



## YOUTH REZOLUTIONS

**Y**outh Resolutions provides case management support to young people who are at risk of homelessness or experiencing homelessness. While there are various causes for homelessness, the main cause for young people is Domestic and Family Violence. The Youth Resolution caseworkers are experiencing approximately 80% of their young people as either victims, perpetrators or both of Domestic and Family Violence.

The Case Management program offers young people 16-25 years, one to one support that involves thorough assessments, case plans and guiding support to overcome challenges and reach life goals in order to prevent homelessness. Some of the areas the case workers will support young people with, are, but not limited to, exploring mental health needs and connecting to specialists, support in finding secure housing or helping sustain tenancies, identifying healthy and unhealthy relationships, completing safety plans for victims of domestic and family violence, support with young parents to either help them meet their goals to have their children returned from child protection or helping them mitigate removal, support with young people impacted by the criminal justice system.

Case management support also involves home visits, meeting young people at school, work, or community spaces.



# "Helping me in times of need"

Aisha is 16 years old and was referred to Youth Rezolutions from Department of Communities and Justice (DCJ) – child protection team. Aisha was connected to DCJ as there were child protection reports that came through with regards to violence in the home from her father.

Aisha came to Australia from Malaysia in 2019 when her parents split up and her mother left the family. Aisha along with her siblings and father came to Australia and a little while after her father met someone and got married. Aisha had a good relationship with her step-mother and siblings however the abuse from her father was increasing. Aisha then left the home and found a place to stay in a share house along with housemates who were 40 and 20 years old. While Aisha's step-mother helped her pay her rent, the house share situation was not suitable or safe housing for Aisha.

It was at this point Aisha got connected with a Youth Rezolutions caseworker who gave her a space to share her experience and have her voice heard. Aisha built a trusting relationship with her caseworker and was able to identify her priority needs which were, finding suitable and safe housing, assistance with finding a job closer to where she lives and school, and helping her complete year 12 and develop plans post schooling.

Aisha was juggling two jobs every evening and on weekends while also attending high school fulltime. Aisha used her time with her caseworker to explore her coping strategies and building self-resilience. It was only a month later that Aisha gained the support to develop her resume and apply for jobs and eventually was successful with a job offer closer to school and home. This helped Aisha reduce her travel time and get home sooner to get sleep and do her school work.

Aisha was also on a child visa and didn't have the knowledge around what eligible government benefits she could receive. The Youth Rez caseworker spent time with Aisha going over her circumstance and educating her on financial assistance and Centrelink benefits. Eventually the caseworker was able to support Aisha in gaining centrelink benefits which helped increase her weekly income. This helped to decrease the stress of working longer hours to maintain enough income to cover living costs.

In the meantime, Aisha and her caseworker continued to search for stable housing. The housing crisis adds another layer to the difficulties in helping young people source safe and stable housing. The Youth Rez caseworker was able to advocate for Aisha and eventually was able to source a transitional property that was close to school and work. Aisha



"Hey, I just wanted to let you know that I am finally living independently in my own transitional property. Thanks for all your help and support! "

completed the housing assessment and was eventually approved for the property. It wasn't long after the approval that Aisha moved into the property.

Youth Rez was able to continue to support with helping Aisha set up her place with the essential items such as a fridge, bed, kitchen set, linen pack and food vouchers. The caseworker helped Aisha with a budget to help her maintain her living costs.

Aisha was then connected with a caseworker attached to the housing property she moved into and the Youth Rez caseworker was able to handover Aisha's information to the new caseworker so that Aisha did not have to re-tell her story which can be retraumatizing.

Before being connected with Youth Rez, Aisha was feeling lost and alone. Having trauma of violence in the home and family breakdown and being new to Australia, Aisha didn't know what her future would look like.

Life turned around for Aisha and while being engaged with her Youth Rez caseworker, she was able to gain assistance with securing better employment, gain Centrelink benefits, secure stable and safe housing and support to get through year 12. Aisha now wants to get into uni to do an e-commerce course and eventually be a financial support for her siblings so they can live in security and safety.

Aisha connected with her caseworker weeks after finishing up with her Youth Rez caseworker and stated:

"Hey, I just wanted to let you know that I am finally living independently in my own transitional property. Thanks for all your help and support! "

**If you want to learn more about Saints Care and its good works you can contact the team on [info@saintscare.org.au](mailto:info@saintscare.org.au)**

