

# Youth Support Services

Supporting youth 10 – 17 years of age who have had their first contact with the Police and are seeking support to make a change in their lives.

## Youth Support Services (YSS)

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

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

### Are You?

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

### We Provide

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 goals you would like to work on and help you achieve these goals through assertive outreach.

## Complaints and Confidentiality

What you talk about 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 Service Charter, which has all of the details on how to go about this.

## Feedback and Post-Case Reviews

Your feedback is important to us, and we will allow you to provide feedback to MASP at your convenience. Two months after your case is closed, a MASP worker will call to see how you have been doing and if you need further support. If you require more support, you can re-engage with the YSS program.

## What to Do

- Contact MASP Youth Support Worker on **5021 6500**
- Email referrals to **yss@masp.org.au**
- Present to MASP office for further information at 118–124 Pine Avenue Mildura
- Contact MASP Office for Youth Support self-referral on **5021 6500**
- Visit **www.masp.org.au** for more information