

Welcome to Oasis

Walking with you
on your journey
to independence





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, and we pay our respects to their elders past, present.

Commitment to Inclusion

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.





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.

Welcome Booklet

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Oasis Youth Services

Oasis Youth Services is about providing support services for young people aged 12-25 in the Central Coast, Newcastle and Hunter regions, on their journey to independence.

We love walking alongside young people to help build a stronger community. And we are committed to supporting young people to develop the skills and capacity to live healthy and independent lives. We do this by delivering a range of programs and services including vocational training, drug & alcohol support and driver training.

Oasis Youth Services includes a multi-disciplinary team providing 'wrap-around' support to meet young people where they are at and provide the support that is most appropriate to the needs prioritised by the young person.





The Salvation Army

Youth Services

For over 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 our 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 Programs

The Oasis Youth Services is an extension of The Salvation Army Australia and its Christian movement. United by faith and giving hope where it's needed most, by offering a range of programs suitable to our young participants from all walks of life.

We also love walking alongside young people to help build a stronger community, and we are committed to supporting them to develop the skills and capacity to live healthy and independent lives.



Youth Support

PROVIDING SUPPORT TO YOUNG PEOPLE

We offer a range of high quality support for free to young people ages 12 - 25.

We love walking alongside young people to help build a stronger community. And we are committed to supporting them to develop the skills and capacity to live healthy and independent lives. We do this by delivering a range of programs and services including individual case support, drug & alcohol counselling, group and social programs.

01 CASE SUPPORT

Oasis Youth Workers can provide individual support to young people aged 12-25.

We help young people to identify short term goals to help their journey to independence and support them to achieve these goals.

Goals might include, obtaining identification, getting a job, enrolling in a training course, assistance with a driver's licence, or connecting to other services to get help with physical or mental health needs.

One on one support usually runs over a 6 to 12-week period, depending on your goals.

02 SOCIAL PROGRAMS

At Oasis Youth Services, we offer a range of on-site programs for young people aged 10-17 years, including Drop In and School Holiday Programs as well as a youth advisory leadership program - 'Spark Collective' aimed at young people aged 15-25 years.

All programs are currently offered at Oasis Youth Service - Wyong Location.



03 DRUG & ALCOHOL YOUTH SUPPORT (DAYS)

Oasis Youth Services provides support to young people in the Central Coast and Newcastle regions aged 12 to 25 years dealing with alcohol and other drugs (AOD) issues.

The misuse of alcohol and other drugs can have a damaging impact on individuals, families, and communities and that's why we are here to help. It is important to get support if you or a young person you know, needs help to manage a substance use issue and/or anger issues related to AOD.

- Counselling Support (Central Coast & Newcastle)
- Assertive Casework Support (Central Coast & Newcastle)



04

SCHOOL & GROUP PROGRAMS

The Oasis team can facilitate a range of school programs designed to groups of 6 to 8 young people.

The programs can be run in schools and/or at our Oasis Centre for a group selected by you. These programs are also flexible and can be modified to suit the needs of your group.

If you would like to enquire about our Youth Workers facilitating these sessions at your school/organisation please take a look at our programs below and fill out the online enquire to start the process.

- Choice
- RAGE
- Feeling Fantastic
- Steady Minds
- Vaping Workshops



Vocational Training and Education

01 TRAINING OPPORTUNITIES

At Oasis Youth Services, we offer a range of vocational training programs suitable to a range of participants for all walks of life. Whether you are a recent school leaver, have been out of the workforce for some time or are looking to change career paths, we have a course for you!

Oasis partners with The Salvation Army Eva Burrows College (RTO ID 0328) to deliver leading accredited vocational training on the Central Coast and Hunter regions.

All courses are subsidised by the NSW Government under Smart and Skilled Training Program.

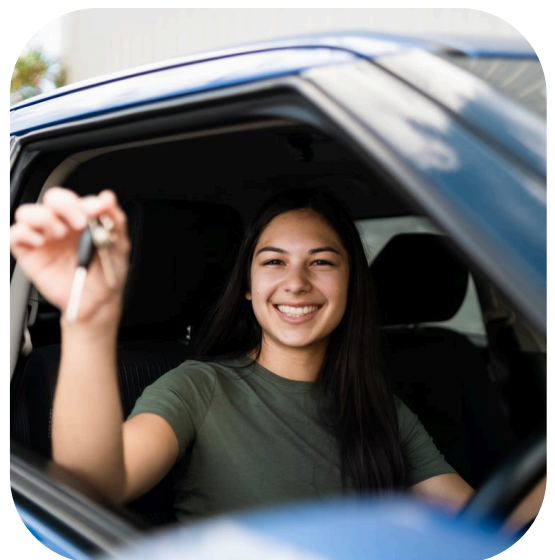
- Cert III in Hospitality
- Cert IV in Community Services
- Cert III in Business



02 DRIVE FOR LIFE

Drive for Life is a driving program that aims not only to support young people through the process to obtaining their driving licence but also provides them with the necessary skills they need to drive safely, responsibly and confidently for life.

- Lessons with our Professional Driving Instructor
- Driving Assistance with a Volunteer Mentor





Social Enterprise

01

CAFES

Our social enterprises are essential part of our centres. From cafes and food shop to hire rooms, they provide affordable services and products to our communities and people in need.

By offering goods and services to our community, our social enterprises create employment and reinvest all profits back into the works offered by the Oasis Youth Services and the Salvation Army



02

SHOP

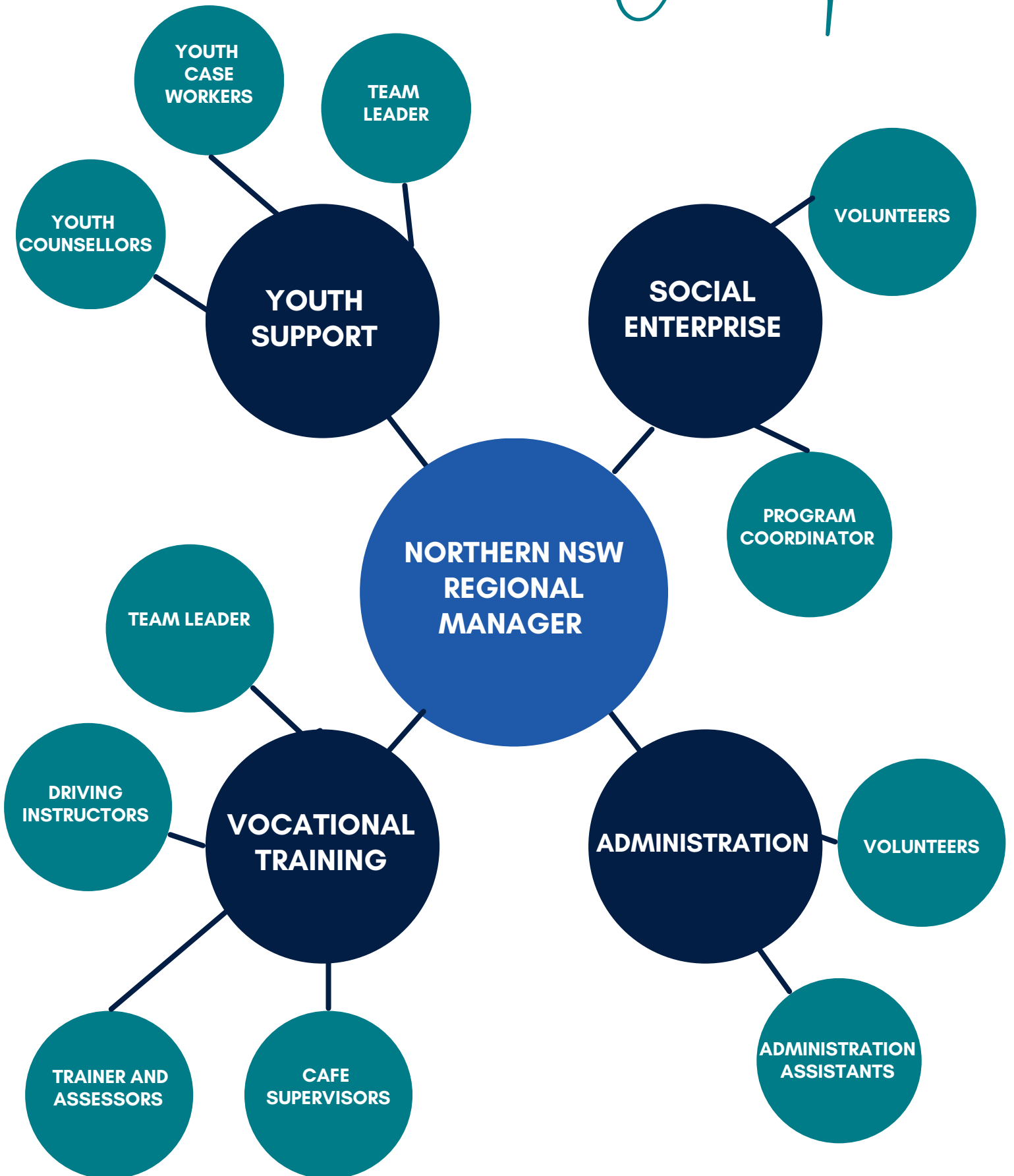
Our Community Shop in Wyong is a small supermarket like store, run by Oasis Youth Services and our team of volunteers. It offers essential food items that are sourced from a variety of suppliers, at low, affordable prices.

The Oasis Shop is open to all the community.

Monday to Friday
10:00am to 2:00pm



Our Team



Supporting your Journey

AND KEEPING YOU SAFE

The Salvation Army (TSA) Youth Services offer an integrated suite of targeted programs engaging with young people across Australia on their journey to independence. These programs create intentional avenues for young people to explore opportunities, build support networks and access, participate and contribute to their communities. The Salvation Army becoming one National Territory provided TSA Youth Services the opportunity to deliver a united voice on the issues impacting young people, increase innovation, develop stronger partnerships and deliver greater impact for young people.

The Salvation Army's decision to have the Youth Services stream displays the commitment to, and importance of, age and developmentally appropriate services and responses to young people. Journey to Independence will ensure we move from service and state responses to a consistent national delivery model providing significant opportunities for young people, our services and the sector.





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.

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 check-off that we have explained the below and you have received a copy of these documents.

01

TSA Privacy Notice and Consent Form

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.

02

Working Together - Client Charter

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

03

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.

04

Safeguarding Children and Young People

The Salvation Army is a child safe organisation. This poster explains exactly what that means.

05

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.

06

Emergency Evacuation Process

All staff at Oasis 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.

Introduction to Safeguarding

The Salvation Army (TSA) is a child safe organisation. We provide an environment which is safe and inclusive for children and young people, where they feel respected, safe, valued and encouraged to reach their full potential. TSA is committed to protecting children and young people from all forms of abuse, neglect, harm and risk of harm. This commitment to the safety and wellbeing of children and young people is a shared priority and responsibility of all TSA personnel.

Safeguarding is a core responsibility across TSA Youth Services. TSA has a Safeguarding team, including a dedicated Safeguarding Specialist for Youth Services, to support staff with best practice approaches to managing risk, responding to concerns, fostering a safeguarding culture and ensuring the National Child Safe Standards are implemented across sites.

TSA embraces the strengths and individual characteristics of children and young people regardless of their religious beliefs, abilities, cultural background, sexual orientation, gender identity, gender expression, intersex status or social economic background.



How to Make a Complaint

The Salvation Army (TSA) supports the rights of children and young people to provide feedback and raise a complaint regarding the services they receive. If anyone makes you feel unsafe, uncomfortable or hurts you, it is important you tell someone. We will listen to you and treat you with respect. You can provide your feedback, or raise a concern, confidentially.

You can provide feedback, or raise a concern, by:

PHONE: 0467 057 973

EMAIL: lora.hartlebury@salvationarmy.org.au

You can also email the Safeguarding team directly: safeguarding@salvationarmy.org.au
Or by using the QR Code on the 'How to Make a Complaint' flyer at the back of this booklet.

What is ADVOCACY?



SOMETIMES YOU MIGHT FIND IT HARD TO GET PEOPLE TO LISTEN TO WHAT YOU NEED. ADVOCATES CAN HELP CHANGE THAT.

Advocates can help you:

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



Self Advocacy

Provide platforms for young people's voices to be heard. Ensuring young people's participation in decisions that impact their lives. Explore choices and options.



Individual Advocacy

Upholding young people's rights. Promoting and protecting young people's point of view. Articulating the needs of young people to ensure access and equity in service responses.



Systems Advocacy

Social media campaigns that work towards social reform. Articulate the rights and needs of young people within internal changes, structures and personnel to ensure youth voice, access and equity of resources.

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)

You can help improve Salvos

Have an issue?
We want to know.

You should always feel safe. If any Salvation Army person or activity makes you feel **unsafe, concerned** or **hurt**, it's important that you tell someone by **making a complaint**.

Scan the QR code to provide feedback.



You can also visit our website directly or email us www.salvationarmy.org.au/contact-us/complaints

You can also contact:

KIDS HELPLINE
1800 55 1800

This is a free and confidential counselling service for young people.

HOW TO MAKE A COMPLAINT AT SALVOS



IN PERSON

Talk to the on-site staff



PHONE

Call Salvos at 13 72 58



ONLINE

Visit our website or scan the QR code



BY POST

Write to us at our PO Box

The Salvation Army
PO Box 479
Blackburn VIC 3130



We are committed to **learning from your experience** as it will help us to continually improve the services we deliver. Your **safety and wellbeing** is central to all we do.



Email: safeguarding@salvationarmy.org.au





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