

Permanent Drop-In Centre at Heathridge Leisure Centre – Research Data

1. Consultation with schools:

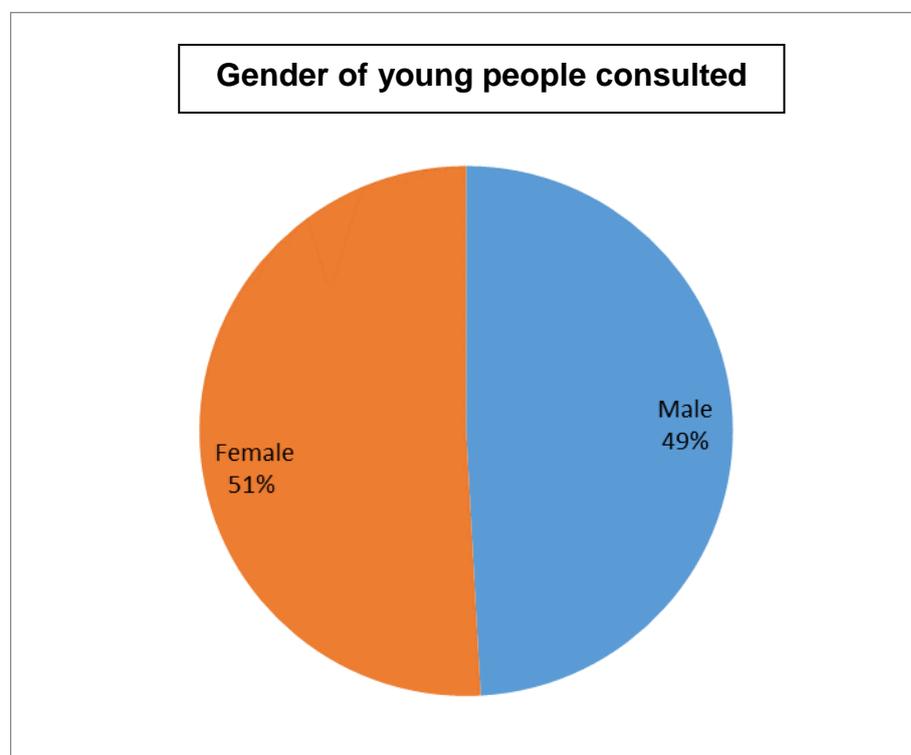
This included Upper Primary in selected schools given that the target age range of the City of Joondalup Youth Services Team is 12-18 years. The school consultations included discussions with Student Services Teams and senior staff regarding the proposal.

The focus of the work with schools was to ascertain what young people think and feel about how they could, or would, use a venue such as Anchors Youth Centre.

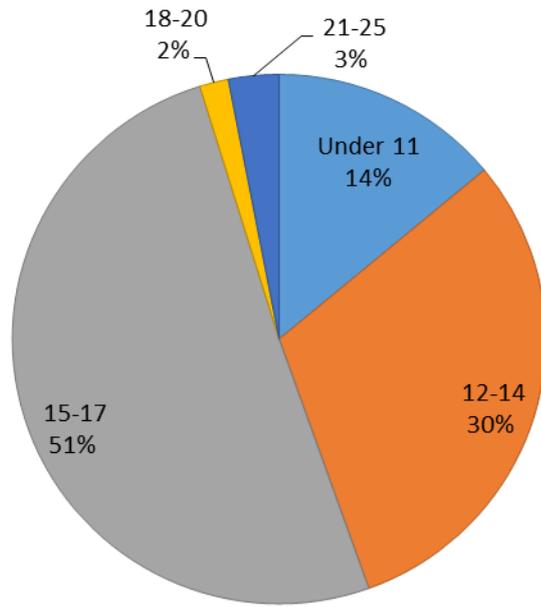
Paramount to this is examining issues such as transport, opening times, and other possible barriers. 248 responses from young people across the region were recorded.

The methodology was varied for this approach and included:

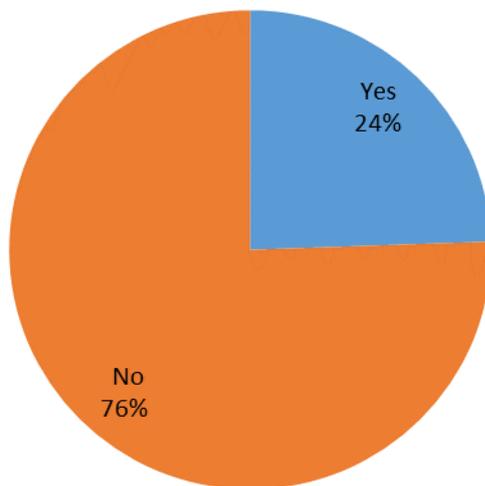
- a) Discussions with and direct feedback via Qwizdom interactive technology in five schools in surrounding areas namely: Belridge Senior High School, Ocean Reef Senior High School, Poseidon Primary School, Heathridge Primary School and Beldon Primary School. The focus classes in the primary schools were years 6 and 7 as they are in transition from primary to high school.
- b) Informal discussions with staff in the selected schools listed above regarding the perceived need and their willingness to support the venture.
- c) Discussions and survey responses from young people engaged through outreach on the City's Youth Mobile.
- d) Online survey responses from young people who were directed to the survey via the City's youth e-newsletter and website. 31 responses were received.

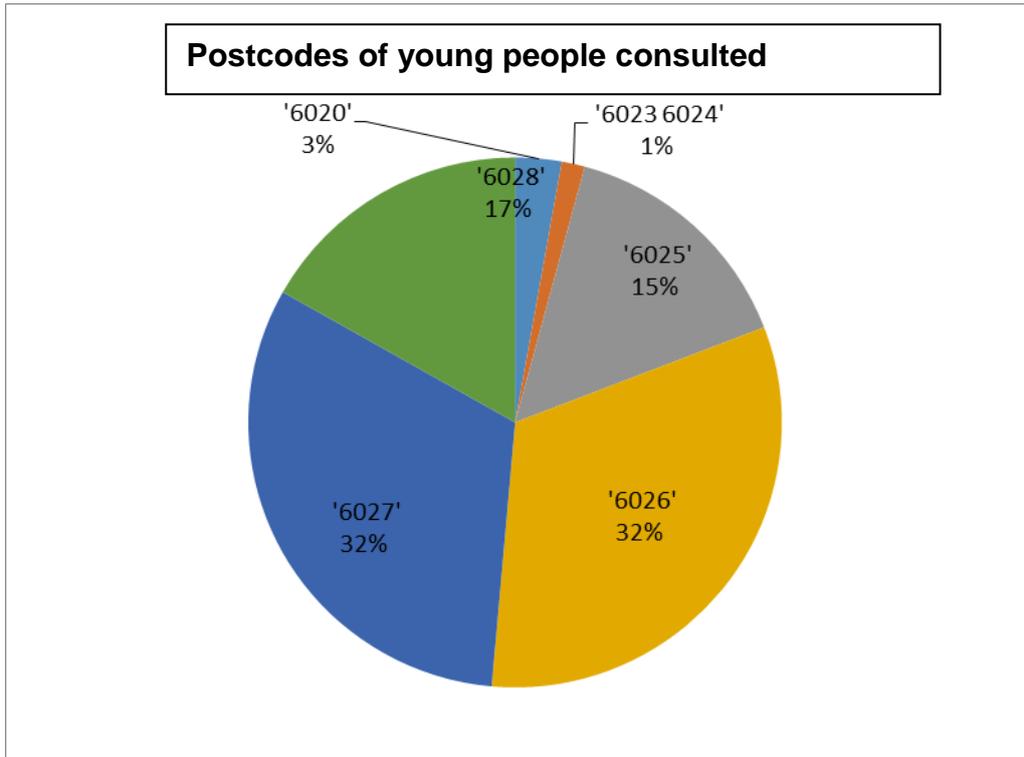
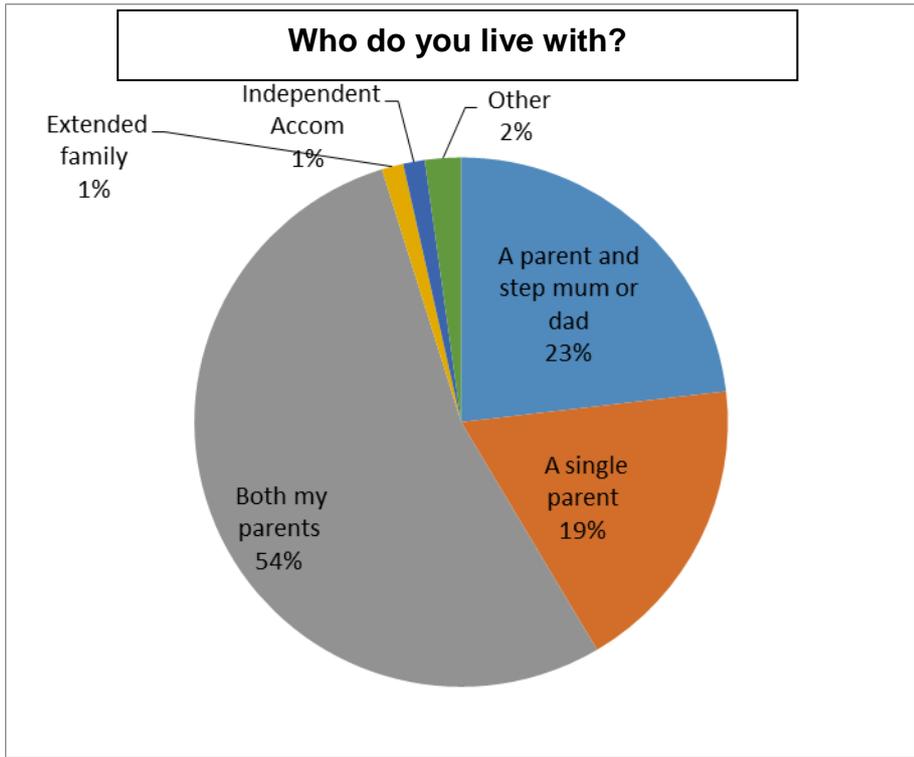


Ages of young people consulted



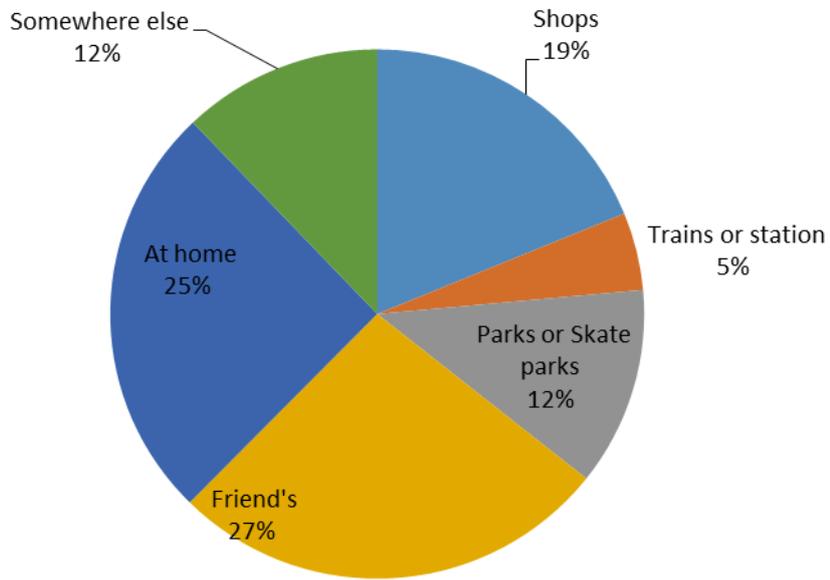
Do you speak a language other than English at home on a regular basis?



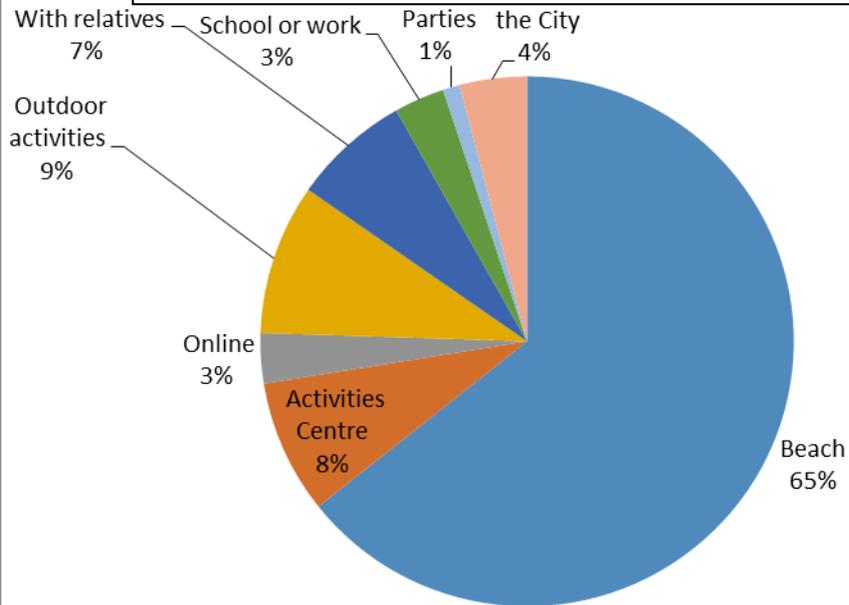


- 6020** (Marmion, Sorrento)
- 6023** (Duncraig)
- 6024** (Greenwood, Warwick)
- 6025** (Craigie, Hillarys, Kallaroo, Padbury)
- 6026** (Kingsley, Woodvale)
- 6027** (Beldon, Connolly, Edgewater, Heathridge, Joondalup, Mullaloo, Ocean Reef)
- 6028** (Burns Beach, Currambine, Iluka, Kinross)

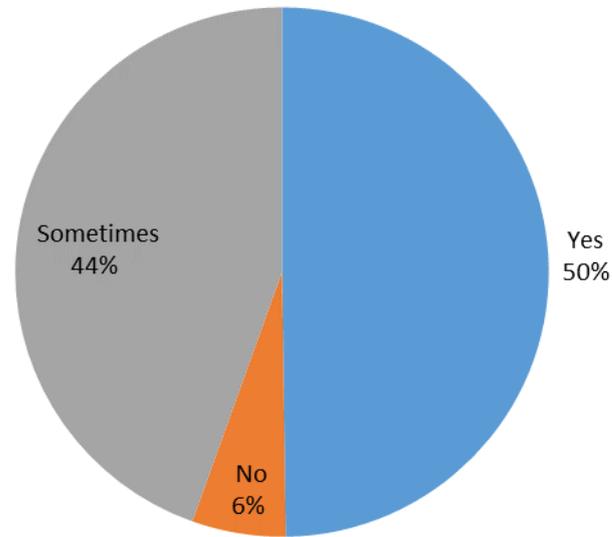
Where do young people like to hang out?



Where else do you like to hang out?



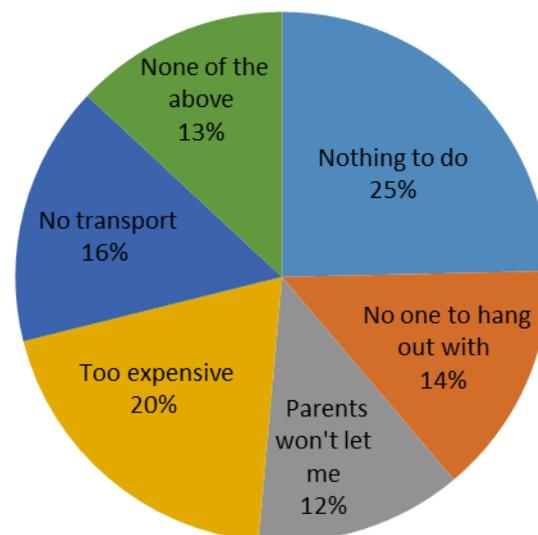
Do you ever get bored?



An answer of 'yes' indicated that they get bored most of the time.
An answer of 'no' indicated never.

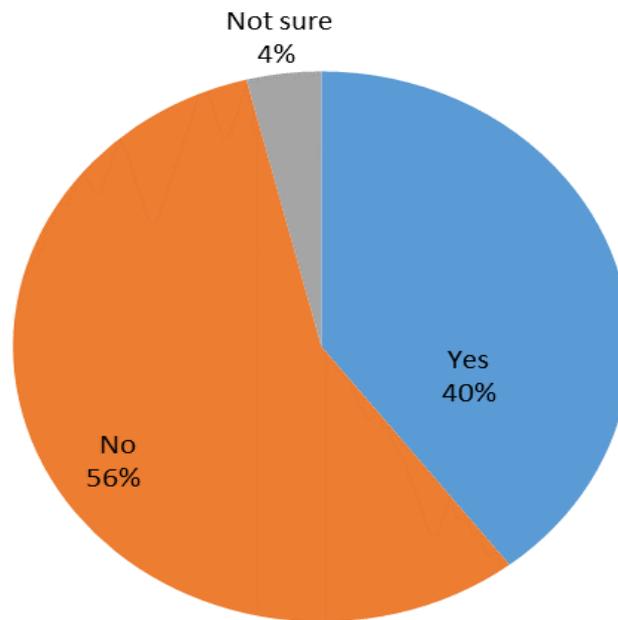
In discussion with those consulted, they specified that boredom was a major issue for them and that having free, accessible activities would go a long way towards alleviating that boredom.

If you do get bored...why?

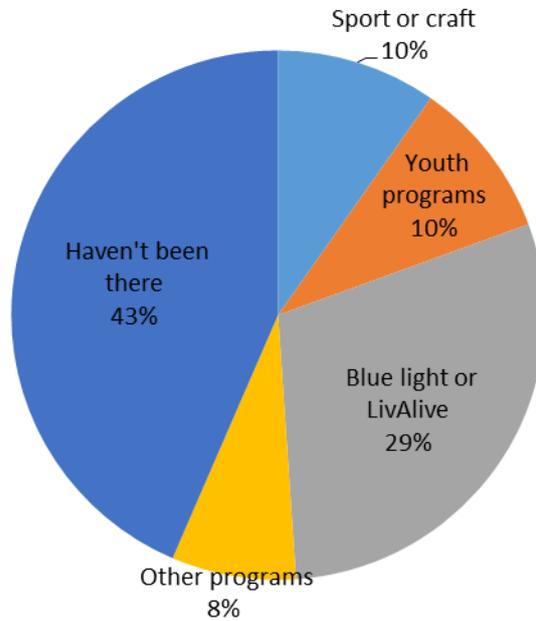


- When the idea was raised of a Youth Centre where activities were free (or very cheap), open at times that suited young people and where they could access youth workers, the reponse from young people was very favourable.
- A key issue discussed in addition to this was that the location of Anchors Youth Centre meant that many young people could walk there after school from various locations and this was very popular with young people.
- The fact that the Centre would be staffed by trained workers and run by the City of Joondalup (in partnership with other agencies) was encouraging for the young people consulted, as they felt that this would mean that they would be able to get permission from their parents to attend.
- Having transport provided for travelling home safely would also be positive for them.

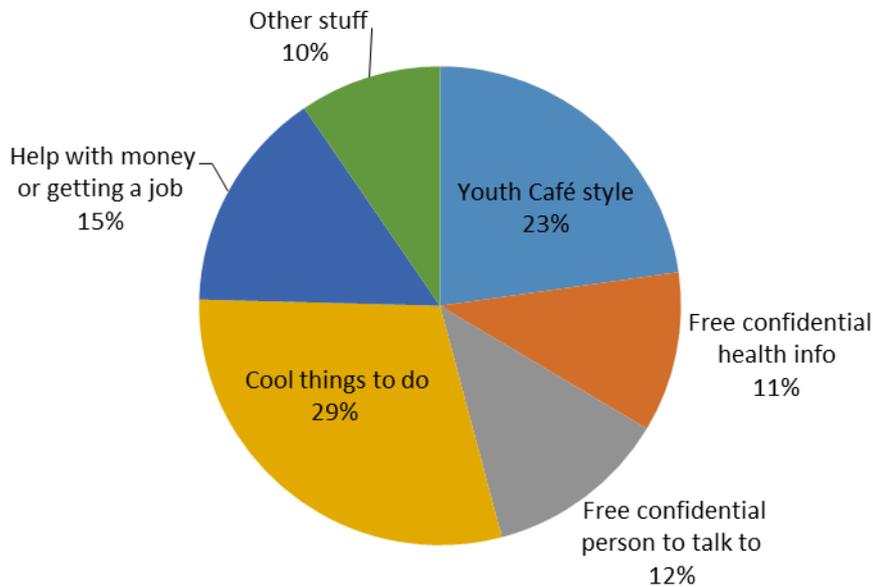
Have you been to Heathridge Leisure Centre (Anchors Youth Centre)?



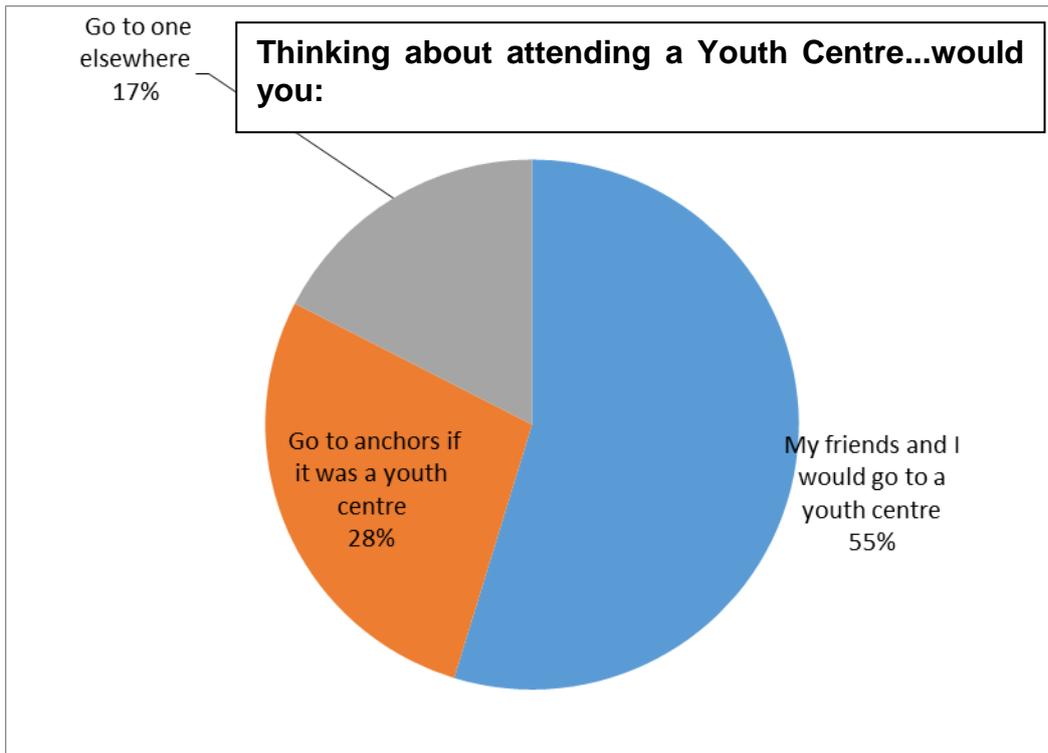
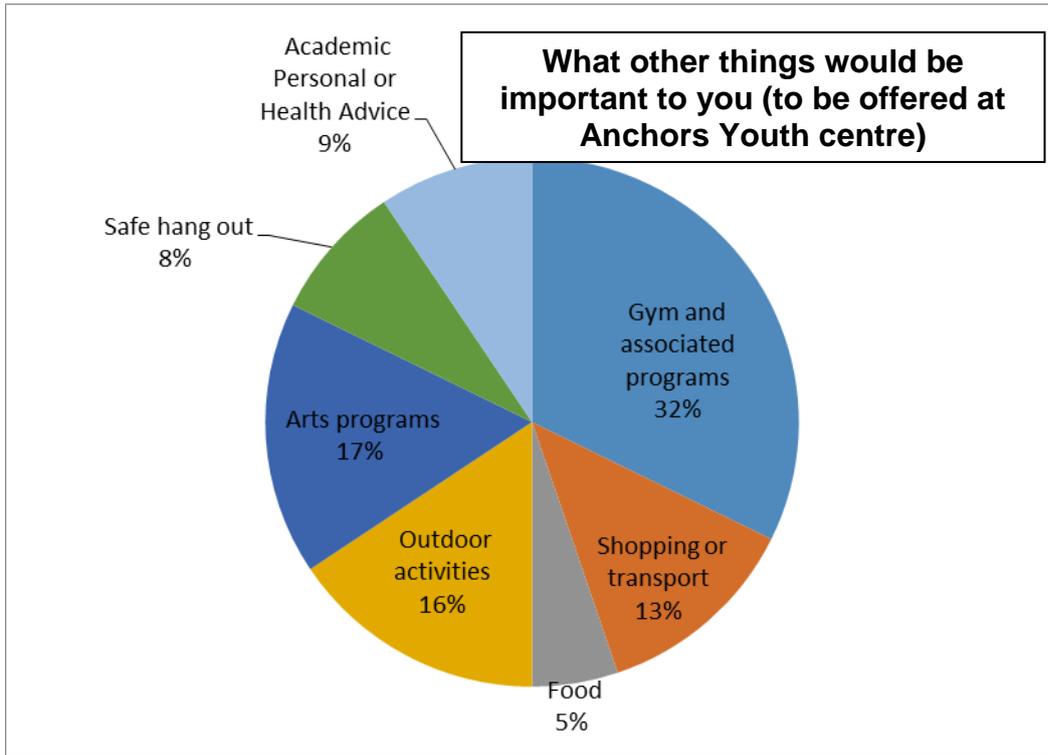
What did you do here?



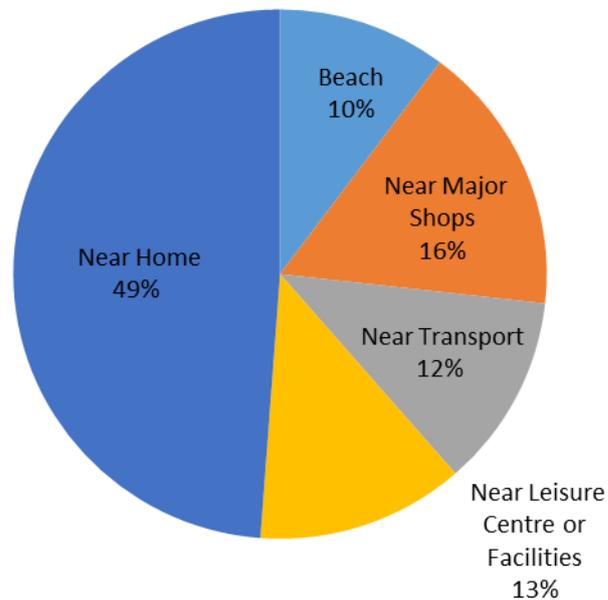
What would you like to see happening at Heathridge Leisure Centre (Anchors Youth Centre) for young people?



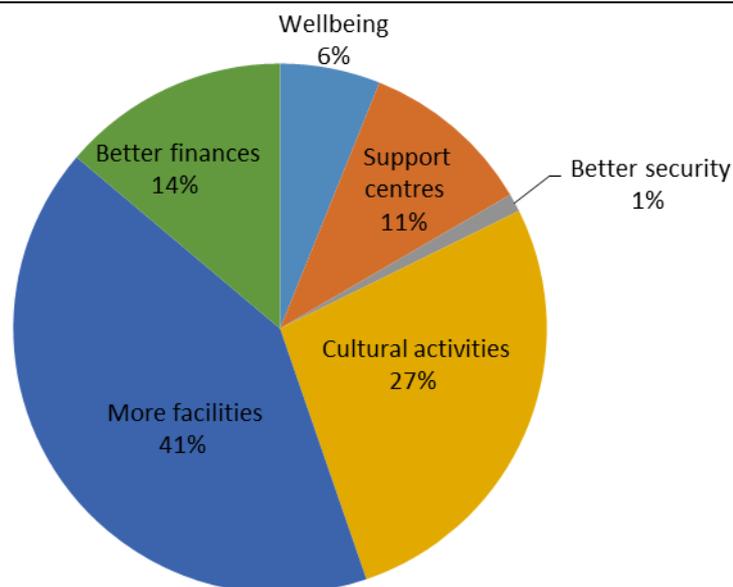
What is interesting to note is that in addition to activities and space to hang out, the young people consulted considered support with life issues to be important and indicated that support with these issues was essential. This finding correlates strongly with the findings from parents and service providers.



Where would be the ideal place for a Youth Centre to be located?



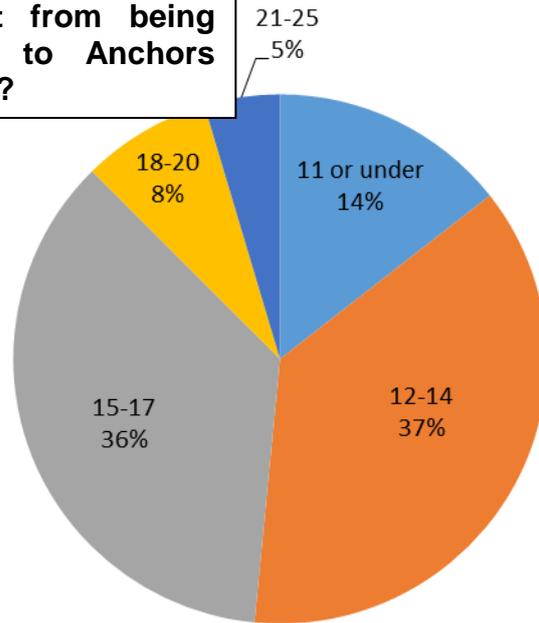
If you had a magic wand...what would you like to see provided for young people?



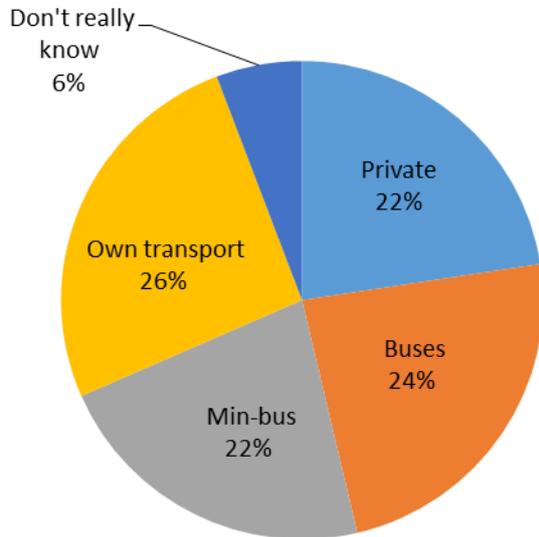
This was an open-ended question and young people could answer in unstructured ways. What they indicated was:

1. They would like more facilities that were open at times that were relevant to them and were safe and accessible.
2. They would like more cultural activities such as dance, drama and singing as well as opportunities to showcase talent eg band nights etc.
3. They indicated that health, financial management and wellbeing were important to them.

What age group/s would benefit most from being able to go to Anchors Youth Centre?

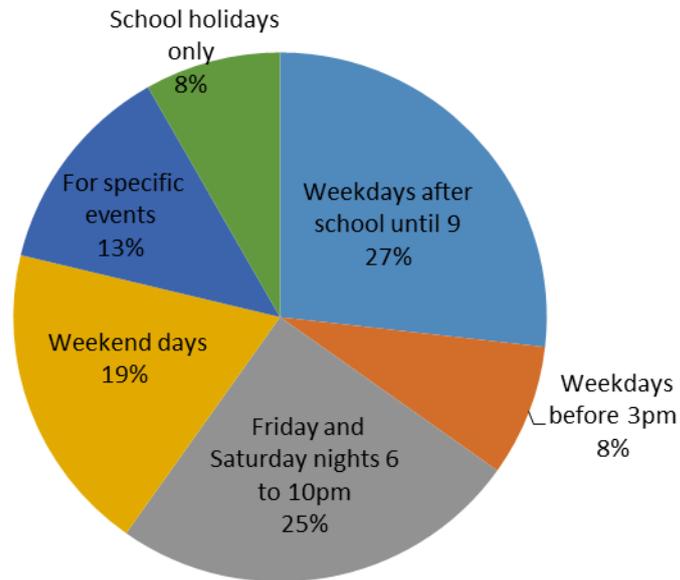


What types of transport would young people need to access Anchors Youth Centre?



Young people indicated throughout discussions and consultations that transport was a major issue. Lack of transport meant that they could not attend places that they would like to. Although not centrally located for the whole of the City of Joondalup, for the people in the immediate region, the location was very accessible and meant that they could attend.

What would be the best times to open?



There is a clear correlation between the findings here and those from parents and service providers.

The three most popular responses were:

1. Weekdays after school
2. Friday and/or Saturday nights
3. Weekend days

2. Consultation with locally based Youth Services (and other Community Based Services) and Key Partners and External Stakeholders:

This phase of the research/consultation was undertaken to ascertain the scope of the proposed service delivery model. Synergies and gaps were identified to demonstrate the need for the Anchors Youth Centre to be opened at times other than for school holidays.

The consultant utilised existing networks that the Youth Services Team at the City has within local schools and service provider networks to ensure that maximum effectiveness was achieved. This included consultation with the City of Wanneroo Youth Services Team to garner its support and ideas.

Further to this there was ongoing discussions with potential partners regarding:

- a) Common ground regarding an approach to work done from the Anchors Youth Centre location.
- b) Interest to work in an outreach capacity to deliver other services from the Anchors Youth Centre (eg health, income support, counselling, legal etc) so that Anchors can become a 'hub'/one stop shop for young people in the City.
- c) Examination of accessibility issues such as public transport, opening times etc.
- d) Commitment to and capacity to be financial partners with City of Joondalup to deliver a 'holistic hub' for Youth Services in the City.

In total, 69 responses from parents, youth/community service providers and state based agencies were received. 58 parents were approached to respond to the survey in addition to the parents contacted directly through the Supporting Parents Forum.

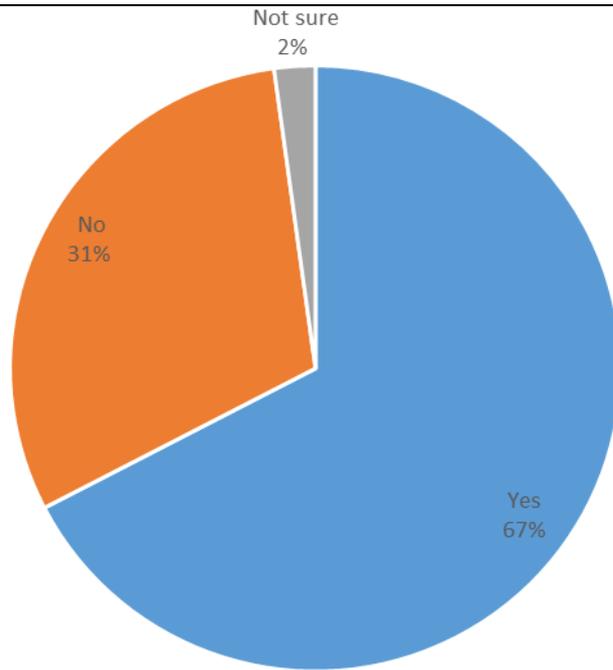
There are more specific discussions that still need to occur around points a) to d) above with relevant agencies.

The methodology was varied for this approach and included:

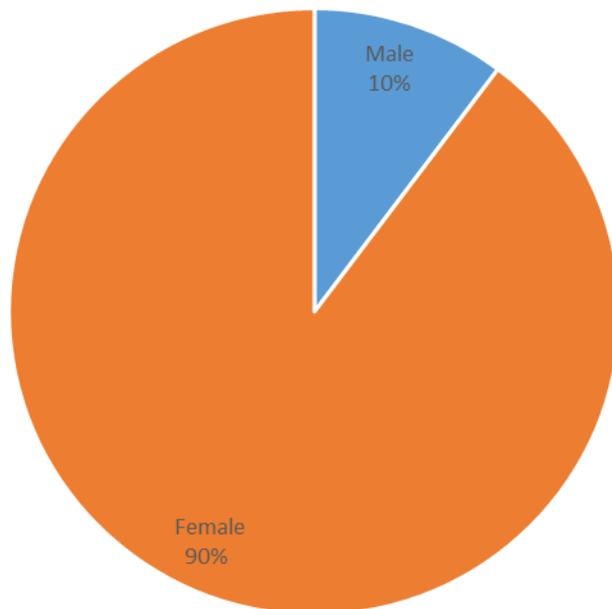
- a) Discussions with service providers and parents at the City of Joondalup Supporting Parents Forum in September 2012. 12 responses.
- b) Discussions and survey responses with JAWS (Joondalup and Wanneroo Services) Youth Interagency Group in November 2012. 11 responses.
- c) Online survey responses from parents and youth/community service providers via Survey Monkey. 46 responses.
- d) Informal discussions with staff in Belridge Senior High School, Ocean Reef Senior High School, Poseidon Primary School, Heathridge Primary School and Beldon Primary School regarding the perceived need and their willingness to support the venture.

The following graphs represent the findings of those consultations.

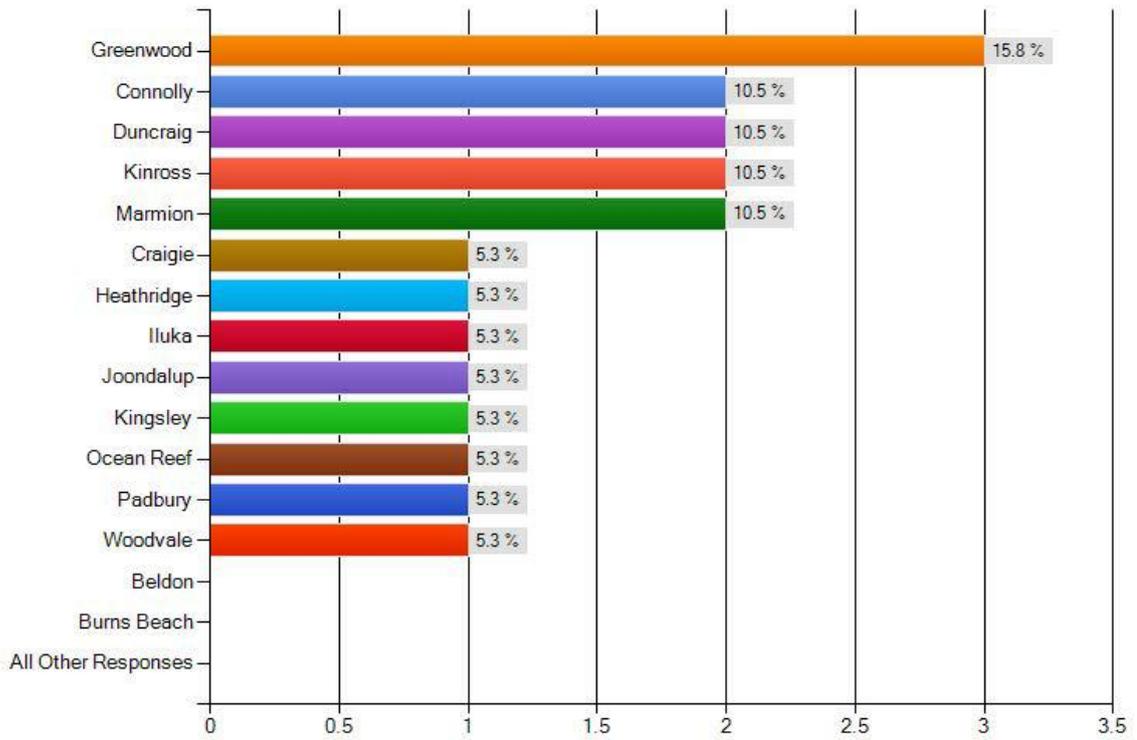
Are you familiar with Anchors Youth Centre?



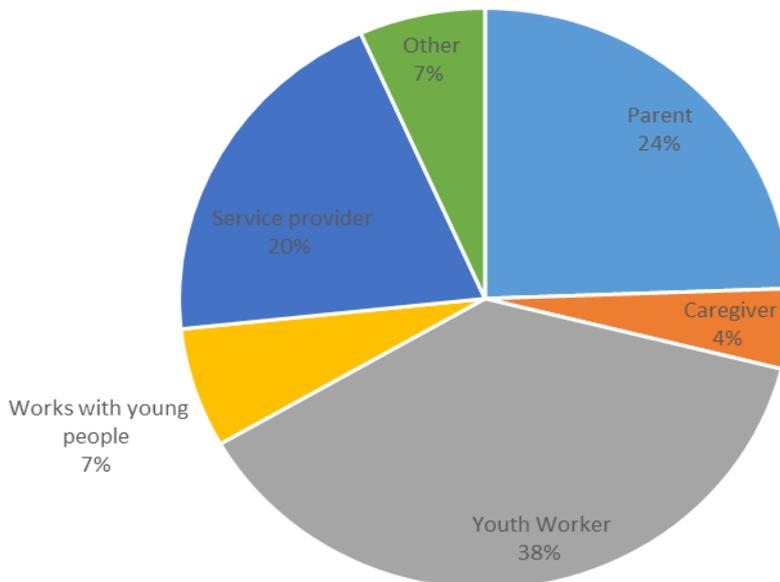
What is your gender?



What suburb do you live in? (please note: all of these suburbs are located within the City of Joondalup)

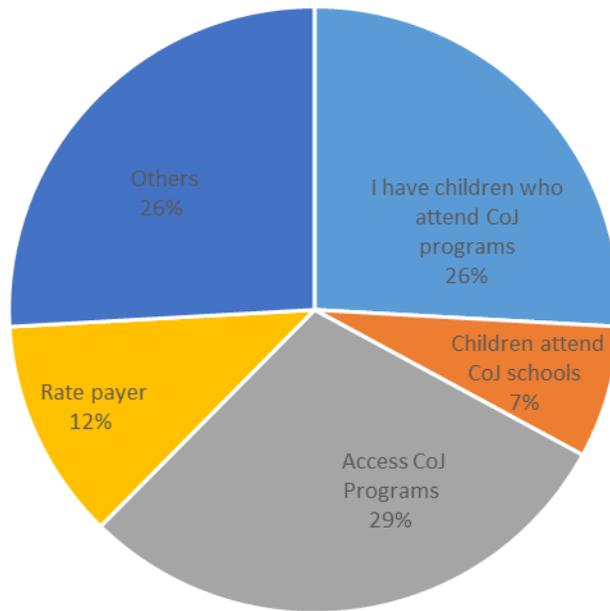


How would you describe your role?



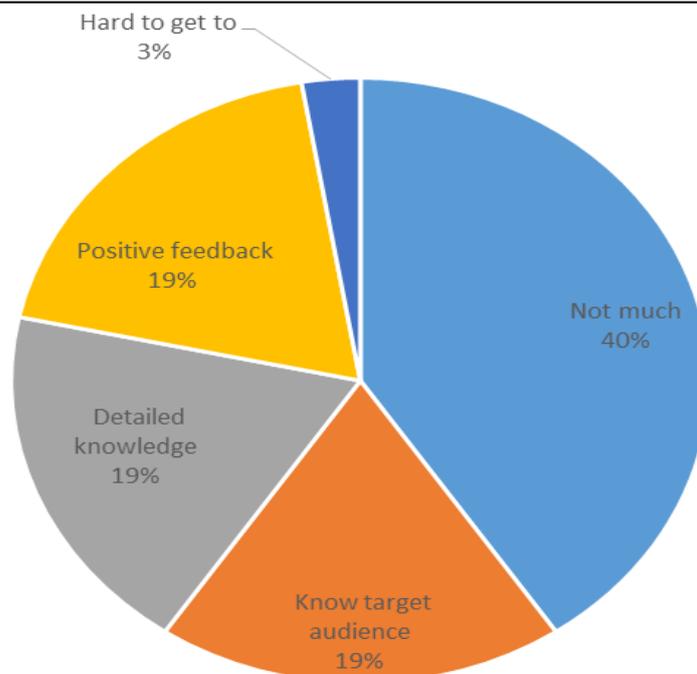
This question was designed to understand the scope of respondents, and the choice 'Works with young people' was for those who do not identify as a Youth Worker or Service Provider e.g. teachers, police.

What is your connection with the City of Joondalup?

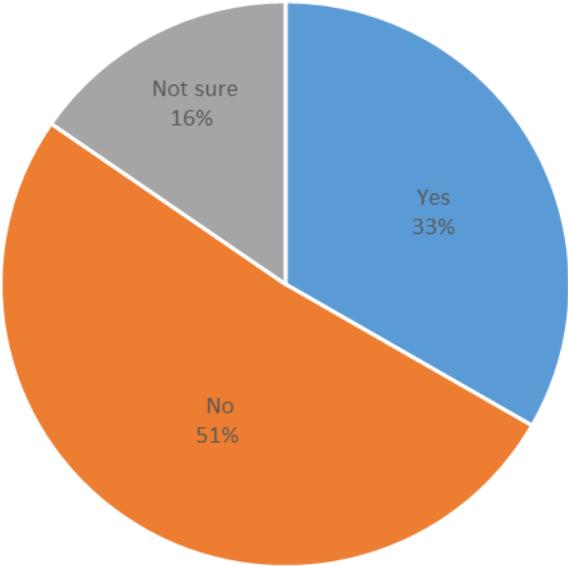


Respondents could choose several options for this question, and Service Providers and Youth Workers tended to choose the 'Access City of Joondalup programs' and 'Others'.

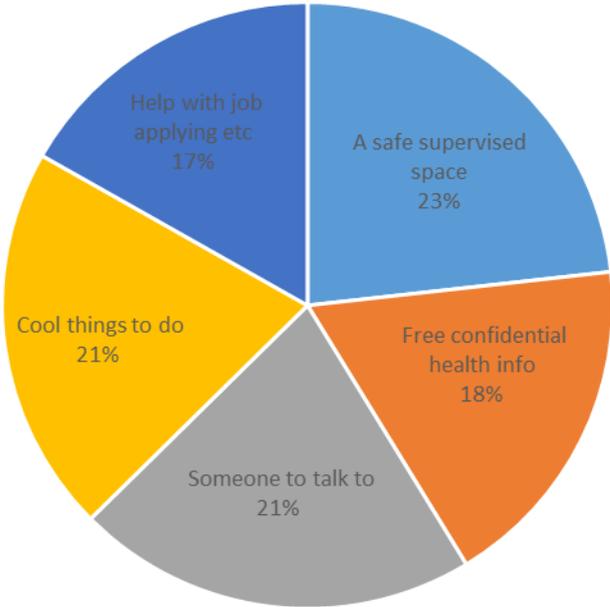
What do you know/what have you heard about Anchors Youth Centre?



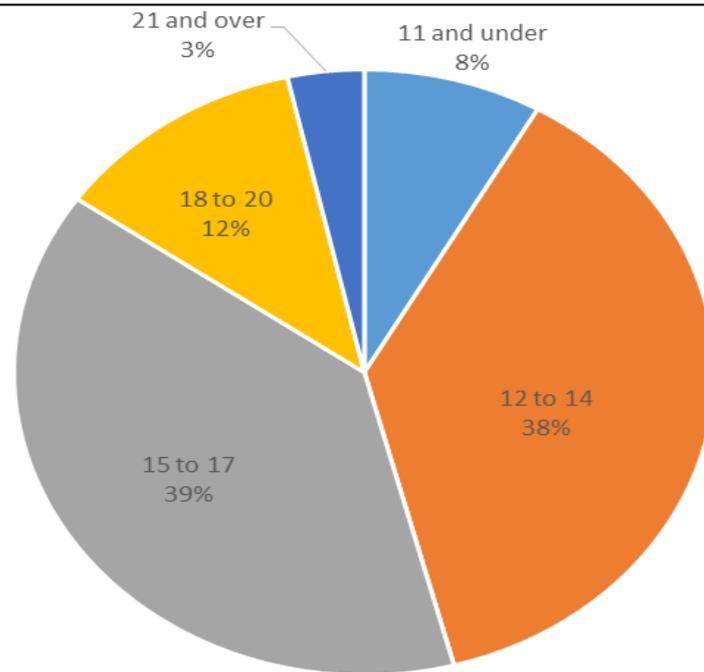
Do you know young people who have used Anchors in the past or who currently use it?



What should the Anchors Youth Centre Program Offer?



What age groups would benefit most from the proposed Anchors Program?



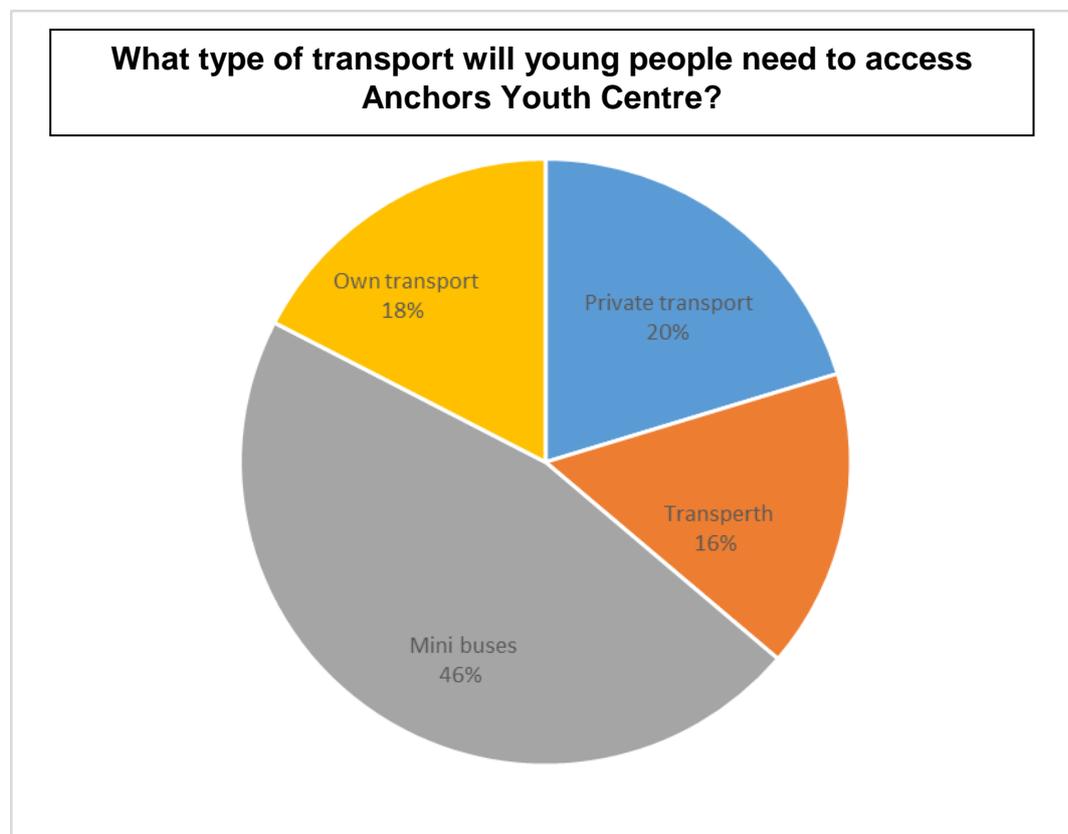
It is clear from the consultation findings that the preferred age range should be 12-17 years old. This concurs with the findings from young people.

If you had a magic wand, what services and programs would you like to see provided for your children/teenagers in your local community?

The options that were provided in the survey question included:

1. A safe, well supervised space that has a café style setting.
 2. A space with cool things to do eg sports, crafts, activities etc.
 3. A place to get help with life skills eg applying for jobs, managing money etc.
 4. A place where you can talk to someone who is trained and caring.
 5. A place to access free, confidential health information.
- Ten responses simply indicated that more of the 5 options listed above would be ideal.
 - Train stations are safer.
 - More free youth activities across City.
 - Free and relevant activities.
 - More accommodation for homeless young people.
 - Skate park in Joondalup.
 - Free stuff for young people.
 - Theme park.
 - Cooking.
 - Free things and art workshops.
 - Life skills programs to assist them to be active members of their community and become independent.
 - I would like to see a well supported, fun place where kids can hang out without any judgements being made on where they are from. I would like to see more activity courses around cooking, budgeting, singing/dancing, music, sport and other things along those lines which give the youth an avenue to explore their talents and gives them a sense of achievement that they can then carry with them in other environments. A lot of the children in foster care are not given these opportunities and it gives them a great sense of worth when they belong to a group.
 - Programs for the older children.
 - Free and accessible fun activities for young people after school, on weekends and during the holidays.
 - Skate parks, safe space for hangouts.
 - Free activities.
 - More support with building resilience.
 - Access to the LivAlive driving simulator.
 - A safe fun environment for them to hang out.
 - Ideally a service that provides the items (as ticked above) for young people during the day, especially for those at risk of homelessness.
 - Would like to see more accommodation support, employment support programs, more assistance with health and mental health.
 - Career development activities: resume writing etc; fun and engaging activities: art, sports, cooking etc; free medical and other health and mental health services, that are non scary and easy for them to access.
 - Local services at Woodvale.
 - A hip happening Youth Centre which is not confined to "difficult " children and special needs kids - it needs to be a fun space.
 - Short courses for kids.
 - Youth clubs whereby teenagers can become involved with activities and integrate with others rather than be in isolation with social media such as facebook.
 - Clubs that teens can have a sense of belonging to, dependent on their interests, not necessarily sports. Program to motivate individuals and promote their self esteem.

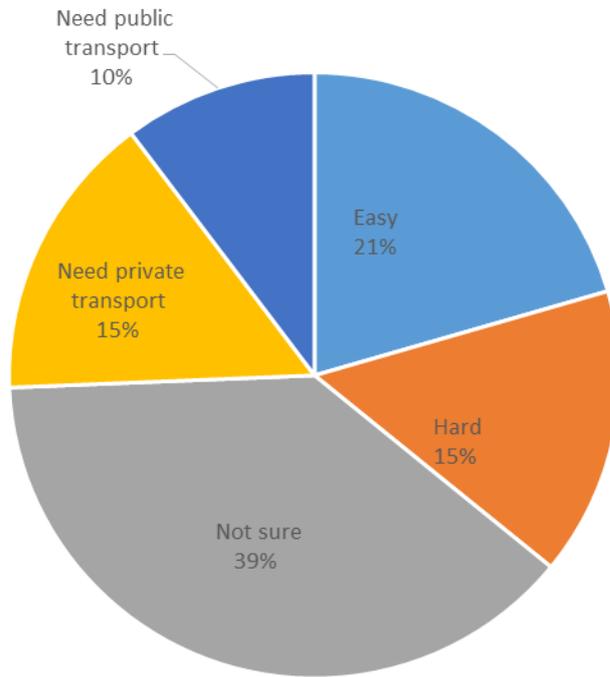
- A School Holiday programme, with organised activities ie, volleyball, cricket, - games/activities or competitions which teens would enjoy - excluding internet or electronic games. This would be a great opportunity for Youth Workers to have quick chats about important issue / dangers our teenagers face. Often as parent we try and get the message accross to our teenagers however if addressed by a young, cool Youth Worker the message will sink in.
- A variety of sports and activities eg surfing, martial arts, circuit training etc that they can try out.
- Support for health and employment, safe environment to meet.
- Well supervised discos, counselling with cool people, career workshops, excursions- (movies/surfing/horseriding/zoo) and weekend camps all at low cost.
- More community services like Anchors that are affordable and keep kids occupied.
- Various locations throughout the City of Joondalup for teenagers to go to just hang out and also to engage in various activites and organised events e.g. table tennis tournament, archery competitions, video nights, even card games and board games nights.



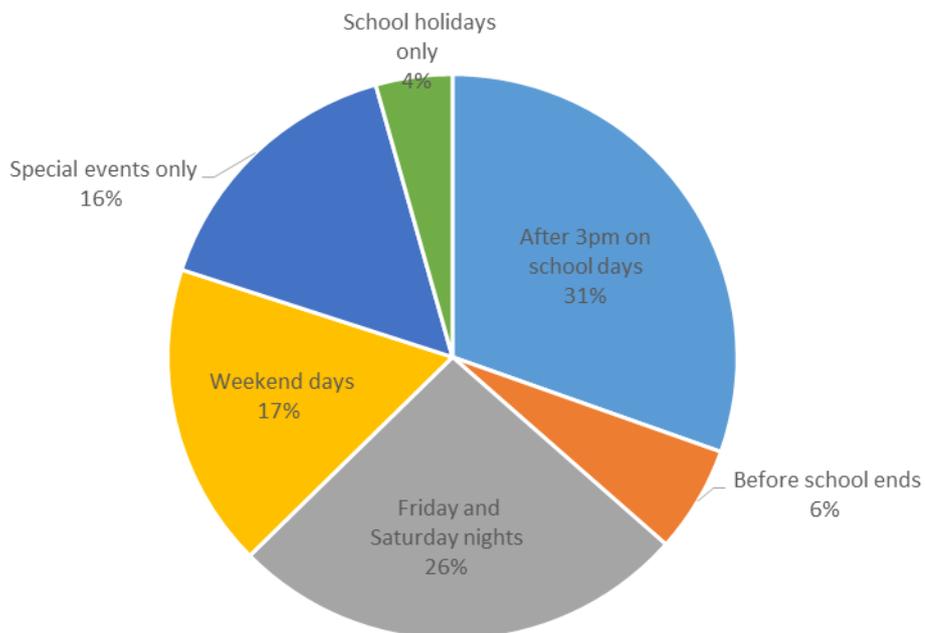
The question asked here pertained to how young people would get to Anchors Youth Centre. Parents and Service Providers indicated that if young people did not walk directly to the Centre from school, then transport could be problematic.

There was a strong positive response to the idea of a mini-bus that could drop young people directly home after programs. This is being done in several locations across Perth currently and is highly successful (especially among the 12-15 age group).

How accessible is Anchors Youth Centre?



What times and days of the week should Anchors be open?



Any further comments that you would like to make?

- There are lots of schools in the area that may be able to help with gaining information.
- This is a great idea that needs Government funding. How will you get it?
- Keep up the good work.
- All the services mentioned would be a fabulous idea. I support it wholeheartedly on both a personal and professional level and see many opportunities to work within the program collaboratively with the youth programs I am currently involved in.
- Personally, I think that the concept is great. It would be ideal if the location was more central, in Joondalup, as this would be more convenient and easier to access - ie all bus routes head to Joondalup and not Heathridge. In addition, it may be worthwhile conducting a survey of teenagers to establish what they feel is needed or lacking? Thank you for this initiative, it is pleasing to note that there is a positive focus on our teens.
- Feedback from the teenagers themselves would be beneficial to determine their needs. Have been involved in youth programs before and experienced difficulty engaging interest and encouraging participation in organised activities. Sorry don't have any answers for this generation.
- It would be really good to see extra activities set up for young kids out there as I feel there is not enough for them to do and this is where they are getting themselves into trouble.
- Could the Centre be in a more central venue? Joondalup?
- City of Wanneroo's school holiday program is currently much more affordable than the City of Joondalup's.
- Anchors is a fantastic service which keeps my teenage kids safe during the holidays.
- It would be wonderful to see the City of Joondalup target activities and events toward teenagers as well as teenagers and their families together.

These comments indicate that respondents do have questions regarding the centrality of the venue. One of the concerns is that given Anchors Youth Centre's close proximity to five schools, that it is an ideal location for the region, but does lack accessibility for regions further to the north.

There were also several comments pertaining to consultation with and ownership by young people. Given that 248 young people have been consulted and it is recommended that a Young People's Advisory Group be formed to engage young people in the design and delivery of ongoing programs at Anchors, this issue has been addressed.

What is critical to note in all of these comments and deliberations is that there are perceived needs in many locations right across the City. What is important here is to build on the positive sentiment that has been created by this consultation process. Numerous schools commented that this was their first experience of a consultation process whereby the young people and staff have real opportunities to shape the delivery of a service in their local area.

What is evident through this consultation and also through national research indicators is that locally based services are more effective at targeting preventative youth issues than larger regionally based (LGA) services. Hence, the recommendation is that Anchors be established as a starting point with potential for duplication in other areas across the City (with obvious locally based issues). Young people, parents and service providers are indeed supportive and want to see the Anchors venue utilised more fully.



Poseidon Park

Heathridge Leisure Centre
Heathridge Park Clubrooms

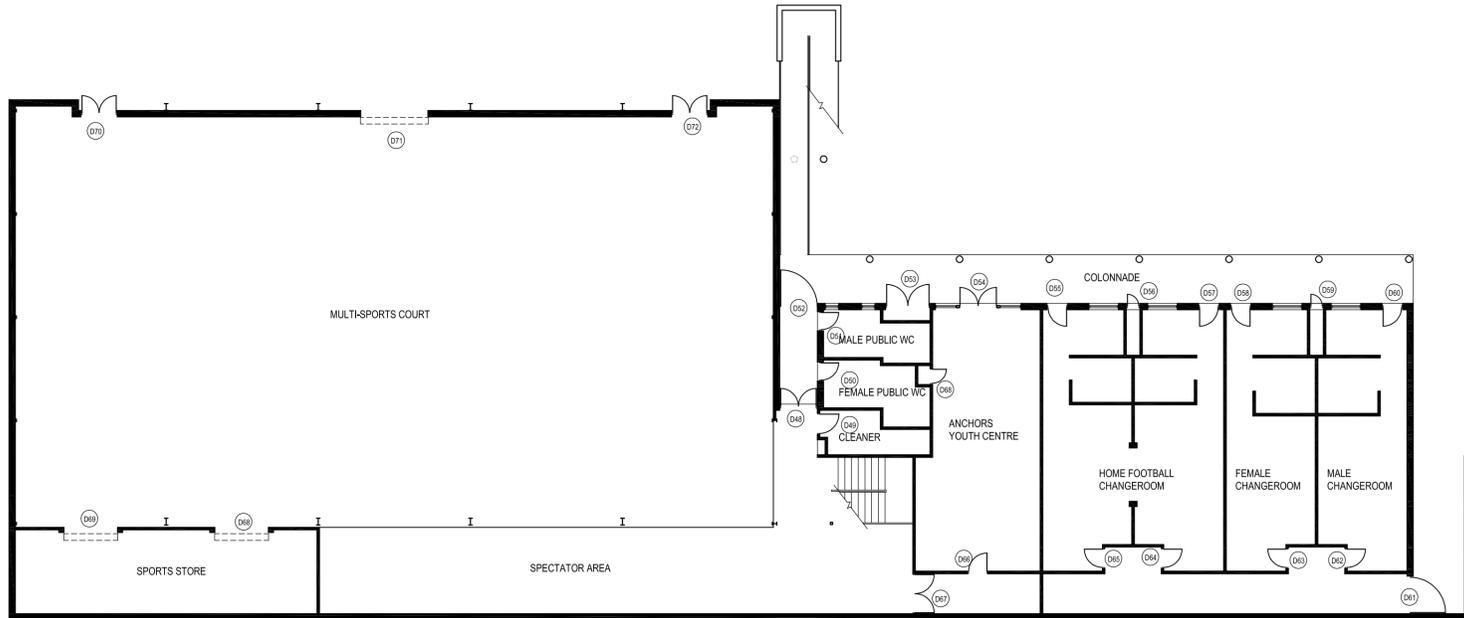
Heathridge Park

Guy Daniel Park Clubrooms/Heathridge Child Health Cent

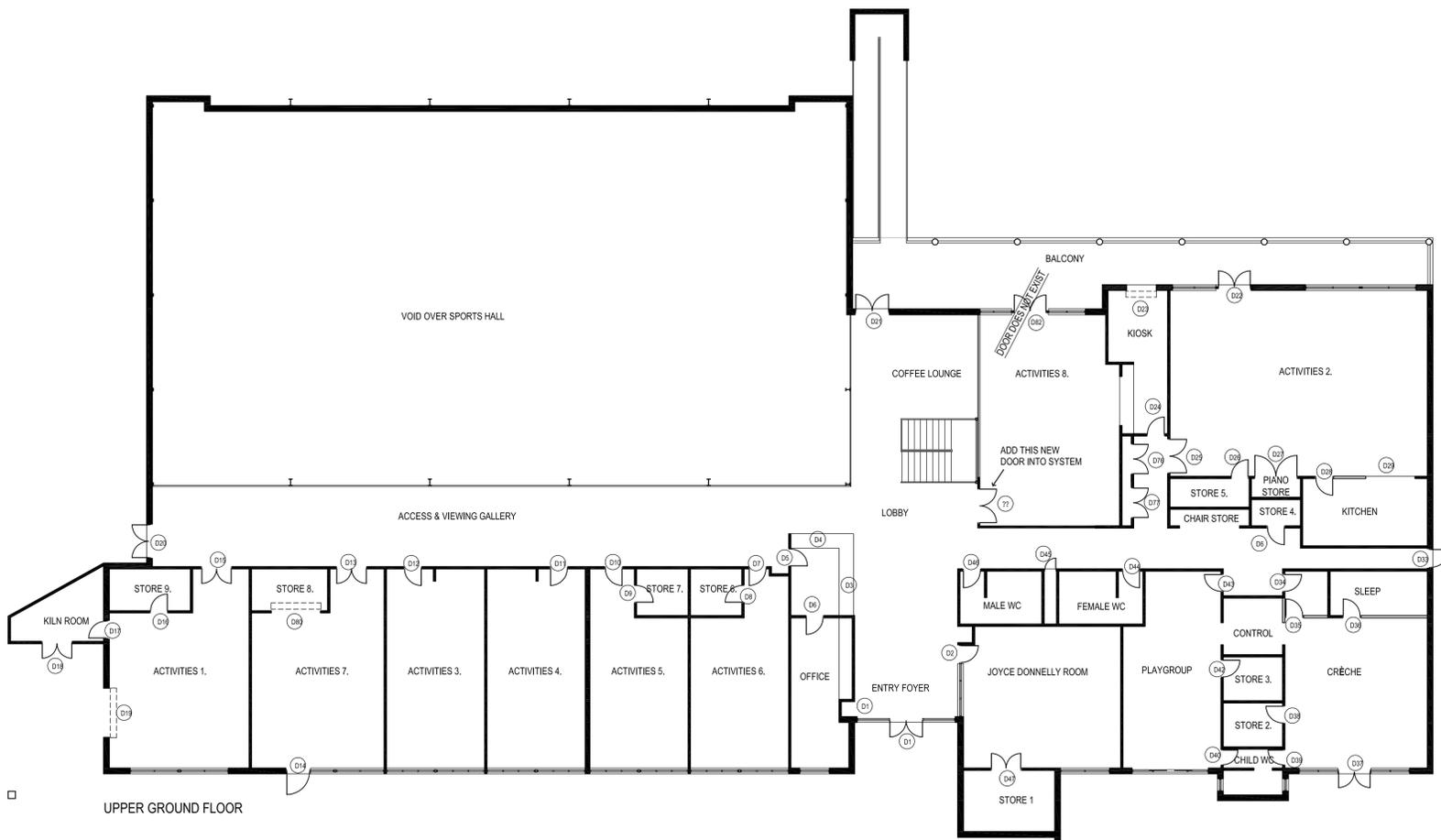
HEATHRIDGE

BELDON

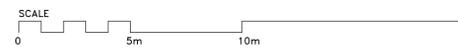
in Park



LOWER GROUND FLOOR



UPPER GROUND FLOOR



OCEAN RIDGE RECREATION CENTRE
16 SAIL TERRACE HEATHRIDGE
CITY OF JOONDALUP 1102