



The Salvation Army
Youth Outreach Service (YOS)

INDEPENDENCE FRAMEWORK

July 2016



Compiled by Beverly Proctor

The Salvation Army Youth Outreach Service (YOS) INDEPENDENCE FRAMEWORK

INTRODUCTORY COMMENTS

The United Nations says “youth is best understood as a period of transition from the dependence of childhood to adulthood’s independence.”¹ While such a transition may seem straightforward enough with individuals simply “ageing” into adulthood, young people are living, learning and negotiating this transition to independence in an increasingly complex and challenging world, in which they face greater levels of choice and opportunity, but also unprecedented uncertainty and risk.²

During the transition into adulthood young people experience, and learn to cope with, changes in a range of areas, including physical, psychological, financial and social, whilst concurrently moving from early areas of support such as schools, family and friends to more adult areas of support such as work and developing their own family, thus establishing a foundation for a successful adulthood. To complete the transition to independence, young people need to fulfil their educational goals, become economically self-sufficient and develop and maintain affirming social relationships.³ Attaining these goals is increasingly complex and for vulnerable young people, this acquisition of skills is even more challenging and may take longer to complete, meaning independence is not simply “grown into.”

Some young people have to deal with many complex issues such as domestic and family violence, mental health issues, teen pregnancy, disengagement from school and unemployment. Conditions such as these often mean they lose their support networks or have to deal with “adult” institutions before they are developmentally able⁴. Such adversity and challenge may be detrimental to a young person’s long term wellbeing and compromise their successful transition to adulthood. This is where services such as The

¹ un.org/esa/socdev/documents/youth

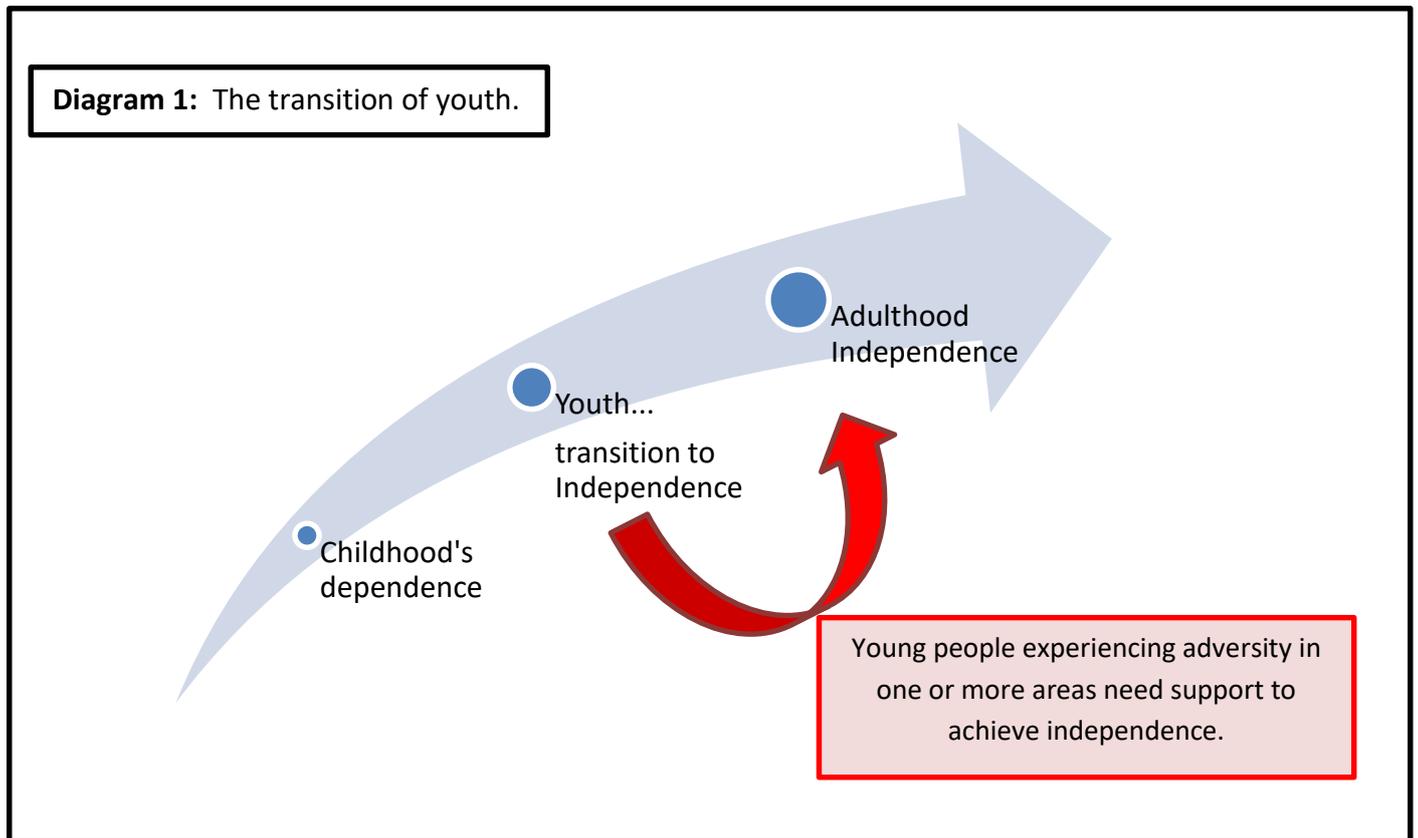
² youngfoundation.org

³ “New directions for Adult and Continuing Education special Issue: Meeting the Transitional Needs of Young Adult Learners” Vol 2014. Issue 143 pages 29-38. R, Xie; R Sen; and M Foster.

⁴ Mission Australia Youth Survey 2015

YOS Independence Framework

Salvation Army Youth Outreach Service (YOS) step into the gap and provide the necessary support needed for the transition to continue, adversity to be overcome and independence to be achieved.



YOS Independence Framework

PURPOSE

The development of an Independence Framework allows YOS to focus on achieving better outcomes for young people, thereby allowing individuals to realise their full potential and complete their transition to independence.

This framework is broad to ensure relevance to the diversity of young peoples' needs and the spectrum of YOS services and programs. Furthermore, the framework allows for flexibility and adaptability in service and support, underpinned by indicators and verification measures to encompass all aspects of a young person's transition to independence.

Setting and measuring outcomes that reveal the benefits or changes for individuals, ensures we understand the real value that the young person gets from the service.

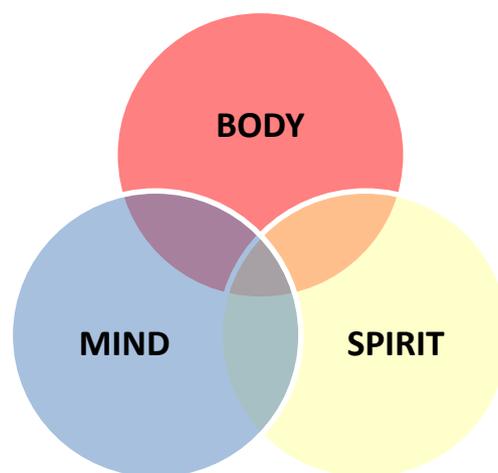
The framework is designed to⁵:

- Assist both the service and the staff to clarify what they do and why they do it
- Identify desired outcomes
- Plan and deliver programs/activities that maximise achievement of outcomes
- To ensure services/programs are relevant and effective
- To target resources effectively
- Measure progress in achieving set outcomes
- Report on that progress both internally and to external stakeholders and funding bodies
- To demonstrate the difference made in partnership with young people
- To articulate the value of service and programs
- To help decide between competing priorities
- To measure The Salvation Army Youth Outreach Service (YOS) mission achievement progress.

⁵ *The Young Foundation and ISQ*

THE SALVATION ARMY, THE WHOLE PERSON & INDEPENDENCE CLUSTERS

The Salvation Army is an evangelical part of the universal Christian church. Its message is based on the Bible and its ministry is motivated by love for God. Its mission is to preach the Gospel of Jesus Christ and to meet human needs in His name without discrimination. The Salvation Army is committed to serving **the whole person – body, mind and spirit** – with integrity and respect, using creative solutions to positively transform lives.⁶



It is from this commitment to respond to the whole person, body, mind and spirit, the Youth Outreach Service Independence Framework clusters evolve. Each cluster corresponds in service provision to personal, economic and social and spiritual wellbeing. The clusters are:



These three broad independence clusters are further expanded into seven domains, widely identified throughout research⁷, to be areas essential to the achievement of success in the transition of a young person to independence.

⁶ salvos.org.au

⁷ See Appendix 1

INDEPENDENCE DOMAINS

The framework addresses the Independence Domains through three distinct but complementary categories, corresponding to the clusters of body, mind and spirit, as follows:

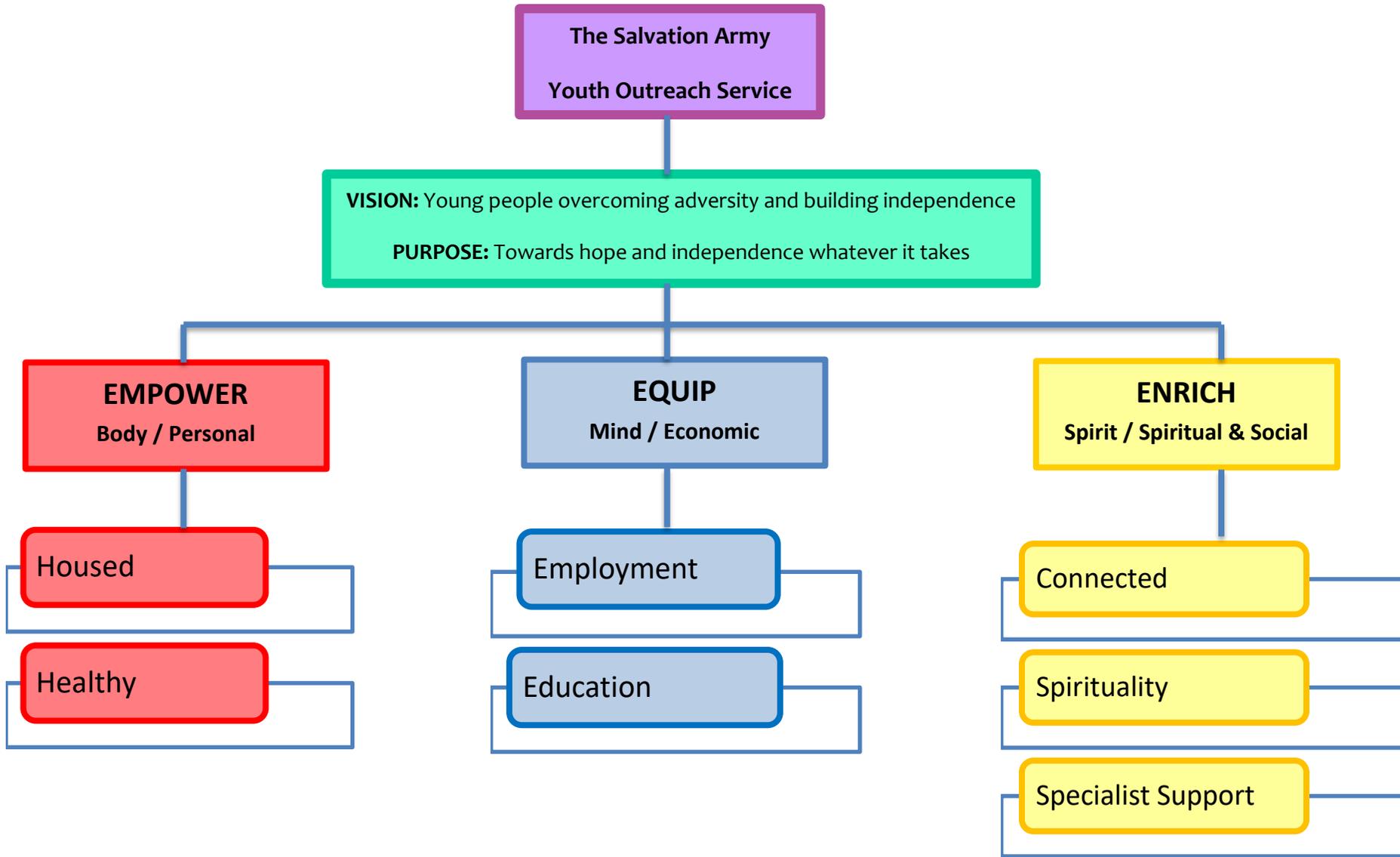
- **EMPOWER** – personal wellbeing
 - Housed
 - Healthy

- **EQUIP** – economic wellbeing
 - Education
 - Employment

- **ENRICH** - spiritual and social wellbeing
 - Connected
 - Spirituality
 - Specialist Support

When a young person, along with youth worker support, overcomes adversity in the identified area of need to stand competent and confident in each of these domains, they have a foundation set for independence.

INDEPENDENCE FRAMEWORK OVERVIEW



Each independence domain is further detailed in a number of specific outcomes. The outcomes applying to each independence domain are accompanied by a series of indicators and verifications as expanded upon in the following pages. The key terms are defined as:

DEFINITIONS:

Outcomes: the benefits or changes for individuals.

Indicators: provide specific information and quantifiable measures that gauge the fulfilment of the outcome.

Verification: the process of establishing the evidence confirming the young person has achieved the outcome.

Transition in each domain is underpinned by the young person's desire/motivation to make changes and by their belief in their own capacity to make those changes with case management support.

EMPOWER – Personal

DOMAIN: Housed

Description: A safe and stable ‘home’ is a particularly important aspect of a young person’s life. It is essential for good physical and mental health and it impacts on educational and/or employment outcomes, as well as community support and connectedness.

OUTCOMES	INDICATORS	VERIFICATION
<p>Young people identify that they have stable accommodation.</p>	<ul style="list-style-type: none"> • % or number of young people indicating they now have a stable housing option. • % or number of young people that have transitioned on spectrum from homeless to housed. • % or number of young people who have resided at current housing option for 3 months or longer. • % or number of young people who have resided at current housing option for 6 months or longer. • % or number of young people who indicate they can remain in current housing for the next 12 months or longer. 	<ul style="list-style-type: none"> • First contact compared to last contact (e.g. homeless to medium term youth shelter). • Length of current tenancy agreement • Client interview / survey • Outcome Star for baseline data collection • Youth Worker observation/case notes • Housing transition spectrum <ol style="list-style-type: none"> 1. Homeless – sleeping rough /couch surfing 2. Interim – family/shelter/boardng house/ supported accommodation 3. Housed – long term supported accommodation/family/share house/private tenancy • Case plan for housing transition completed and on client file.

YOS Independence Framework

OUTCOMES	INDICATORS	VERIFICATION
<p>Young people identify that they have suitable⁸ accommodation.</p>	<ul style="list-style-type: none"> • % or number of young people who indicated they have accommodation suitable for their needs. • % or number of young people identified by workers as having suitable accommodation (consider young person may think couch surfing is suitable but youth worker may not). • % or number of young people who reside within 30 minutes /10km of school/work. • % or number of young people who can access public transport within 20 minute walk of their housing option. • % of young people who can sustain their housing long term • Ratio of income to housing/rent cost • 	<ul style="list-style-type: none"> • Client interview / survey • Outcome Star for baseline data collection • Youth Worker observation/case notes • Checklist on client file detailing safety, affordability and location of current housing. • Income to housing cost ratio graphs per quarter <p>SKILLS ACQUISITION Young people are equipped to evaluate future housing options considering:</p> <ul style="list-style-type: none"> • Appropriateness • Safety • Affordability • Location
<p>Young people successfully manage individual private tenancy.</p>	<ul style="list-style-type: none"> • %or number of young people who obtain a private tenancy • % or number of clients who state they understand and complete lease documents, entry condition reports etc. • % or number of young people who attend/complete budgeting course (either individual or group work) • % or number of young people who have 	<ul style="list-style-type: none"> • Client interview / survey • Outcome Star for baseline data collection • Youth Worker observation/case notes • Attendance records for courses (eg budgeting) <p>SKILLS ACQUISITION</p> <ul style="list-style-type: none"> • Know how and where to research housing options and costs • Can establish budget (including bond/rent/setup)

⁸ Suitable means a place of privacy and safety where a young person can relax, eat, sleep and socialise.

YOS Independence Framework

	<p>no rent arrears or “notice to remedy breach”</p>	<ul style="list-style-type: none"> • Understand tenant’s rights • Know how to read/complete a lease, entry condition report etc • Know how to apply for a bond loan/rent assistance • Understand utility costs/connection (e.g. water/ electricity) • Knows how to assess roommate options using pros/cons list • Understands the importance of paying bills on time to avoid late fees. • Knows how to set up direct debits for bill payments.
<p>Young people exhibit household management/living skills essential to maintaining housing.</p>	<ul style="list-style-type: none"> • % or number of young people who complete YOS life skills workshops • % or number of young people who can shop for and prepare/cook five different meals • % or number of young people who can successfully wash/dry/iron laundry • % or number of young people who state they are successfully managing their home 	<ul style="list-style-type: none"> • Client interview / survey • Outcome Star for baseline data collection • Youth Worker observation/case notes • Attendance records • Client “recipe book” created with Youth Worker or via workshop • Home visits/East Brisbane& Pindari inspections <p>SKILLS ACQUISITION</p> <ul style="list-style-type: none"> • Create a household budget • Make a grocery list and shop • Follow recipes to cook simple healthy meals • Clean using appropriate products and equipment • Laundry – wash/dry/iron • Household maintenance (e.g. smoke detector) • Create a “household starter kit” (including linen, crockery, cutlery, pot and pans, cleaning products etc.) for transition from supported/furnished accommodation to private lease.

EMPOWER – Personal

DOMAIN: Healthy

Description: Being healthy is a major contributor to an individual’s overall wellbeing. All aspects of health are important and this domain highlights physical, mental and sexual health and alcohol and other drugs (AOD) and safety.

OUTCOMES	INDICATORS	VERIFICATION
	General Physical Health	
Young people exhibit an overall healthy physical disposition and know how and where to access health care if needed.	<ul style="list-style-type: none"> • Number of young people rate their general health as average or above average status. • Number of young people know how and where to access GP, health clinics or other medical support • Number of young people obtaining medicare and/or health care cards. 	<ul style="list-style-type: none"> • Client interview / survey • Outcome Star for baseline data collection • Youth Worker observation/case notes <p>SKILLS ACQUISITION</p> <ul style="list-style-type: none"> • Basic self-care skills including hygiene, dental and eye checks • Know own medical history • Understand medication where applicable • Possess Medicare Care and/or Health Care Card • Know where to access health & medical services

YOS Independence Framework

OUTCOMES	INDICATORS	VERIFICATION
<p>Young people understand the benefits of a healthy lifestyle.</p>	<ul style="list-style-type: none"> • Number of young people displaying a shift in lifestyle (e.g. Increase exercise, decrease alcohol or drug consumption) 	<ul style="list-style-type: none"> • Client interview / survey • Outcome Star for baseline data collection • Youth Worker observation/case notes • Participation in “healthy” activity (e.g. sports event) <p>SKILLS ACQUISITION</p> <ul style="list-style-type: none"> • Know their healthy weight range for age and height • Understand exercise as a stress reliever
<p>Young people understand basic nutrition.</p>	<ul style="list-style-type: none"> • Number of young people changing their eating habits • Number of young people who identify foods as “everyday” compared to “sometimes” 	<ul style="list-style-type: none"> • Client interview / survey • Outcome Star for baseline data collection • Youth Worker observation/case notes • Participation in nutrition / health workshops facilitated by YOS <p>SKILLS ACQUISITION</p> <ul style="list-style-type: none"> • Understand how to ensure adequate nutrition for healthy living • Know which foods are healthy and can create a healthy meal plan. • Understand “moderation.”

YOS Independence Framework

OUTCOMES	INDICATORS	VERIFICATION
	Mental Health	
<p>Young people exhibit improved mental health.</p>	<ul style="list-style-type: none"> • % of young people who display improved emotional wellbeing • % of young people who express an improved sense of self-worth • % of young people with lower levels of anxiety • % of young people with improved management of depression • % of young people who reduce self harm behaviours • % of young people with an improved sense of belonging • % of young people with improved thinking patterns including positive self-talk and resilience. • Reduction in bullying and/or response to bullying 	<ul style="list-style-type: none"> • Client interview / survey • Outcome Star for baseline data collection • Youth Worker observation/case notes • Self-worth rating scale surveys • Case management partnerships with specialist staff (e.g. CYMHS) • Increased participation in social/support network or service programs • Counselling attendance • Number of apps downloaded • YW observation of changed thinking patterns as displayed in behaviour/language use. <p>SKILLS ACQUISITION</p> <ul style="list-style-type: none"> • Greater understanding and management of own diagnosis, including support plans and medication • Can manage stress in a healthy way • Know how and where to access mental health services, including clinics, phone and online support (e.g. Kids Helpline or eheadspace.org.au) • Has ability to change thinking patterns • Able to access resources and tools to assist (eg. Health Apps) self-care. • Positive self-talk, goal setting, coping skills • “Get Appy” smart phone applications through Reach Out Toolbox tailored to need

YOS Independence Framework

OUTCOMES	INDICATORS	VERIFICATION
Sexual Health		
<p>Young people indicate they have improved sexual health status and engage in lower risk practices</p>	<ul style="list-style-type: none"> • % of young people accessing information and/or specialist services • % of young people indicating they now engage in safe sex/ lower risk practices • % of young people undertaking health checks via GP or health clinic 	<ul style="list-style-type: none"> • Client interview / survey • Outcome Star for baseline data collection • Youth Worker observation/case notes • Number of referrals to specialist services • Distribution of brochures <p>SKILLS AQUISITION</p> <ul style="list-style-type: none"> • Know where and how to get support for any concerns regarding sexuality • Understand how to prevent pregnancy/birth control & how to access them • Understand how to prevent sexually transmitted infections • Know where to go for testing, treatment etc. • Understand the implications of teen pregnancy • Maintain sexual health in relationships
Alcohol and other Drugs (AOD)		
<p>Young people indicate they have improved the management of their AOD use.</p>	<ul style="list-style-type: none"> • % of young people who decrease AOD use • % of young people who access detox/rehab services • % of young people who access information and/or services (eg. Quitline) 	<ul style="list-style-type: none"> • Client interview / survey • Outcome Star for baseline data collection • Youth Worker observation/case notes • Number of brochures taken from YOS per quarter

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	<ul style="list-style-type: none"> • % of young people who reduce “binge” drinking 	<ul style="list-style-type: none"> • Number of referrals to specialist services <p>SKILLS ACQUISITION</p> <ul style="list-style-type: none"> • Understands the health risks of cigarettes, alcohol and drugs • Understands the implications of behaviour under the influence as either perpetrator or victim (e.g. drunk & disorderly, coward punch, assault)
	Safety	
Young people’s personal safety is improved.	<ul style="list-style-type: none"> • % of young people who rate their safety awareness as improved from initial contact • % of young people accessing specialist information or services (eg. Domestic violence) • % of young people who rate their feeling of personal safety as average or above average • Young person removes themselves from situations of harm and/or danger • % of young people who understand how to stay safe and/or are aware of the steps they can take to avert danger or remove themselves from unsafe situations 	<ul style="list-style-type: none"> • Client interview / survey • Outcome Star for baseline data collection • Youth Worker observation/case notes • Attendance at safety seminars (eg. Police and/or cyber safety) • Participation in self defence course (eg.PCYC partnership) • First Aid course attendance funded by YOS <p>SKILLS ACQUISITION</p> <ul style="list-style-type: none"> • Know how to assess and avoid high risk behaviour • Know where to get help for personal safety concerns (e.g. Physical abuse, sexual abuse, dating violence) • Considers personal safety when making decisions (e.g. Housing)

EQUIP - Economic

DOMAIN: Employment

Description: Fulfilling employment ensures an income stream thereby providing for economic wellbeing. Equipping young people with good financial management skills to afford the essentials in life is imperative to independence.

OUTCOMES	INDICATORS	VERIFICATION
<p>Young people have sufficient identification documents to achieve “100 points.”</p>	<ul style="list-style-type: none"> • Young people can produce birth certificate, bank statement, licence and Medicare card • Number of young people assisted by youth worker to obtain ID. 	<ul style="list-style-type: none"> • Client interview / survey • Outcome Star for baseline data collection • Youth Worker observation/case notes • JP certified copies of ID kept on client file • Tax File Number obtained • Amount of brokerage/funding spent on obtaining birth certificates <p>SKILLS ACQUISITION</p> <ul style="list-style-type: none"> • Knows where and how to obtain ID • Knows the importance of signature
<p>Young people can successfully navigate their way to their place of employment and/or training.</p>	<ul style="list-style-type: none"> • Number of young people with licence and access to registered vehicle • Number of young people who can access and read public transport timetables • Number of young people with current Go 	<ul style="list-style-type: none"> • Client interview / survey • Outcome Star for baseline data collection • Youth Worker observation/case notes • Brokerage spent on Go Cards

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	Card	<ul style="list-style-type: none"> • Brokerage spent on Learners licence and/or driving lessons • Participation in YOS Mentor Driver’s Program • Attendance at Driver safety/defensive driving courses • Completion of online road safety/road rules training courses <p>SKILLS ACQUISITION</p> <ul style="list-style-type: none"> • Learners licence obtained • Know where and how to access and understand public transport information
Young people understand their workforce options and possess employability skills to obtain career success in their chosen field.	<ul style="list-style-type: none"> • Number of young people currently employed in casual/part time/fulltime work • Number of young people with certification in their area of career interest • Number of young people with current CV, readily job seeking, submitting applications and attending interviews • Number of young people seeking mentors in their chosen field • Number of young people actively participating in courses/apprenticeships in their chosen field 	<ul style="list-style-type: none"> • Client interview / survey • Outcome Star for baseline data collection • Youth Worker observation/case notes • Copy of CV on client file • Number of CV’s created with YW assistance • % of partnerships with Job Placement agencies • % of young people who attend “Careers Expo” or similar events and/or seek out a career mentor • % of young people enrolling/completing certificates courses • Amount of brokerage/funding spent on training courses (eg. Barista, RSA, White card) • Employment <p>SKILLS ACQUISITION (YOS workshop in partnership with Sarina Russo or similar job agency could address these skills)</p> <ul style="list-style-type: none"> • Can develop and establish a “strengths based” career plan. • Know where to access career advice

YOS Independence Framework

		<ul style="list-style-type: none"> • Know how to write and has a current CV • Practiced interviewing skills • Can identify interests/skills and abilities that could help to find a job • Know how and where to search for job opportunities • Can complete job applications • Understand basic worker's rights • Goal setting
OUTCOMES	INDICATORS	VERIFICATION
<p>Young people have an income source and can successfully manage their money.</p>	<ul style="list-style-type: none"> • Number of young people employed and receiving an income • Number of young people accessing Centrelink benefit • Number of young people who completed a personal budget indicating they can live within their financial means • Number of young people who can maintain their employment beyond one week/4 weeks/12 weeks /26 weeks. 	<ul style="list-style-type: none"> • Client interview / survey • Outcome Star for baseline data collection • Youth Worker observation/case notes • Client budget document on file • Possible partnership with Moneycare <p>SKILLS ACQUISITION</p> <ul style="list-style-type: none"> • Money management • Can set up and follow a simple budget and savings plan • Understand the value of money – necessities vs. luxuries • Know when to file a tax return and where to get free help to complete forms • Understand use of ATM cards – fees, overdrafts etc. • Understand the importance of protecting personal info – PIN codes, bank account numbers etc

EQUIP - Economic

DOMAIN: Education

Description: Developing and achieving as lifelong learners to be skilled and confident and able to participate as valued members of society.

OUTCOMES	INDICATORS	VERIFICATION
<p>Young people of school age are engaged in education/training.</p>	<ul style="list-style-type: none"> • % of young people enrolled in mainstream school and have higher than 80% attendance • % of young people enrolled in mainstream school who improved their attendance rate • % of young people enrolled in alternate/flexible delivery education programs and have higher than 80% attendance • % of young people who already successfully completed Grade 10/Junior certificate • % of young people undertaking certified training/apprenticeship 	<ul style="list-style-type: none"> • Client interview / survey • Outcome Star for baseline data collection • Youth Worker observation/case notes • School attendance records • Educational attainment (reports/certificates on file) <p>SKILLS ACQUISITION</p> <ul style="list-style-type: none"> • Create a personal development plan • Identify job related skills and seek out training in that field • Know where and how to research education/training options

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OUTCOMES	INDICATORS	VERIFICATION
<p>Young people are developing their education and training by undertaking certificate courses to equip them with additional employability skills in their area of interest.</p>	<ul style="list-style-type: none"> • Number of young people who already possess certificates • Number of young people who undertake short courses (eg. Barista/ safety card/ RSA) • Amount of brokerage/funding spent on training courses • Number of young people who undertake certificate 3 or 4 courses via TAFE or alternate Registered Training Organisation (RTO). 	<ul style="list-style-type: none"> • Client interview / survey • Outcome Star for baseline data collection • Youth Worker observation/case notes • JP certified copies of certificates on client file • Number of enrolments in short courses • Number of referrals/enrolments in certificate courses • Number of completed courses compared to number of started courses <p>SKILLS ACQUISITION</p> <ul style="list-style-type: none"> • Know how to develop an educational/vocational training plan • Know how to research scholarships/financial aid for further study
<p>Young people can use ICT effectively and safely.</p>	<ul style="list-style-type: none"> • Number of young people who can use the web to research services and information • Number of young people who can use Microsoft Word to create, save and print documents, including CV • Number of young people who identify they can use various social media • Number of young people who identify they feel “safe” online and are aware of cyber safety, privacy settings, appropriate postings etc. 	<ul style="list-style-type: none"> • Client interview / survey • Outcome Star for baseline data collection • Youth Worker observation/case notes • % of clients with completed CV on file • Distribution of cyber safety brochures per quarter

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OUTCOMES	INDICATORS	VERIFICATION
<p>Young people possess basic literacy and numeracy skills.</p>	<ul style="list-style-type: none"> • Number of young people who indicate they can read proficiently • Number of young people who indicate their reading is poor/basic level who engage in reading programs • Number of young people who indicate they have “functional” numeracy skills for day-to-day living (e.g. budgets) • Number of young people who indicate they have “functional” writing skills for day to day living. 	<ul style="list-style-type: none"> • Client interview / survey • Outcome Star for baseline data collection • Youth Worker observation/case notes • Ability to read and complete initial assessment forms • Rating scales (My reading is 1 basic – 5 great) • BKS online tool results (Lawnton)

ENRICH – Spiritual and Social

DOMAIN: Connected

Description: Lifelong connections and feeling a sense of belonging in the community results in young people feeling more optimistic about their future. The development of strong relationships acts as a protective factor.

OUTCOMES	INDICATORS	VERIFICATION
<p>Young people demonstrate that they are socially connected with positive relationships, be that with family, friends, or mentors, ensuring continuing support.</p>	<ul style="list-style-type: none"> • 80% or more of young people attesting to a high or very high sense of social connection • 80% or more of young people can provide the name and contact details of a minimum of one person they identify as a lifelong connection • 80% or more of young people model positive social connection with peers • 80% or more of young people can name 3 or more people, other than YW, they can call on for support. • Increased communication with family members • Increased direct involvement with family members 	<ul style="list-style-type: none"> • Client interview / survey • Outcome Star for baseline data collection • Youth Worker observation/case notes • Client file – ‘lifelong’ connection person listed • Ratings scales • Participation in relationship training courses <p>SKILLS ACQUISITION (YOS short course in partnership with Relationships Australia to develop these skills)</p> <ul style="list-style-type: none"> • Conflict resolution • Problem solving • Decision making • Resilience /regulating emotions • Anger Management • Self confidence /self awareness • Strengths identification (online quiz at viacharacter.org/survey/account)

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OUTCOMES	INDICATORS	VERIFICATION
<p>Young people engage in activities that ensure meaningful use of time and increased participation social networks (in person not online communities).</p>	<ul style="list-style-type: none"> • 80% or more of young people exhibit increased social connection • 80% or more of young people indicate an improved sense of connection to community. • Participate in social activities • Participate in the broader community (e.g. Sport /recreation, volunteering, book clubs, work or school) 	<ul style="list-style-type: none"> • Client interview / survey • Outcome Star for baseline data collection • Youth Worker observation/case notes • Enrolment/attendance records for school/sports clubs/volunteering etc. • Employment contract • Enrolling to vote <p>SKILLS ACQUISITION</p> <ul style="list-style-type: none"> • Know where to find out about free community events • Know how to find out about sport & recreation, leisure & travel and arts events in the community • Know the resources of the community (e.g. Free internet at library)
<p>Young people's understanding of, and connection to, their cultural identity is enhanced.</p> <p><i>*ATSI – Aboriginal, Torres Strait Islander</i> <i>*CALD – Culturally and Linguistically Diverse</i> <i>*Refugee</i></p>	<ul style="list-style-type: none"> • 80% or more of young people who identify as ATSI or CALD express an improved knowledge and appreciation of their culture • Participate and develop links with their culture • Participate in their cultural community 	<ul style="list-style-type: none"> • Client interview / survey • Outcome Star for baseline data collection • Youth Worker observation/case notes • Number of referrals to specialist services • Number of joint case managed clients • Number of young people attending specialist celebrations (eg. NAIDOC Week) • Volunteering at cultural events <p>SKILLS ACQUISITION</p> <ul style="list-style-type: none"> • Have a healthy awareness of racial and ethnic identity • Understand their own family/cultural history

ENRICH – Spiritual and Social

DOMAIN: Spirituality

Description: To address the “whole person” includes “body, mind and spirit” and this domain allows for the enrichment of the young person’s life by considering the universality of spirituality to all of humanity. The outworking of this will differ for every individual but may include examining values and beliefs, understanding a way of existing in the world and defining one’s sense of purpose. For young people to explore spirituality, youth workers must be aware of their own spirituality in order to provide a safe and secure environment, free of judgment or bias, for young people to voice their own expression of, and questions pertaining to, “faith.”

OUTCOMES	INDICATORS	VERIFICATION
<ul style="list-style-type: none"> Young people exhibit enhanced understanding of their spirituality or “purpose in life.” 	<ul style="list-style-type: none"> 100% of young people experience heightened awareness of their spirituality through being asked the following questions: <ol style="list-style-type: none"> 1. What do you most cherish? 2. What is your passion? 3. What is your purpose in life? 4. What are your goals in life? 5. Are you a spiritual person? 6. What legacy do you wish to leave behind? 80% or more of young people who indicate an interest in exploring faith confirm a broader sense of spirituality. 	<ul style="list-style-type: none"> Client interview / survey Outcome Star for baseline data collection Youth Worker observation/case notes Partnership with Street Level and/or local church (Pine Rivers Salvos) or other “faith” community. Number of young people who attend “chapel” Number of young people prayed FOR and/or WITH Number of “faith” based brochures distributed quarterly Number of young people who attest to a “faith” Chaplain visits Prayer box/online requests Prayer room /quiet space /music/relaxation Gratitude pinboard

ENRICH – Spiritual & Social

DOMAIN: Specialist Support: Justice/Disability/Youth Parenting/LGBTI

Description: A percentage of young people may encounter further adversity in the areas of justice, disability, youth parenting and in identifying as LGBTI. These young people need specialist support to overcome the challenges that may present in this domain to ensure they are socially enriched on their path to independence.

OUTCOMES	INDICATORS	VERIFICATION
	JUSTICE	
<p>Young people are supported to address offending / justice matters</p>	<ul style="list-style-type: none"> • 80% or more of young people with outstanding justice matters seek assistance to have matters addressed • Reduction in offending behaviours 	<ul style="list-style-type: none"> • Client interview / survey • Outcome Star for baseline data collection • Youth Worker observation/case notes • Number of clients accessing Legal Aid • Number of young people attending court with youth worker support • Referrals • Participation in crime prevention programs (e.g. legal graffiti walls) <p>SKILLS ACQUISITION</p> <ul style="list-style-type: none"> • Know where and how to access legal advice and information

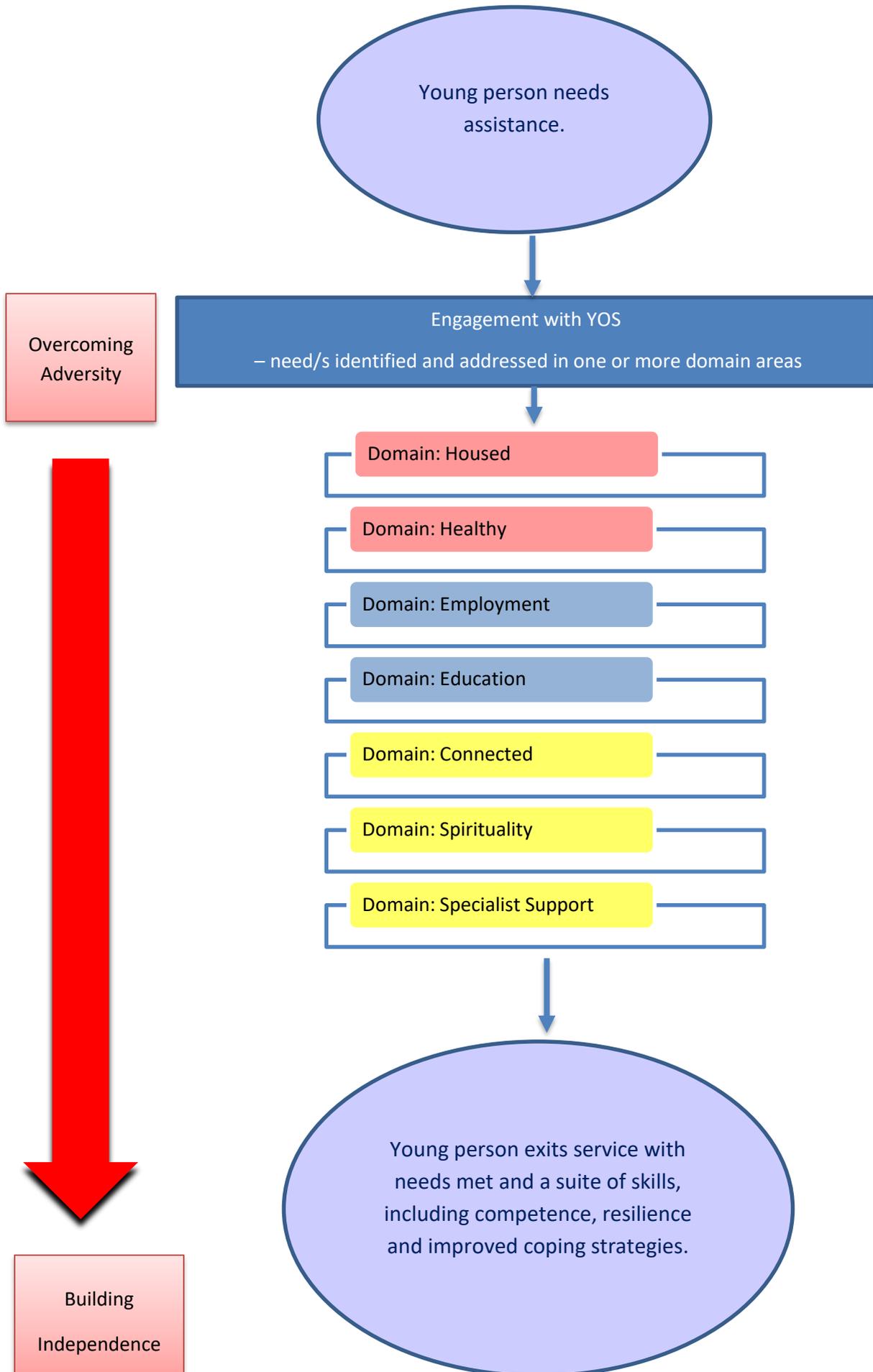
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OUTCOMES	INDICATORS	VERIFICATION
<p>Young people exhibit enhanced understanding of the impact of crime (links to restorative justice practice)</p>	<ul style="list-style-type: none"> • 80% or more of young people with offending history acknowledge their understanding of the impact of their offence on others 	<ul style="list-style-type: none"> • Client interview / survey • Outcome Star for baseline data collection • Youth Worker observation/case notes • Number of clients accessing Legal Aid • Number of client accessing youth worker support • Participation Youth Justice Conferencing where appropriate
DISABILITY		
<p>Young people demonstrate improved capacity to manage their disability effectively.</p>	<ul style="list-style-type: none"> • 80% or more of young people presenting with a disability, express improved sense of self-worth. • 80% or more of young people presenting with a disability attest to being better equipped to manage their lifestyle 	<ul style="list-style-type: none"> • Client interview / survey • Outcome Star for baseline data collection • Youth Worker observation/case notes • Number of specialist referrals • Number of joint case managed clients • Attending doctor's appointments • Taking necessary steps to manage their condition

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OUTCOMES	INDICATORS	VERIFICATION
YOUTH PARENTING		
<p>Young parents demonstrate improved understanding of, and skills in, their parenting role.</p>	<ul style="list-style-type: none"> • 80% or more young parents indicate improved parenting skills and knowledge • 80% or more of young people express an improved level of self satisfaction as a parent. 	<ul style="list-style-type: none"> • Client interview / survey • Outcome Star for baseline data collection • Youth Worker observation/case notes • Completion of Triple P parenting modules online • Attendance at parenting groups/playgroup/Mainly Music • Distribution of parenting brochures per quarter • Parenting Mentors <p>SKILLS ACQUISITION</p> <ul style="list-style-type: none"> • Can describe the qualities of a good parent • Parenting skills obtained through Triple P courses • Know when and where to access parenting support
LGBTI		
<p>Young people exhibit enhanced levels of wellbeing pertaining to their sexual identity.</p>	<ul style="list-style-type: none"> • 80% or more of young people express improved self worth related to their sexual identity 	<ul style="list-style-type: none"> • Client interview / survey • Outcome Star for baseline data collection • Youth Worker observation/case notes • Number of specialist referrals • Number of joint case managed clients • Distribution of information brochures per quarter

YOS Independence Framework



APPENDIX 1 – RESEARCH & FURTHER READING

1. Moving to an Outcomes Framework for the Youth Sector, 2012, The Young Foundation for the Catalyst Consortium, United Kingdom (<http://youngfoundation.org>)
2. Assessing Outcomes in Child and Youth Programs: A Practical Handbook, Child Youth Outcome Handbook 2005 (www.uwex.edu/evaluation)
3. Demystifying Outcome Measurement in Community Development – The Joint Centre for Housing Studies, Madan, 2007 (www.jachs.harvard.edu/sites/files)
4. Department of Communities, Child Safety and Disability Youth Support Practice Guide, 2015 (<http://youth-support-practice-guide.rtf>)
5. Department of Human Services Victoria Outcomes Framework (www.dhs.vic.gov.au/for-service-providers/for-funded-agencies/services-connect)
6. www.communities.qld.gov.au
7. West Virginia Department of Health and Human Resources (www.wvdhhr.org/bcf/policy)
8. A Guide to Independent Living, Ministry of Children and Family Development, Government of British Columbia, 2013 (www.mcf.gov.bc.ca)
9. communitydoor.org.au
10. www.un.org/esa/socdev/documents/youth
11. Massachusetts Department of Children and Families Youth Readiness (www.mass.gov/eohhs/docs/dcf/policies/youth-readiness-assessment-tool.pdf)
12. Domains of Adolescent Assessment (cssr.berkeley.edu/research_units)
13. Mission Australia Achieving Independence: Insights and Concerns from Clients: Youth Survey 2015 (<http://www.voced.edu.au>)
14. Independent Schools Queensland Outcomes Framework for Special Assistance Schools
15. Youth Affairs Council of Victoria (<http://yerp.yacvic.org.au/build-evidence>)
16. Understanding Teenagers (<http://understandingteenagers.com.au/bblog/teenage-spirituality-does-it-matter>)
17. “Buried Spirituality: A Report on the Findings of the Fellowship in the Spirituality of Young People”, Sarum College, Salisbury, United Kingdom, 2011
18. Reach Out (<http://au.reachout.com/sites/thetoolbox>)
19. <http://www.qld.gov.au/youth>