



Welcome

UPTON ROAD
YOUTH SERVICES



Our Vision

Wherever there is hardship or injustice, Salvos will live, love and fight alongside others to transform Australia one life at a time, with the love of Jesus.

Our Mission

The Salvation Army Australia is a Christian movement dedicated to sharing the love of Jesus. We share the love of Jesus by:

- Caring for people
- Creating faith pathways
- Building healthy communities
- Working for justice

Our Values

Recognising that God is already at work in the world, we value:

- Integrity
- Compassion
- Respect
- Diversity
- Collaboration

We commit ourselves in prayer and practice to this land of Australia and its people, seeking reconciliation, unity and equity.





Acknowledgement of Country

The Salvation Army acknowledges the First Nations peoples of Australia as the traditional custodians of this land. We further acknowledge and pay our respects to the Traditional Custodians of the land on which our program is situated, which are the Yalukit-Willam clan of the Boonwurrung nation and we pay our respects to their elders past, present and emerging.

Commitment to Inclusion

The Salvation Army's Commitment to Inclusion Statement:

We value and include people of all cultures, languages, abilities, sexual orientations, gender identities, gender expressions and intersex status. We are committed to providing programs that are fully inclusive. We are committed to the safety and wellbeing of people of all ages, particularly children.

Commitment to Child Safety

At The Salvation Army Australia, we seek to create environments where children and young people thrive and feel safe, valued and empowered. We are working hard to hear the voices of children and young people and use their wisdom to enhance our services, facilities and programs. The Salvation Army Australia has a strong and ongoing commitment to safety, and takes a zero-tolerance approach to child abuse and harm. All Salvation Army personnel are accountable for ensuring the safety of children and young people and are bound by a Code of Conduct that places children's safety first.



UPTON ROAD YOUTH SERVICES

Contact Details



0417 068 419



(03) 8517 5800



@uptonroad



salvationarmy.org.au/youthservices



4B Upton Road, St Kilda, 3182

When you need an interpreter:

CALL 131 450



If you find it difficult to communicate in or understand English, our team will provide you with more information and support you to access an interpreter through the Translating and Interpreting Service (TIS National). This is free of charge and you can request an interpreter whenever you feel you need one.

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JASPER'S

Welcome Letter



What can Upton Road help you with?

One word- EVERYTHING! Finding a future career path, mental health support, doctors, anything you need.

What questions did you have when you first arrived?

Where's the internet? Haha. No, my main question was "will I be judged?"

I know that this was a big one because of my anxiety. I feared being bullied (I wasn't - people were more understanding than I thought).

What advice would you give to others that have just arrived?

Don't be afraid to ask questions.

What is something you would want to say to people pick up this booklet for the first time?

Don't be too quick to judge the place and the people. When you first walk in, it's overwhelming! Take your time to get to know everyone. All the programs that they have here helped me. My favorites have been the gardening program and the holiday programs. You get a lot of choice here and you get to design what you'll do. Markets are a good way to gain work experience and get some extra money while you're at it. I've gained a heap of barista experience and got to socialize with people that I usually wouldn't. All the staff and all the other residents were so supportive of me. They're all willing to get to know you. You'll find people that are excited and willing to play a game with you - basketball, table tennis, whatever really. You'll also find people that are willing to teach you things. Things that you have an interest in. Don't stay stuck in your room. Go out and explore! I remember I stayed in my room for weeks until another resident told me they were going to take me to the beach! The area has so much to offer.

THE SALVATION ARMY

Youth Services

For 20 years, TSA Youth Services have been walking alongside young people across Australia.

We provide a range of services that support young people to secure safe and stable housing, engage in alcohol and other drug recovery, reconnect with school, explore further training and employment opportunities, become safe drivers and navigate justice systems all whilst promoting positive community connections.

We believe every young person deserves the opportunity to reach their full potential!

To help us achieve our goal of supporting every young person to reach their full potential, we have developed our National Model of Care - Journey to Independence.

What is a Model of Care?

A Model of Care outlines how services are delivered. It sets out our commitment to all young people, children and families. It guides what we say, what we do, how we act and how we respond.

It's our guiding document that ensures everything we do creates intentional and meaningful pathways for young people to achieve their goals and reach their full potential.



**AT THE CENTRE OF OUR
MODEL OF CARE IS A
PRACTICE FRAMEWORK
CALLED "PSYCHOLOGICALLY
INFORMED ENVIRONMENTS"
OR PIE**



AS A PIE:



We know how important safe and healthy relationships are, that's why we are committed to developing relationships that are safe, trustworthy and respectful.



We know we can always do better, that's why we meaningfully and intentionally reflect on ourselves and our practice, we listen to young people and always strive to be better at what we do.



We are led by psychological theories, providing a foundation to support our understanding of the how's and why's, and to guide and give meaning to what we see and do.



We know how important it is for staff to have the right skills and knowledge to support young people. That's why we prioritise staff training and support so that you get what you need when you need it.



We believe we all have something to learn. That's why we continuously focus on developing and improving ourselves and our service.



We know how powerful the physical and social spaces can be for everyone within them. That's why we actively work with young people to design our spaces, ensuring they are reflective of young peoples needs and are safe for everyone.



We know how important predictability and consistency is. That's why we intentionally focus on the day to day running of our programs and tailor our programs to the needs and preferences of all young people.

If you would like a copy of our National Model of Care, reach out to your Case Manager who can provide you with one!

OUR *Team*

Our team consists of professionals who have specialised training to support children, young people and families.

The team includes:

- Social workers
- Youth support workers
- After hours support workers
- Clinical psychologist
- Registered nurse
- Youth Participation worker
- Drug and Alcohol counsellor
- Life and Living skills worker
- Education specialist
- Children's specialist worker
- Youth Private Rental Access worker



Our Program

Upton Road provides stable and safe accommodation within a 24 hour staffed refuge setting.

We offer a range of innovative programs to help you build skills, identify your goals and live well during your stay.

At Upton Road, you will have your own clean, furnished and secure unit which is surrounded by beautiful, edible gardens.

The refuge is a support community free from violence, aggression, the use of an drugs or alcohol and offers a range of activities and services to help you explore and meet your individual goals.

Our professional team of social workers will work in partnership with you to develop a plan to address the issues that are important to you. We can offer support in the following areas:

- Addressing your immediate need for shelter, safety, warmth, food and support
- Helping you maintain your connections to existing supportive relationships
- General health and dental care
- Mental health concerns and wellbeing
- Family reconciliation and relationship counselling
- Employment, education and training options
- Securing you an income
- Finding a long term housing outcome that works for you.



What's Involved?

CASE MANAGEMENT SUPPORT

During your stay at Upton Road you will have a Case Manager to help you address the issues contributing to your unique experience of homelessness. This person will become your main support and will work side by side with you to help you determine your next steps based on what you want.

Your case manager will help you develop a plan that focuses on:

- developing life and living skills to prepare for independence
- addressing issues in relation to health and wellbeing
- promoting opportunities to overcome exclusion and isolation
- exploring positive pathways to engage in education, training and employment
- working towards long term sustainable housing

HEALTH AND WELLBEING

We will ensure your immediate physical, mental and emotional health needs are met through a range of supports located onsite. We also provide assistance to book and attend appointments with a range of support services that will help you make positive decisions about your future:

Mental health and well being
 Drug and alcohol use, including detox and rehab stays
 Physical health concerns
 Parenting advice
 Securing an income
 Debt, fines and financial issues
 Nutrition and diet
 Family violence
 Sexual health advice
 Legal issues

Residents who have mental health concerns or problematic substance use can speak to specialist psychologist and/or drug and alcohol counsellors onsite. Alternatively, your case manager can help you to find the best support that suits you. This service is free and confidential.



YOUTH PARTICIPATION

What you think is important to us. We seek to meaningfully involve young people in all aspects of our work and engage young people on issues that directly affect them through regular onsite youth participation activities and wider community-based projects and events, including:

- Weekly residents' meetings
- Recreation and holiday programs
- Opportunities to participate in research projects and collaboratively improving our service.
- Social and cultural community events
- Upton Road Social Enterprise Initiative

Community events are an important part of life at Upton Road. We hold regular events, meals and gatherings to mark days of cultural or social significance and to celebrate holidays, so you feel connected during your stay with us.



LIFE AND LIVING SKILLS

The Upton Road Life and Living Skills Program encourages independence, supporting you to make choices in your everyday life and to participate with confidence in the day-to-day activities of your home.

Our dedicated Life and Living Skills worker can help build skills around cooking on a budget, cleaning your home, healthy eating, exercise and living well.

We'll work with you to develop a tailored support plan that will help you to develop essential skills for managing and living a better quality of life.

MEALS PROGRAM

At Upton Road we provide an abundance of healthy food options to help you on your journey to physical, mental and emotional wellbeing. We believe that cooking together and sharing meals creates community, which is why there is the option to share meals in our communal kitchen most days of the week.

During your stay at Upton Road you will learn how to prepare and cook healthy and nutritious meals based on affordable recipes. You'll learn about food safety, cooking skills and discover "patch to plate" recipes which you can prepare in your own unit or in the communal kitchen.

We cater to all dietary requirements and provide vegan, vegetarian and Halal options. We strongly encourage participation and meal ideas, so feel free to provide feedback so that we can tailor meals to your liking.

PRIVATE RENTAL

Pathway Accommodation

EDUCATION PATHWAY PROPERTIES

COLLEGE SQUARE

The College Square accommodation consists of a self-contained studio apartment in the Carlton College Square Student Accommodation building. To be eligible, young people should be enrolled full time in VCE, TAFE or University and demonstrate a commitment to complete their studies. To be considered for this accommodation young people will be invited to complete a two week stay at Upton Road and be able to demonstrate a high level of independent living skills. College Square is ideal for those looking to live independently while studying. College Square residents will continue to be supported by Youth Services staff, including case management, for duration of tenancy.

SOMERSET

Somerset House is a four-bedroom, shared housing option based in Richmond. To be eligible young people should be enrolled full time in VCE, TAFE or University and demonstrate a commitment to complete their studies. To be considered for this accommodation young people will be invited to complete a two week stay at Upton Road and be able to demonstrate a high level of independent living skills. Somerset House is ideal for those looking at shared private rental with like-minded young people.

PARENTING PROGRAM

YARRINUP

The Yarrinup Mother and Baby Program is a supported accommodation program focused on assisting young mums and their children. The Yarrinup program provides a 12-month tenancy period. Young mums residing in the program will be provided with:

- Case management support
- A weekly meals program to develop cooking skills and learn healthy eating options
- Access to a specialist children's worker for both individual support and weekly parenting group
- On-site visits from enhanced maternal child health service

YOUTH PRIVATE RENTAL ACCESS *Program*

The Youth Private Rental Access Program supports young people and families to:

- Establish and maintain an independent or shared private rental tenancy
- Attend workshops or individual information sessions to learn about tenancy and the private rental market
- Access financial assistance. The program offers tapered financial support in the form of brokerage packages to assist with bond, paying rent and setting up your new home.
- The Youth Private Rental Access Program worker will assist you to feel comfortable attending house inspections, speaking with real estate agents and completing necessary documentation and address a range of barriers such as:
 - Limited rental history
 - Lack of skills, knowledge or understanding of how the private rental market works
 - Not possessing the necessary documentation for private rental application

HOUSING *Club*

Housing Clubs are offered as part of the Youth Private Rental Access Program (YPRAP) at Upton Road and are suited for young people interested in securing private rental as a long-term housing option. Housing clubs are group-based sessions and provide the opportunity for young people to have a chat to the YPRAP worker, ask questions and to gain valuable information on private rental

These sessions run for approximately an hour and are offered face-to-face and online to enable all young people in the community as well as the young people residing in our refuge to have access to it.

The YPRAP worker understands that young people's experiences and situations differ, which is why Housing Clubs can be tailored to provide information suited to different young people's situations.

EDUCATION AND EMPLOYMENT

Pathways

Residents looking for work or studying options can engage with our on-site specialist teacher and make a plan to achieve your work and study goals. We have a classroom on-site and offer a range of interesting short courses to help you build skills and confidence to return to study or find a job.

PARENTING AND

Families

We are able to accommodate single parents, couples or pregnant young people in either our Mother & Baby or Family units. We also offer tailored support for new parents and families including:

- Individual support to develop routines and build healthy attachment between parent and child
- Referral to local community programs, like maternity services, playgroups and childcare
- Pregnancy and/or health and wellbeing advice and support
- Early parenting advice that focuses on caring for a new baby
- Connecting to community cultural groups
- Supporting family reunification for young parents with child protection involvement.



SUSTAINABILITY AND

Permaculture



Upton Road is surrounded by abundant edible gardens. Residents will have the opportunity to learn how to grow their own food and learn gardening skills during their stay. The gardens also provide a beautiful healing space to relax and socialise.

Every week we have a gardening group to help maintain the gardens and enjoy some relaxing activities in the fresh air.

SOCIAL

Enterprise

The Upton Road Social Enterprise program creates education and employment opportunities for young people who are interested in customer service, gardening and hospitality.

The monthly Upton Road Plant and Seedling Sale provides once-off opportunities to participate in the social enterprise program, as well as the option of ongoing, paid positions. Young people can practice making coffee on our Upton Road coffee cart, engage with members of the public and learn more about the Upton Road gardens and permaculture program.

Profits generated by the social enterprise program are used to fund youth participation activities such as school holiday programs.

Frequently Asked Questions

How long can I stay? The amount of time that each young person spends at Upton Road is different! The average length of stay is 8 -10 weeks.

Can I have visitors? Sometimes, Upton Road residents can have visitors on site. Chat with your case manager if you think you would benefit from having a visitor during your time with us.

Do I pay rent to live at Upton Road? Yes! The amount of rent that you will pay depends on your income. Money paid in rent goes towards the Upton Road meals program. You will not pay rent if you do not have an income.

Where will I live after Upton Road? There are lots of different housing options that your case manager will help you to explore! Some young people move into private rental properties and sharehouses, some move into education or employment programs and some young people return to live with their family. We will help you to find the type of housing that you feel most comfortable with.

How do meals at Upton Road work? At Upton Road, you will be provided with basic food items such as milk, bread and cereal on a weekly basis. You will also be able to participate in a meals program five times a week (for single residents) and two times a week (families). If you have no income, staff will support you to make sure that you have access to healthy meals.

Is there Wi-Fi at Upton Road? Unfortunately, we don't currently have Wi-Fi in the units, but we are working on it! We do have Wi-Fi in the foyer and communal kitchen and please speak to your case manager if you need support to access the internet to complete schooling/job hunting/house searching!

Upton Road Guidelines

At Upton Road, there are some guidelines that we put in place to ensure the safety of all residents and to make sure that everyone is given the opportunity to achieve their goals!

You will receive a full copy of the Upton Road guidelines during the intake process, but you can request another copy at any time during your stay and any staff member can help you with this. Here are some guidelines that it might be helpful to have close by are:

Behaviour

We value and include people of all cultures, languages, abilities, sexual orientations, gender identities, gender expressions and intersex status. We are committed to providing programs that are fully inclusive. We are committed to the safety and wellbeing of people of all ages, particularly children. Harassment, bullying or exclusion based on any of the above will not be tolerated within our program.

Curfews

Curfews are in place to assist in creating healthy routines to get the best of the program.

- 11.00pm Curfew - Sunday to Thursday nights (10:00pm for under 18's).
 - 12.00am Curfew Friday and Saturday nights (11:00pm for under 18's).
 - 8pm curfew for families
-

Walkthrough

Staff will conduct twice daily walkthroughs into your unit. This is an opportunity to speak to staff about your plans for the day and to ensure a safe and clean-living environment.

For single residents:

- Staff will check and enter each unit at 9.30am and 5:30pm Monday to Friday
- Staff will check and enter each unit on 12.30pm and 5pm on weekends

For families:

- Staff will check and enter each at 5:30pm Monday to Friday
- Staff will check and enter each unit at 12:30pm and 4:30pm on weekends

Additional Information Checklist

There are a few more things we need to run through to ensure you have the right information. A staff member will provide these documents to you and explain what they mean. Please speak to a staff member if you haven't received a copy of any of these documents:



TSA Privacy Notice and Consent Form sets out how we manage your personal information and protect your privacy. A staff member will read through this document with you, ask you to sign and provide you with a copy.



Working Together - Client Charter provides an overview of your rights and responsibilities and what you can expect to experience from our services.



Your Identity Matters - We ask young people about gender identity, sexual orientation, gender expression and intersex status so that we can provide individually tailored support which best fits everyone's unique and diverse needs. The Your Identity Matters brochure outlines our commitment to the safety and inclusion of LGBTIQ+ people.



Safeguarding Children and Young People: The Salvation Army is a child safe organisation. This poster explains exactly what that means.



How to make a complaint: You may find there are times when The Salvation Army does not meet your expectations or you are dissatisfied with our staff or the services you receive. If this is the case, we encourage and support you to let us know. This poster explains how to do this.



Emergency Evacuation Process: All staff at Upton Road are familiar with the emergency evacuation processes. During your tour of the service, staff will show you the fire exits, site plan, emergency evacuation point and locations of fire safety equipment.

YOUR

Personal Information

Every young person who receives support from The Salvation Army has a file. This is where we store personal information that you have provided. We record information such as your name, age, gender identity and culture, as well as information about your general and mental health, drug and alcohol use, housing and legal, information about the work we do together. This information helps us to support you to reach your goals.

All personal information supplied by you is stored securely in line with TSA's Data and Information Management Policy. This ensures your data is kept safe and secure and only accessed by authorised people.

TSA Privacy Policy sets out how we manage your personal information and protect your privacy. A staff member will read through this document with you and explain this in much more detail. You can also access a copy of TSA Privacy Policy at www.salvationarmy.org.au/about-us/governance-policy/privacy-policy/

ACCESSING YOUR INFORMATION

How do you access it?

You can request access to your file by speaking with the Program Manager. The Program Manager will explain the process in more detail and make sure that any approvals required are sought and that you have a support person with you when you review your file.

What if it is wrong?

If you think the information we record about you is wrong please speak to the Program Manager. If we agree that it is wrong, we will add the additional information. If we do not agree that it is wrong, you can write what you believe the truth is, and we will add this information to your file.

CONFIDENTIALITY AND DUTY OF CARE

When you share your information with us, what you say will be kept in confidence. This means no information will be shared with anyone without consent from you.

Whilst staff must always respect your right to confidentiality, there may be times where we are required to share your information with others. We may do this when required by the law or when we are worried about your safety or the safety of someone else. This is because we have a duty of care to keep everyone safe. Where possible we will talk to you about this and explain our concerns. If at any time you feel that there has been a breach of confidentiality, you can lodge a complaint by following the complaints process.

YOUR *Voice*

Here are some of the ways that you can give feedback and participate in decision making at Upton Road:

UPTON ROAD SUGGESTION BOX

There is a suggestion box on the duty desk at Upton Road.

You can fill in the feedback form beside the box, or write your thoughts on a piece of paper and pop it in!

RESIDENT'S MEETING

Every Wednesday night
6:30pm
Upton Road kitchen

EXIT INTERVIEWS

Each young person has the opportunity to participate in an exit interview, where you can give feedback on your experience with Youth Services.

**SPEAK
DIRECTLY TO
YOUR CASE
MANAGER OR
YOUTH
SERVICES
MANAGEMENT**



WHAT IS Advocacy?

Sometimes you might find it hard to get people to listen to what you need. Advocates can help to change that.

Advocates can help to:

- Make your views be heard
- Get information
- Make decisions
- Make a complaint



COUNCIL TO HOMELESS PERSONS

Are you experiencing problems with a transitional housing manager (THM), support service or rooming house?

Contact us: Free Call 1800 066 256 or 8415 6213
Via ONCALL interpreting services on 03 9867 3788



YACVIC

Youth Affairs Council of Victoria:

Level 2, 235 Queen St, Melbourne, VIC 3000

info@YACVic.org.au

Youth Disability Advocacy Service

Level 2, 235 Queen St, Melbourne, VIC 3000

Email: info@ydas.org.au

Phone: 0455 621 849



IMPORTANT CONTACTS





Is it an emergency?

If you or someone you know is at immediate risk of harm, call **triple zero (000)**

Lifeline


24 hour crisis support


 lifeline.org.au

 13 11 44

Suicide Call Back Service


24/7 phone and online counselling


 suicidecallbackservice.org.au

 1300 659 467

Beyond Blue

Mental health information and support


 beyondblue.org.au

 1300 22 46 36

Kids Helpline


Counselling for young people aged 5 to 25


 kidshelpline.com.au

 13 11 44

1800 RESPECT


24 hour sexual assault, FDV counselling


 whiteribbon.org.au

 1800 737 732

13 YARN

Safe place to yarn


 13yarn.org.au

 13 92 76

QLife (LGBTI)

LGBTI peer support

 qlife.org.au

 1800 184 527
(3pm to midnight)

THE SALVATION ARMY



Service

St Kilda Crisis Contact Centre
The Well at St Kilda Chapel
Access Health
Salvos Store

Phone No

(03) 9536 7730
(03) 95213342
(03) 9536 7780
(03) 9529 4542

Address

29 Grey Stt, St Kilda, VIC 3182
12B Chapel St, St Kilda VIC 3182
31 Grey St, St Kilda VIC 3182
115-117 Chapel St, Windsor VIC 3181

OTHER USEFUL CONTACTS

Service

PCYC St Kilda
Stonnington Youth Services
Frontyard Youth Services
Launch St Kilda
Headspace Elsternwick

Headspace Bentleigh

Port Philip Community Group

Phone No

(03) 9534 7584
(03) 82907020
(03) 9977 0077
(03) 8598 1111
(03) 9076 7500

(03) 9076 9400

(03) 8598 6600

Address

4179 Inkerman St, St Kilda VIC 3182
40 Grattan St, Prahran VIC 3181
19 King St, Melbourne VIC 3000
122 Chapel St, St Kilda VIC 3182
319-321 Glen Huntly Rd, Elsternwick
VIC 3185
Ground Floor/973 Nepean Hwy,
Bentleigh VIC 3204
161 Chapel St, St Kilda VIC 3182