through our Pathfinder career exploration program, where they developed their 'Game Plan' and explored the pathways available to them in the hospitality industry.

And.... drum roll please.... young people now have jobs in retail, cafes, and as apprentice Chefs!



Technology Hub



Thank you to the **Coopers Foundation** for making the Working Futures Tech LIT project come alive.

With the Coopers Foundation support, we created a **Technology Hub** to benefit our young people.

Employability: Meaningful preparation for employment opportunities in technology-based occupations; as well as guided assistance in exploring self-employment opportunities in technology

Capacity: Equitable access to digital technology, especially for students who have limited personal and/or familial ownership of technology

Literacy: Opportunity to engage in higher level digital learning (through industry level micro credentials such as Cisco Networking Academy) and higher-level innovation skill development.

Problem Solving Capacity: The ability to self-resolve digital problems, the ability to use technology to solve problems and the ability to apply those skills to a future workplace.

The **Technology Hub** was completed in June 2022 and we look forward to reporting outcomes in our next Annual Report.



Working Future Programs



GreenLight2Work (Murray Bridge)

Greenlight2Work assisted young people aged 17-24 years struggling to gain employment as they don't have a drivers' licence. The program was delivered at The Station Youth Centre in Murray Bridge. Outcomes included help to get a learner's permit, increased participant awareness of local job opportunities through targeted industry visits and improved collaboration between Murraylands Employment Services and community providers.

MURRAY BRIDGE

THE STATION
Live Music



Greenlight2Work was funded by the Local Jobs Program in partnership with MADEC and the Rural City of Murray Bridge.



Adult Community Education



Youth Options partnered with Community Centres SA to deliver programs throughout the year. ACE is funded by the SA Government. 34 participants engaged in three different types of programs including Drive to Employment (run 3 times), Advanced Technology Skills and Kickstart your Work Skills.

Outcomes include 8 participants with significantly enhanced IT skills, 4 participants with improved employability skills, updated resume and having undertaken employer visits, 18 people gaining their Learners permit and 19 people undertaking a basic car maintenance session

Thanks to our ongoing partner.



Community Centres SA
Strengthening Local Communities



Drive Me to a Working Future

Drive Me is a critical service offering to Youth Options' service users aged 16-20 years to address:

- Safety on road: young South Australians continue to be overrepresented in road trauma accidents.
- Access to jobs: being unlicensed to drive is a "hard barrier" to employment, particularly for young people aspiring to an apprenticeship or traineeship.

Drive Me includes support to gain a Learners permit, participate in Road Safety workshops covering the Fatal 5, access to a licensed driving instructor and mentoring in the absence of an authorised supervising driver.

We are grateful to the generous Foundation who provided financial investment for 30 young people who face significant challenges to become a licensed driver as they are:

- Without an authorised supervisor driver/ parent unavailable to them
- Living in households without a suitable vehicle
- Living independently or under the Guardianship of the Minister and have limited financial means to afford professional driving lessons.

**1500 km +
of driving experience
in 2021 -2022**

**Greater support
for the most
vulnerable and in
need!**

**670 Driving
Experience
Sessions**



Our Youth Options Team provided over 300 FREE Career Advice Sessions over the two days!



THANK YOU

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