

Complaints and Confidentiality

What you choose to discuss with your Youth Support Worker is confidential, meaning it stays between you and the worker. Your worker will always ask you before sharing any information, but has a duty of care to report anything that may cause a serious risk of harm to you or others.

If at any time you wish to make a complaint regarding your support from MASP you can refer to your MASP Information Guide which has all of the details on how to go about this.



Referrals:

Enquiries and professional referrals can be forwarded to yss@masp.org.au

Young people and families are also able to self-refer. Please call MASP on 50216500 if you wish to complete a self-referral.



118-124 Pine Avenue Mildura
Telephone 03 5021 6500
Email info@masp.org.au
www.masp.org.au



YOUTH SUPPORT SERVICE
(YSS)

Youth Support Services (YSS)

YSS is a 12-week voluntary program for young people aged 10–17 who have had their first contact with Police and are seeking support to make change in their lives.

We aim to intervene rapidly to help you address the underlying issues of your offending behaviour and link you in with supports and services to help divert you from the Youth and Criminal Justice Systems.

Eligibility

- Aged 10-17 years
- In the early stages of contact with Police
- Voluntarily seeking support
- Not involved with Youth Justice



Bro 21 Rev 08/05/2020

What does a Youth Support Worker do?

A Youth Support Worker can help you access the supports you need including linking you to community activities, health and wellbeing services, education and employment and identifying underlying causes of offending behaviours.

We will work with you to develop a set of goals you would like to work on, and help you achieve these goals through assertive outreach.



Feedback & Post Case Reviews

Your feedback is important to us and we will give you the opportunity to provide feedback to MASP in your closure. Two months after your case is closed a MASP worker will call to see how you have been going and if you need any further support. If you do require more support you may be able to re-engage with the YSS program.