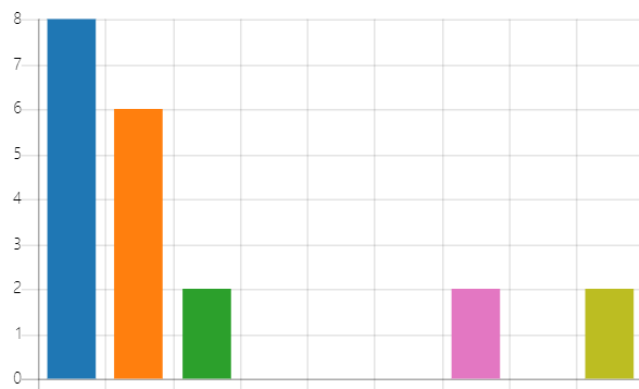


COVID 19 Sector Consultation

1. What type of agency do you represent

[More Details](#)

● Community Agency	8
● Government agency	6
● Mental Health	2
● Housing support	0
● AOD	0
● Family Violence	0
● Education & Training	2
● Community Health	0
● Other	2



2. Have you been able to maintain your employment during this time?

[More Details](#)

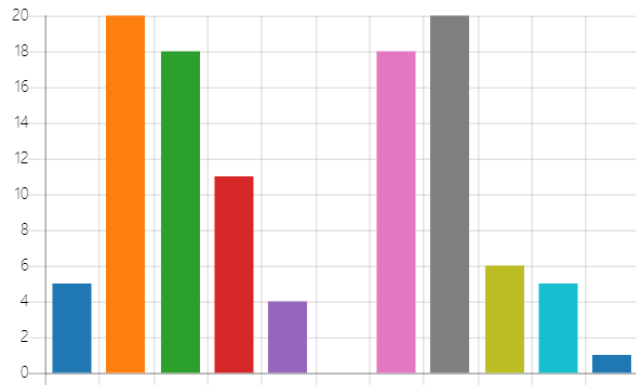
● Yes same hours	18
● Not at all	0
● Reduced hours	2
● Other	0



3. What tools have you been using to engage during this period? Tick all that apply

[More Details](#)

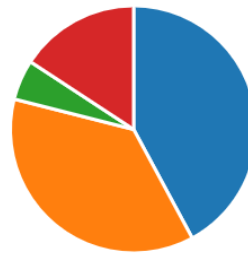
● Face to face	5
● Phone	20
● Email	18
● Facebook	11
● Instagram	4
● Twitter	0
● Microsoft Teams	18
● Zoom	20
● Skype	6
● Webex	5
● Other	1



4. Has your service seen an increase or decrease of demand during this time?

[More Details](#)

● Yes and increase	8
● no change in demand	7
● No a decrease	1
● Other	3



Comments:

- No increase in numbers but an increase in the severity of presenting issues
- Maintained service delivery although reduced options. Increase in other areas-individual support, yp in crisis
- Similar demand, more crisis support required

5. Currently, are you seeing any emerging trends or issues in the young people you or your service work with?

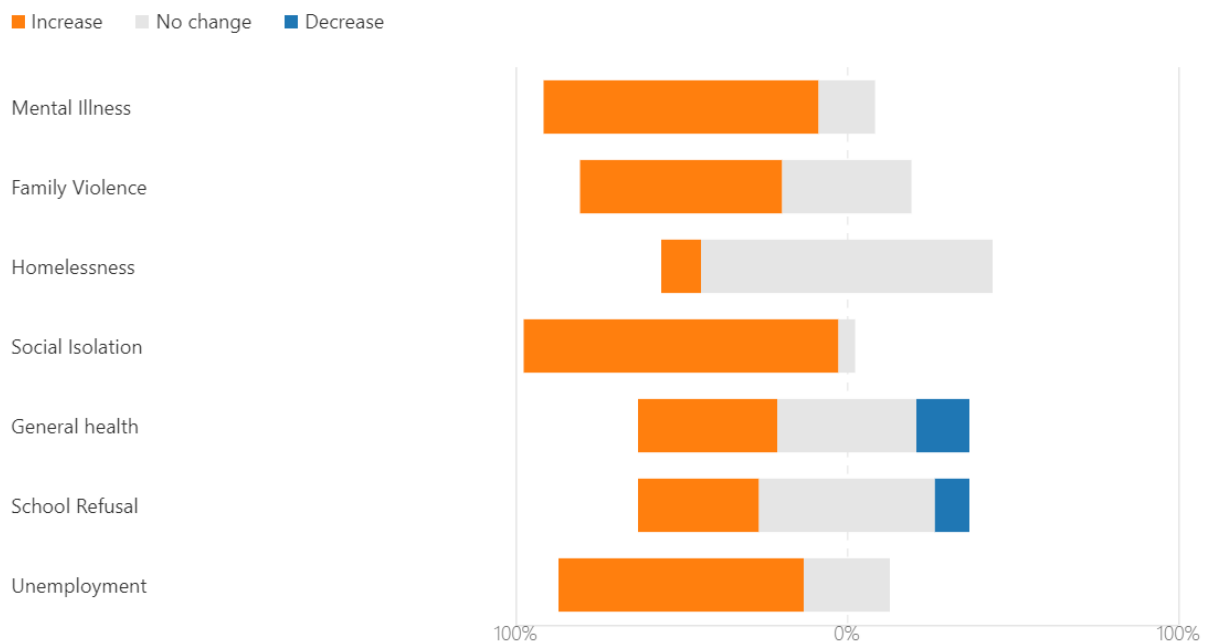
Results:

Overwhelmingly most people have seen a significant increase of mental illness (anxiety & depression) and a concerning rise of suicide ideation and self-harm. Some people also noticed that specifically young people from the LGBTIQ+ were really struggling being in isolation even if families were supportive.

An increase of school refusal and anxiety was evident when it came time for students to return to the class room, this was seen both anecdotally and by an increase in referrals for support. However interestingly some young people that were more vulnerable before COVID 19 hit seemed to be thriving in these conditions.

People were also concerned at the lack of jobs and work placement opportunities for young people and how that is affecting them now and in the future.

6. Have you noticed any of the following changes in your clients as a result of COVID 19?



7. Can you identify the greatest needs in our sector to better support young people?

Increase in case management services for young people with significant risk factors	Greater commitment to mental health support
More funding	Social isolation support- in particular for those who are reserved or socially awkward
Casual mental health & domestic violence support specific for young people	More early intervention programs
Increase of accessible recreation and positive engagement opportunities	Resilience
More funding for schools for aides and tutors for students.	Job stability for young people
Regular contacts for young people (face to face preferred)	Outreach based mental health support
Positive role models/mentors	Support for school retention and pathway support
Financial security and future planning	

8. During this period what have you found the greatest barrier to performing your job?

Having access to the right technology. Having to fight internally to use the right technologies	The barriers to face to face engagement
Early intervention strategies have been challenging due to lack of face to face contact with young people.	Limitations on face to face contact to complete assessments and provide support, lack of spaces in the community to meet safely

Online engagement tools (zoom/social media) are not the same and can hinder important connection needed for support. Harder to be more productive in sessions.	Isolation from colleagues and internal support networks
Burn out from being on screens all day can make it harder to provide support using these tools	Managing own mental health during a global pandemic
The fear that the virus has brought upon workers and services can cause a blockage as to how to continue to work in this climate.	School closures
Feelings of mistrust from management when working from home for example the suggestion that productivity is down when for most it has increased.	No school visits or project work within schools

9. Personally has your own mental health been impacted during this period?

[More Details](#)

● Yes, a positive impact	0
● No impact	5
● Yes, a negative impact	11
● Other	4



Comments:

- Can depend on the day as to how people feel
- It's been a rollercoaster. Lots of people missing routine and contact with those they work with.
- This time has allowed time to learn positive lessons in self-care and work life balance.
- Very up and down with increased work stress
- Feelings of mistrust from management to work well from home has had a negative impact

10. What strategies have you used for yourself to get through this time in your professional life?

Exercise routine	Eating healthy
Keeping in touch with colleagues socially & professionally	Good communication
Maintaining clear boundaries	Focus on time management and being organized.
More check ins and debriefing	Regular team meetings with honest sharing
Debriefing with family at the end of day	Spending time doing research and upskilling
Making time for creativity and innovation	Online professional development
Encouraging an open and supportive culture in your team	Self-care breaks/time off
Gratitude for being able to work	Having time to complete tasks that otherwise get overlooked
Keeping informed with COVID 19 updates	Laughing

Doing things in a new exciting way, such as using new technologies	
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11. What strategies have you used for yourself to get through this time in your personal life?

Talking to family and friends	Exercise (running, yoga, walking)
Healthy food	Being creative with how to engage with friends
Food and drink (alcohol)	Cooking
Getting out for exercise and fresh air	Spending time with family
Being kind to yourself	Meditation and Reflection
Creating lists of tasks to achieve or things to try	Valuing relationships
Gratitude practice	Gaining perspective
Being thankful for what we do have in life	Leaning on loved ones for support
Being in nature	Making self-care time
Learning new skills/activities	Keeping busy
Laughing	Try to avoid COVID 19 media

12. What has been the biggest positive you have seen in this period? E.g. increased engagement, more funding, better communication across your team

Being forced into trying new things	Increased exercise/healthy lifestyles
Increase of IT skills	Becoming closer to colleagues on a personal level
The shift to online works will hopefully mean an increase in long term flexible work arrangements	Being able to utilise (online tools, programs, skills) the new initiatives long term
More in depth conversations with some young people over online technology. Learning more about them as we are welcomed into their home lives in a different way.	Increased appreciation for the team and improved relationships.
New engagement methods allow us to communicate with those we may not usually. Including those that are isolated and different communities from different cultures.	Creativity of staff to find new and exciting ways to engage and run their services.
Increase in communication skills	Empathy and understanding

13. What are your greatest concerns about going forward post COVID 19

Youth unemployment	Young people falling through the gaps due to becoming more disconnected
Getting sick	Job security
Loss of funding	Increased negative impacts on mental health
Anxiety as we try to continue back to what was normal and not having clear guidelines about how to do this	Forgetting all the great things we have learnt and could implement moving forward.
Not continuing to use all the great technologies and skills we have learnt	Racial tensions and blame (particularly towards the Chinese community)
Increase in belief of conspiracy theories	Media negativity during this time impacting young people's media literacy

Getting services back on site	The medium to long term impacts on our vulnerable communities
Pathway options for young people who have lost their jobs. A decrease of options as many opportunities no longer exist.	Ongoing increased mental illness
Increase in community violence	The possibility that we will never be 'post COVID19' and the need to adapt to the new world now.
Financial wellbeing of personal situations as well as those we work and future generations.	

14. What new things from the COVID19 period do you hope to continue doing as a worker/service when its 'business and usual'. Eg online tools, new programs

Flexible work arrangements	Work from home
Being healthier	Build online work into normal practice
More online options e.g. Web materials/resources, inductions, videos	Provide different options to clients so they can choose what works best
More online meetings. More time productive, saves driving, better for the environment	Having more frequent contact with clients by using online methods
Increase in online forums and webinars to engage a broader audience both in schools and workplaces	Adapting the service to make sure it's what the clients need

15. Is there anything that you feel the Banyule Nillumbik Youth Services Network could/should be doing to assist the sector during this time?

Continue current practice-you are doing a great job!	Online training. Trying to ensure that all sessions have an online version as well
Training opportunities: -Online engagement techniques -Virus impact on the people that we work with and our sector	More advocacy for the sector, including research of pressure points
Continue to find ways to connect people online and continue networking opportunities	The Youth Portal is very informative (assuming Banyule Youth Services)
Support to staff and young people in the community	Reach out to target a broader group of young people (through existing networks e.g. sporting clubs) rather than the core group that we work with
Partnering with youth mental health providers to make counselling available to students coming back to normality.	Continue to link what's happening in the community to ensure young people stay engaged
Advocate to Government on topics such as youth unemployment, financial security and wellbeing	