



THE UNIVERSITY OF
SYDNEY

A PLACE TO GO DESIGN GUIDANCE

A Preliminary Articulation Based on the Penrith Pilot

PREFACE

This Design Guidance has been prepared by a Student Team in fulfillment of the Major Project Strategic Design unit (2022) as part of the Master of Design (Strategic Design) course at the University of Sydney. The Student Team members have a range of backgrounds including Architecture, Photography and Industrial Design.

Our team acknowledges that we used Canva as our graphic layout tool. We also sourced our illustrations, and some of our images from the website. Additionally, all images from other sources have been referenced in the reference section of the report.

We would like to thank MacKillop's 'A Place to Go' team including Brittini and Matthew who provided us with the opportunity of this project. We are also thankful for Janet, Kate, Tod, Tim, Kevin, Tess, Daniel, and Garner who gave us motivation and valuable insights in relation to this project.

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ABOUT THE DOCUMENT

This section will explain how to use the document, identify our target audience, and explain how we may help guide them in accomplishing certain objectives and requirements.

ABOUT THE DOCUMENT

Purpose

The aim of the report is to encapsulate the spirit of A Place to Go. This provides guidance which it can be adapted to various contexts in the future.

Context

This document articulates initial strategic design guidance for 'A Place to Go' home environments drawing primarily on the experience of the staff at the Penrith pilot location. For the last three years, the 'A Place to Go' pilot program has operated in a residential house in the Penrith region. While sourced through the rental market, the Penrith APTG house has some unique features and qualities. This has provided the experienced staff team with the opportunity to learn about the design of the Penrith house works well and what design changes or additional features could be valuable to incorporate into Penrith house or other 'A place to go' facilities in the future. As an initial articulation, it is envisaged the document will evolve drawing on additional research and expertise. This needs to include Aboriginal-led expertise on Designing with Country and the range of design considerations for Aboriginal young people who reside at 'A Place to Go Houses'.

Objectives

- Establishing a base understanding of APTG and its values.
- Understanding the needs of vulnerable young people and the staff who support them.
- Organizing the given data into categories of design considerations.
- Creating an overarching strategy that can be used as guidance for future endeavours similar to this model.

How to use this document

The document is a reference for future duplication of 'A Place to Go' home or a similar home model. This is preliminary research to highlight the complex needs of vulnerable young people and spatial guides to fulfill that needs.

The Design Guidance establishes the context, principles, qualities, and requirements for the design. This guidance is meant to be considerations that can create a safe and comfortable environment for the children and staff of these homes in this program. However, this guidance is not a rigid set of rules that are compulsory to follow. The document gives an initial idea of considerations that have to be followed, it can be further developed and detailed in regard to the respective context of a future endeavor.

WHAT IS IT FOR?

This document is produced in hopes to be helpful to a varied range of people. The idea is that it can be used to understand the essence of APTG before we reproduce a similar program in a different context. These can be the key users to utilise the document.



- A starting point to understand young people's background needs
- Reference to design a similar physical space

Architects and Designers

This document can be a starting point to design 'A Place to Go' physical space in another location or similar home models in the future. The principles, guides, and considerations will support designers in gaining a better understanding of young people background's and accommodate their complex needs.



- Preliminary study for them before giving recommendation and requirements
- Tool to visualize current APTG or accommodation model

Communities

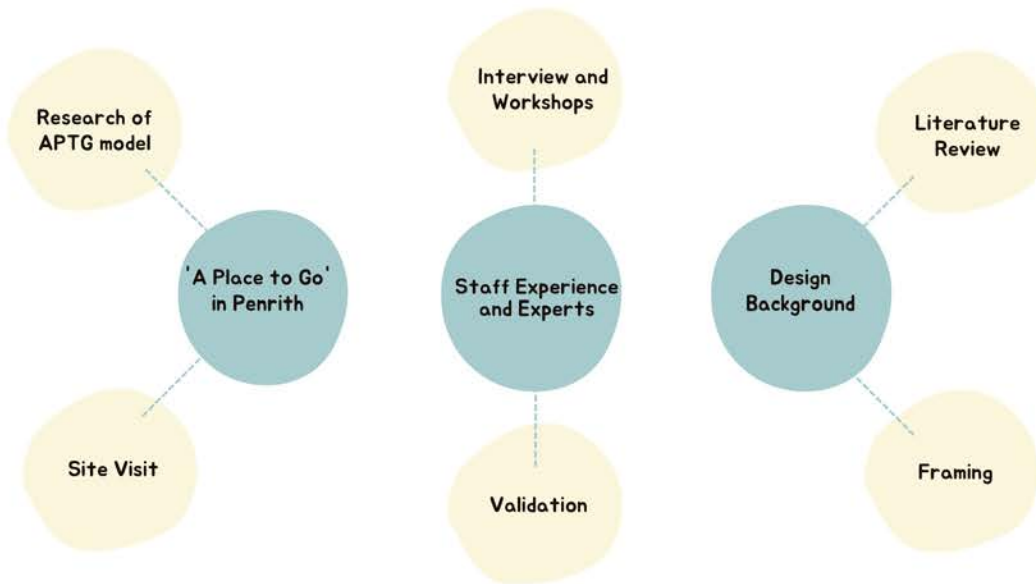
The document could help the community to visualize physical space requirements and recommendations for vulnerable young people. This document is a preliminary research for communities to consider when establishing a physical space for them. Non-profit organizations like Mackillop Family Services and Aboriginal communities involvement are crucial for further development of A Place to Go Model. These communities can amalgamate their values and principles into the design guidance to fit the model into the community context properly.



- Reference and preliminary study
- to establish a similar model or APTG in another context
- to upscale the pilot project in another location

Institutions

Relevant government Institutions or non-profit organizations in contact with vulnerable young people like Youth Justice NSW can use this document to plan a similar pilot project or home models in another context. Based on the great response of the current A Place to Go pilot in Penrith, this guidance informs important aspects that work well in practice based on young people's needs. Institutions can use these documents to strategize the next step to upscale the pilot project or duplicate the model elsewhere.



WHAT IS THE BASIS FOR THE DESIGN GUIDANCE ?

This guidance is based on literature and the existing 'A Place to Go' home in Penrith. Staff experience and their relationship with the young people are crucial to understanding the vulnerability of young people and their interactions within the house. Interviews with staff and associated experts are conducted to find relevant information about the vibe and system of the current 'A Place to Go' home.


A literature review of significant aspects related to vulnerable young people and the A Place to Go model is conducted to develop our previous findings. In addition, the team's expertise in design and architecture is applied to create an in-depth understanding and a well-designed habitable space for them. Framing methods and human-centered methods are used to highlight an important aspect of young people's vulnerability in their spatial design guidance and recommendation.

Lastly, the team validated the guidance with staff and associated experts on our findings, perspectives, and recommendations for this document.

PERSONAS

This report is about the perspectives of young people and staff, keeping them at the center. The purpose of building personas is to create reliable and realistic representations of our key audience segments and utilize the persona to emphasize their voice. Regarding the research and analysis, we summarize our insights and findings to create personas, to help the reader create a better understanding of the project. The completed version of personas are in the Appendix B.

STAFF




Meet Chas!
Name: Charles (Chas)
Age: 33 years old
Location: Sydney CBD, NSW
Education: Bachelor of Psychology & MacKillop Training

Refer to Appendix B for detailed persona.

YOUNG PEOPLE



Meet Mark!
Name: Mark Fellington
Age: 14 years old
Location: Western Sydney, NSW
Education: Dropped out of school (year 6)



Meet Abby!
Name: Abby Abraham
Age: 15 years old
Location: Western Sydney, NSW
Education: Year 7

THE APTG PROGRAM

This is to give an insight into the workings and practice of A Place to Go program. We will understand the models, values, and team dynamics along with critical data regarding young people. It will establish the strategy as a base to plan out the various design and spatial considerations.



APTG PROGRAM CHARACTERISTICS

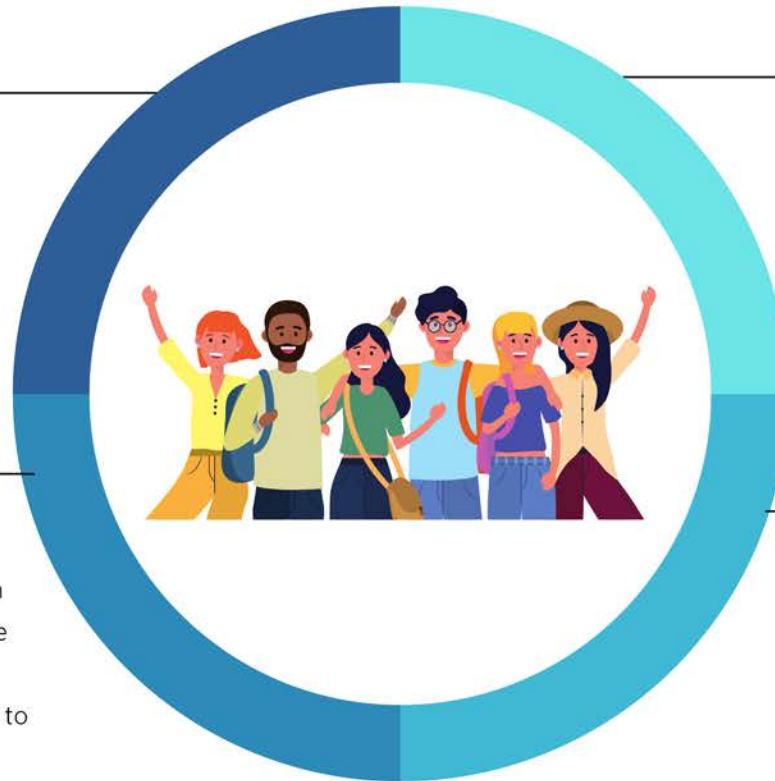
A Place to Go is a program to help young people reach their potential and reduce the number of young people on remand in NSW. The facility offers therapeutic care to young people aged 10 to 17 who are unable to return home for a long or short period of time. The program works with each young person to address underlying issues contributing to their offending behaviour. They believe residential service that resembles home is the best practice. (MacKillop Family Services, n.d.)

GENERAL INFORMATION

- Short-term accommodation for up to 12-weeks
- A Place to Go is delivered in the Penrith Local Government Area of Western Sydney.

FOUNDATION

- Evidence-based assessments and formulation of therapeutic treatment plans, which provide providing predictability, consistency and normality while being flexible and responsive to individual young people
- Highly skilled, qualified, trained and consistent 24/7 staff/carers providing a safe.



SERVICES

- A therapeutic framework underpinned by the Sanctuary Model
- Supporting young people to maintain their longer-term accommodation
- After-care support
- child-friendly home-like environment

COMMUNITIES RELATIONSHIPS

- Respectful partnerships with Aboriginal and CALD families and a commitment to Aboriginal self-determination and the Aboriginal placement principle
- A robust clinical and operational governance structure

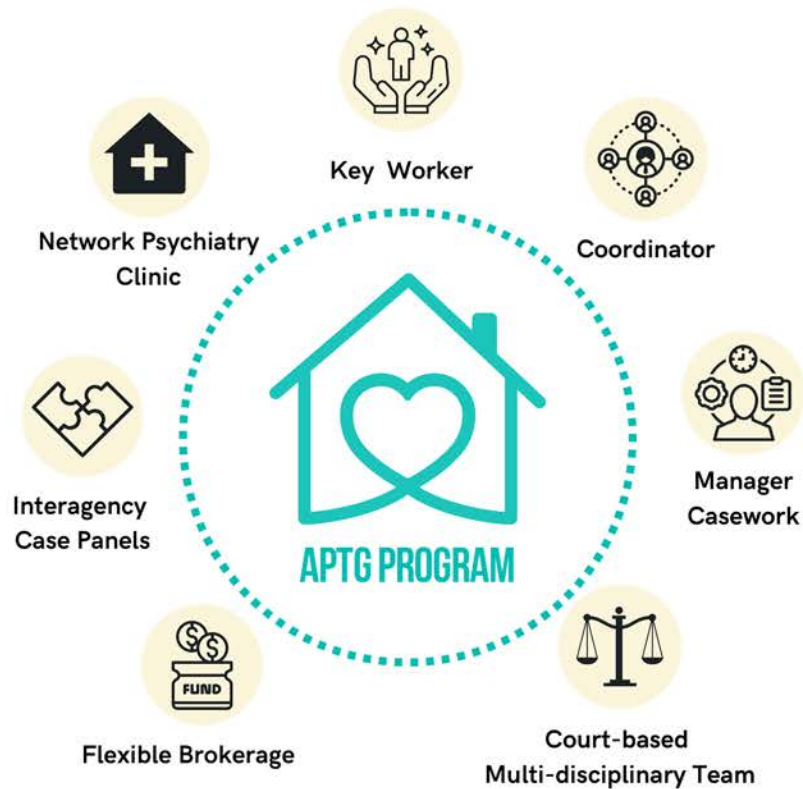
APTG PROGRAM

COOPERATION WITH STAKEHOLDERS



A critical of Place to Go is linked with appropriate community support and services, and contact with Police and the court as an opportunity to intervene at an early stage of vulnerable young people. As a cross-agency program, there is a dedicated coordinator who acts as a central point, to contact agencies and coordinate a multidisciplinary program (NSW Government, 2022).

APTG implements consultation and adaptability to their system in trying new ideas and testing it while identifying what works for young people.



 <p>Network Psychiatry Clinic</p>	 <p>Coordinator To leads cross-agency collaboration</p>
 <p>Interagency Case Panels To provide case oversight and a coordinated approach for young people</p>	 <p>Court-based Multi-disciplinary Team Placement at Youth Justice Centres is determined by a young person's classification, age and gender</p>
 <p>Flexible Brokerage To meet individual needs</p>	 <p>Key Worker To contact for young people to navigate the service system</p>
 <p>Manager Casework To support Police to help resolve issue via information exchange</p>	

APTG PROGRAM

The APTG program is under Youth Justice NSW and Mackillop Family Services. Youth Justice funds A Place to Go ("Youth justice program specifications," 2022) while Mackillop is the organization that manages the program. They cooperate together to find opportunities to intervene 10 - 17 years old young offenders at the early stage and to provide accommodation during remand. ("Youth justice," 2022).



MacKillop Family Services is now a major provider of services for children, young people and families as a national organization.

It has a commitment to establishing trauma-informed communities that foster settings where individuals may successfully deal with stress and trauma while regaining their emotional and behavioural well-being.

They aim to offer inclusive program so that all kids, young people and families can get the help they require to reawaken hope and realise their potential.

Mackillop supports Aboriginal people exercising their right to self-determination and respects the underlying Aboriginal spirituality of this country. collaborating with localities to support all families, children, and teenagers in achieving success and creating strong senses of identity. (Mackillop Family Service, n.d.)



Communities
& Justice

Youth Justice NSW as a part of responsible of young people between the ages of 10 and 18 who have interacted with or are at danger of interacting with the juvenile justice system are assisted by Youth Justice NSW. Youth Justice manages community supervision and detention orders imposed by the court, as well as intervention programs to assist in preventing youth from committing crimes.

Youth Justice has funded many programs to help to ensure consistency in the delivery of high-quality programs to young people in the community who are at risk of offending or reoffending ("Youth justice program specifications," 2022).

MODELS AND VALUES

The Sanctuary Model

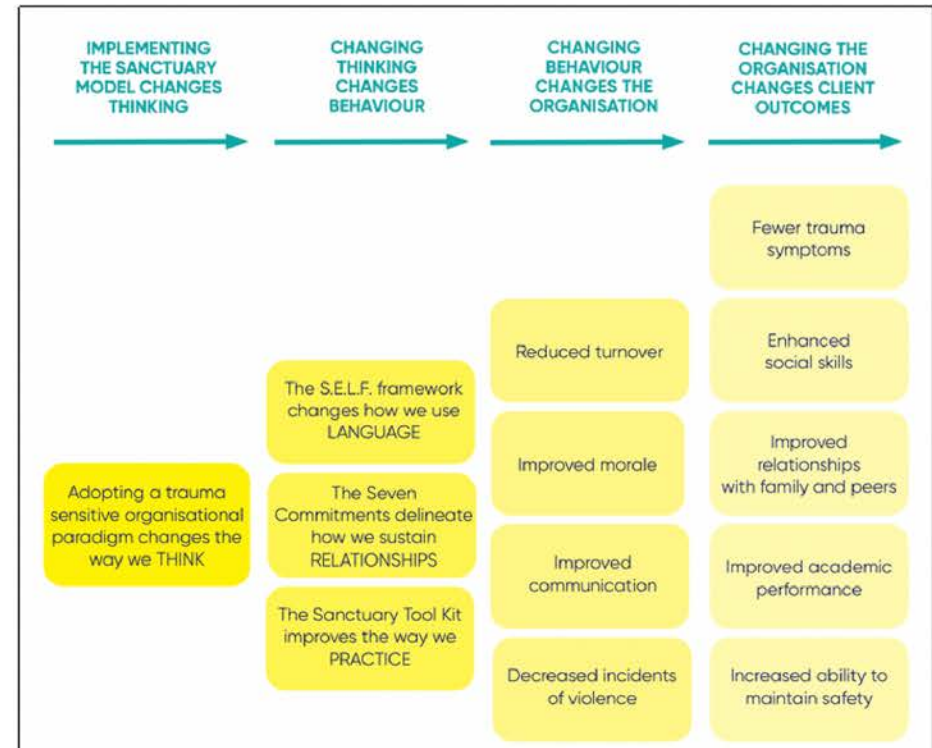
The sanctuary model is an overarching model under which Mackillop follows in order to enable a safe and understanding environment. The program aims to teach staff to work with adversity, stress, and trauma. A Place to Go as an organization falls under Mackillop and hence follows this workplace culture not only between the staff but also with their communication with their clients, the vulnerable young people. The result of this is that there is a measurable improvement in the well-being of the organization as well as the individuals under it. This model is to primarily manage conflicts and provide support in a manner that can encourage survivors of trauma to have a safe environment to strive for change.

The sanctuary model works with 4 main domains in order to remain trauma-informed and be impactful.

The four domains are:

1. Shared Knowledge- The staff is empowered to understand and implement trauma theory.
2. Shared Values- This creates a safe environment for staff and members to feel protected.
3. Shared Language- The SELF framework, will allow them to safely navigate their complex situations.
4. Shared Practice- The toolkit will help enable practical skills to develop resilience.

In APTG, coming from an organization that is fully situated in this model allows them to be able to provide the best care to young people. Due to the diligent training of the staff, they are able to maintain the safety of the young people in their care. This system in addition also has the benefit of the staff having a safe support system to fall back on when the work gets too much. Outcomes like staff being able to improve their social skills, showing fewer symptoms of trauma themselves, and maintaining safety are especially invaluable to an organization of this nature. The sanctuary model has seven commitments, understanding which we can get a clear picture as to why this program has been so successful. Having these values in place will guide them into making sure there is a sanctuary for the young people under their care.



(How-Sanctuary-Works, Mackillop)

01	Non- Violence	• We use unconditional care to stay safe and allow others to feel safe
02	Emotional Intelligence	• We manage our feelings, so we don't hurt ourselves or others
03	Social learning	• We are curious and learn from each other
04	Democracy	• Important voices and views are heard and respected to optimise decision making
05	Open communication	• We are honest and say what we mean with kindness
06	Social responsibility	• We help each other and take responsibility for our actions
07	Growth and change	• We acknowledge loss, are open to new ideas and are hopeful for the future

(Sanctuary-Overview, Mackillop)

Power to kids

The power to kids model: respecting sexual safety was created in response to the high risk of child exploitation, harmful sexual behaviour, and dating violence among young people in care. A leading advisory panel of researchers, policymakers, and practitioners in the field of child sexual abuse provided advice on the project's design. This model has two branches -one of home based care and other residential care. The program has three main strategies when it comes to ensuring sexual safety of the young people- whole-of-house respectful relationships and sexuality education; missing from home strategy; and sexual safety response.

Due to the high possibility of such exploitation, the APTG house also takes into consideration all the methods and guidance set by this research. This is to ensure that the especially vulnerable young people will be educated and protected from such harm.

Strategy 1	Strategy 2	Strategy 3
Whole-of-house respectful relationships and sexuality education	Missing from home strategy	Sexual safety response
Children and young people should be taught about respectful relationships, sexual health and safety, and how to recognise and respond to child sexual exploitation and harmful sexual behaviour.	Practice partnerships between young person and carers to counter grooming; engage in safety planning to stay in touch when missing from home; and work with Enhanced Response Model & Sexual Exploitation Protocol.	Early identification, safety planning, advocacy and therapeutic treatment; proactively exit strategies, and joining-up of MacKillop workers with local professionals and local frontline police.

(Power to kids, Mackillop)



(Healing matters.org,2022)

Healing Matters

Healing matters is a model that has been developed by health and psychology researchers at Monash University. The primary aim is to improve the eating and physical activities of young people. It encourages an understanding that a healthy lifestyle can improve overall outcomes in young people. It enables a healthy foundation to help young people develop the necessary skills before leaving care. This program guides carers through a trauma-informed philosophy.

APTG follows this model in addition to the sanctuary model. The healing models assist carers in engaging young people in healthy eating and physical habits especially as many of the young people in the program have a difficult relationship with food. These principles will guide the carers so they can work their way through this together as a team.

TEAM

Relationship with Young People

The sanctuary model has seven commitments, understanding which we can get a clear picture as to why this program has been so successful. Having these values in place will guide them into making sure there is a sanctuary for the young people under their care.

The team has a very strong connection with the young people that are in their care. Most of the staff that is hired are selected based on their life experiences and ability to be empathetic. Their main goal is to make sure that young people are emotionally, physically, and socially intelligent.



Intuitive

The staff realized that when the temperature is too high the young people are more prone to being agitated. They came with a best course of action which is giving them slushies or ice. "It is established that sucking brings over a primal sense of comfort "



Invested

Children who were previously in the program still contact the staff first for any milestones in their life. The existing children look up to staff as parental figures.

Considerate

During damage in a volatile situation, Instead of reprimanding them harshly the main focus is to understand why they did it and to make sure that the repair is done quickly. "we don't want them to feel any shame"



Encouraging



The staff try to make the home a safe space for the young people to explore their interests and hobbies. They provide the necessary facilities for this to happen in a natural way.

Trusting



During COVID, everyone got their own tv. But now they want to remove them. So they have a group meeting. Whenever they make big decisions in the house, they make sure to include the young people.

Dedicated

Everyday the staff make it a point to have a very natural check in with young people about their dreams, goals and worries. This way they are providing them with the best care possible.



"I feel seen and heard for the first time"



TEAM

Relationship with Each Other

The staff are also very competent with each other. Even the hiring process is more dependent on the ability to work in a team and the experience that they have to offer to the children. The staff is often very reliant on each other to maintain harmony inside the house.

Due to the nature of the children, there are sometimes situations that are volatile and require a lot of quick thinking to ensure safety. The team always take care of each other first and then the young people. The culture of the work place is built on the foundation of trust and safety. It is only when the team feel safe and secure that they can provide the same for the ones in their care. Another key point is the importance of maintaining a safe boundary for their own wellbeing.



The team work makes the dream work. The amazing group here allows me to provide the best care"

Honest Communication



If any of the staff seem to be having a bad day, regardless of hierarchy the fellow staff check in and ask them help themselves before transferring that frustration onto the children.

Support



The job is very mentally taxing and the organization and staff are always available to talk to and comfort each other. This way they won't let the negative emotions fester.

Accountability



Due to the dynamic needs of young people, the staff plays a central role in the house. They are responsible for both themselves and young people.

Reliability



In a complex situation, a look or a word should be enough for them to realize their roles and responsibilities in handling it. This is especially important to ensure the safety within the house.

YOUNG PEOPLE

Who are they?

Children in A Place to Go is a young people cohort within the range of 10-17 years old who are in remand and in touch with the juvenile justice system. These vulnerable young people are sent to A Place to Go when they are temporarily unable to return home, have unstable housing, or are experiencing homelessness.

These children have complex needs with the possibility of having integrated trauma, experiencing social isolation and neglect by their family, feeling a lack of self-esteem, and having entrenching behaviour such as addiction to drugs or alcohol. However, it is important to acknowledge that not every young people in A Place to Go has entrenching behaviour but they are prone to reoffending within the juvenile justice system.

Young people are also in a vulnerable position of becoming the predator or the victim. In most cases, the Predator often appeals to them and takes advantage of their vulnerabilities, insecurity, and needs and exploits them –sexual abuse, physical abuse, child pornography, child sex trafficking, child sex tourism, and many other types of exploitations. On the other hand, some of these children may too have the tendency to become the Predator.

Potentially Vulnerable

prone interact with criminal justice system

- Homeless children
- Disconnected with family
- Low income families
- Drug and alcohol abuse parents
- Incarceration parents
- Domestic Family Violence
- Disability: Mentally & Physically
- Substance abuse: drugs or alcohol
- Neglected
- Teenage parents
- Disconnected from educational system
- Out-of-Home-Care

Vulnerable

have been interact criminal justice system

(Taylor Fry's Vulnerable young adolescence and young people transition in adulthood

Minorities in criminal justice system:

- Young Women
- LGBTIQ+
- Non-locals

Cultural background:

- Aboriginal

Extra Vulnerable

have been interact criminal justice system with overlapping vulnerabilities

Overlapping vulnerabilities between Vulnerable and Potentially vulnerable.

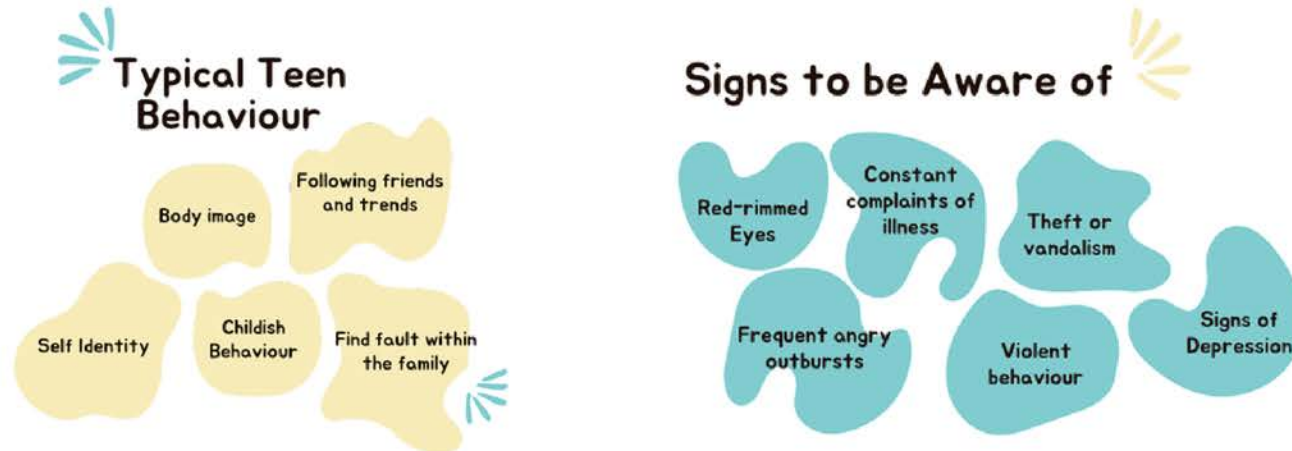
eg. Aboriginal young women with mental illness

'Hmmm... It's hard to keep right on track when i don't have someone to look up to, i guess"



Typical Teen Behaviour and Signs to be Aware of

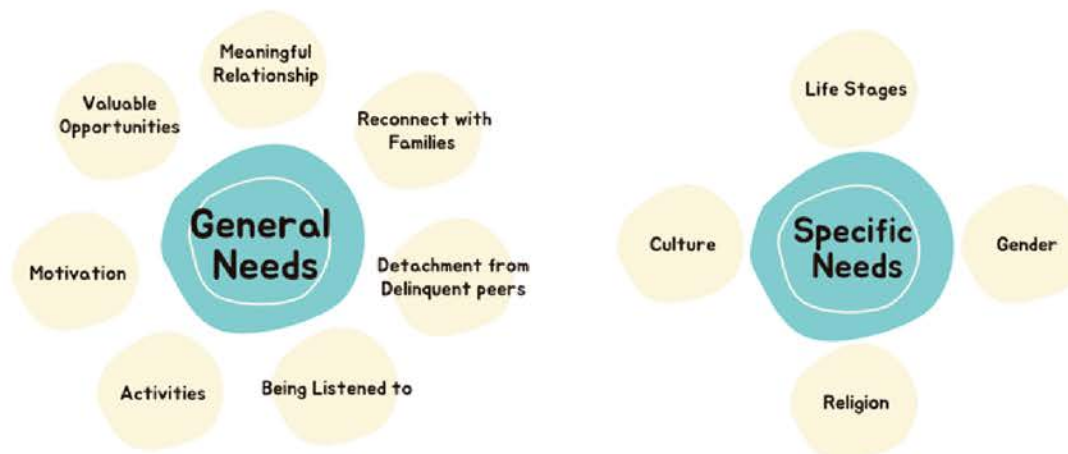
Based on typical teen behaviour, many young people feel struggle with who they are (identity), body images, following friends and trends, finding fault with their family and having childish behaviour (crying, screaming, slamming doors, being cranky, etc). There are a few signs that need to be aware of, such as frequent red-rimmed eyes, complaints of illness, frequent angry outbursts, violent behaviour or threats, theft or vandalism, fear of body changes, and signs of depression.



What do they need?

Meeting young people's complex needs with encouragement and support for desisting is challenging as both desisting and entrenched behaviour are highly integrated with their histories.

By understanding and being aware of each child's general and specific needs would be helpful to find a meaningful and most suitable approach. For example by building a meaningful relationship with other young people, staff or family, providing valuable opportunities, enhancing motivation, fun and impacting activities, being listened to, help them to detach from delinquent peers, and reconnect with their families. However, most importantly by letting the young people explore their own way to meet their needs and find their own 'hook for change'.



'I just want to have someone to talk to and play with, that's all.'



STRATEGIC DIRECTION

To express the direction to set for oneself before beginning the design process, the Strategic direction and intentions are articulated. This portion is our interpretation of the program and how it functions in the current context. An understanding of this is crucial in establishing the project.



Capturing the vibe

The main strategic goal of this document is to capture the essence of a place to go. On learning more about this pilot we realize there are some key values, emotions and systemic structure that truly makes the program work as well as it does.

"it's just the vibe of it"

This is an interpretation of our findings and understanding of this program.

THE VALUES

HOME

A place to provide shelter as a "home-like environment" for vulnerable adolescents while healing their issues and helping them start a new life.

**STRONG
SAFE FOUNDATON**



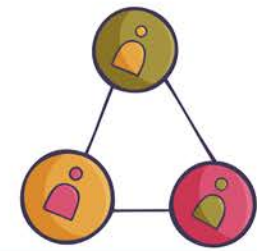
**A SPACE FOR
GROWTH &
NURTURING**



CONNECTION



ADAPTABILITY



THE VALUES

STRONG SAFE FOUNDATION

The safety and security of young people and staff are essential. This space enables a safe place for them to live and work. It is dedicated to understanding the potential trauma of young people and having sufficient knowledge and ability to help them recover. It also empowers young people to become autonomous and respect their voices and decisions. This space considers the durability of the building; it will be designed to minimize the additional costs and focus on young people.

A SPACE FOR GROWTH & NURTURING

This space provides opportunities for young people to decorate their own rooms and gives them the feeling that they can be identified and proud of this space. The staff in the house can teach them to communicate with each other, help them express their feelings, and nurture them with life skills. Early intervention is implemented in the space, where young people can reduce reoffending or avoid reconnecting with the youth justice system. This place will be a new and bright beginning for these vulnerable young people.

CONNECTION

The space is established near nature, which can help young people to release stress and discover themselves. The space and service need to be highly recognized by the background culture of young people and guide them to build cultural identity. The space aims to collaborate across the sector to support vulnerable young people and help them to reconnect with the local community.

ADAPTABILITY

The APTG system undergoes constant evaluation, it cares for the behaviour and thoughts of young people, and it will provide appropriate services and plans for them. The facilities and services need to be functional and adaptable to the therapeutic needs of young people. Meanwhile, the space is required to be aesthetically pleasing in order to enhance the living experience of the young people and staff. The staff working here need to be qualified and well-trained, who can understand the complex needs of young people, and provide appropriate service, to create a homelike atmosphere for the young people.

THE PROGRAM

The strategy focuses on youth-centric residential facilities and services. It aims to provide a home-like environment and system for vulnerable young people who have complex needs, and a guidance for staff and community to support young people during and after APTG.

Staff are required to be qualified and well-trained, they need to have the ability to identify and respond to the individual needs of young people. Some young people will suddenly lose control, and some will look at staff as someone who will guide them and can be trusted, so this requires staff who can adapt to a variety of situations. The APTG team will ensure that each staff is included, respects the voices and opinions of each other, considers the importance of collaboration, and supports the physical and mental well-being of each other.

The program supports young people and staff. Identified the background culture of young people, provided constant evaluation to care for them, and provided the best service and plan for them based on the results. In addition, the system looks up to the staff and provide training and mental health service. The system will support the team to complete their work and achieve their goals.

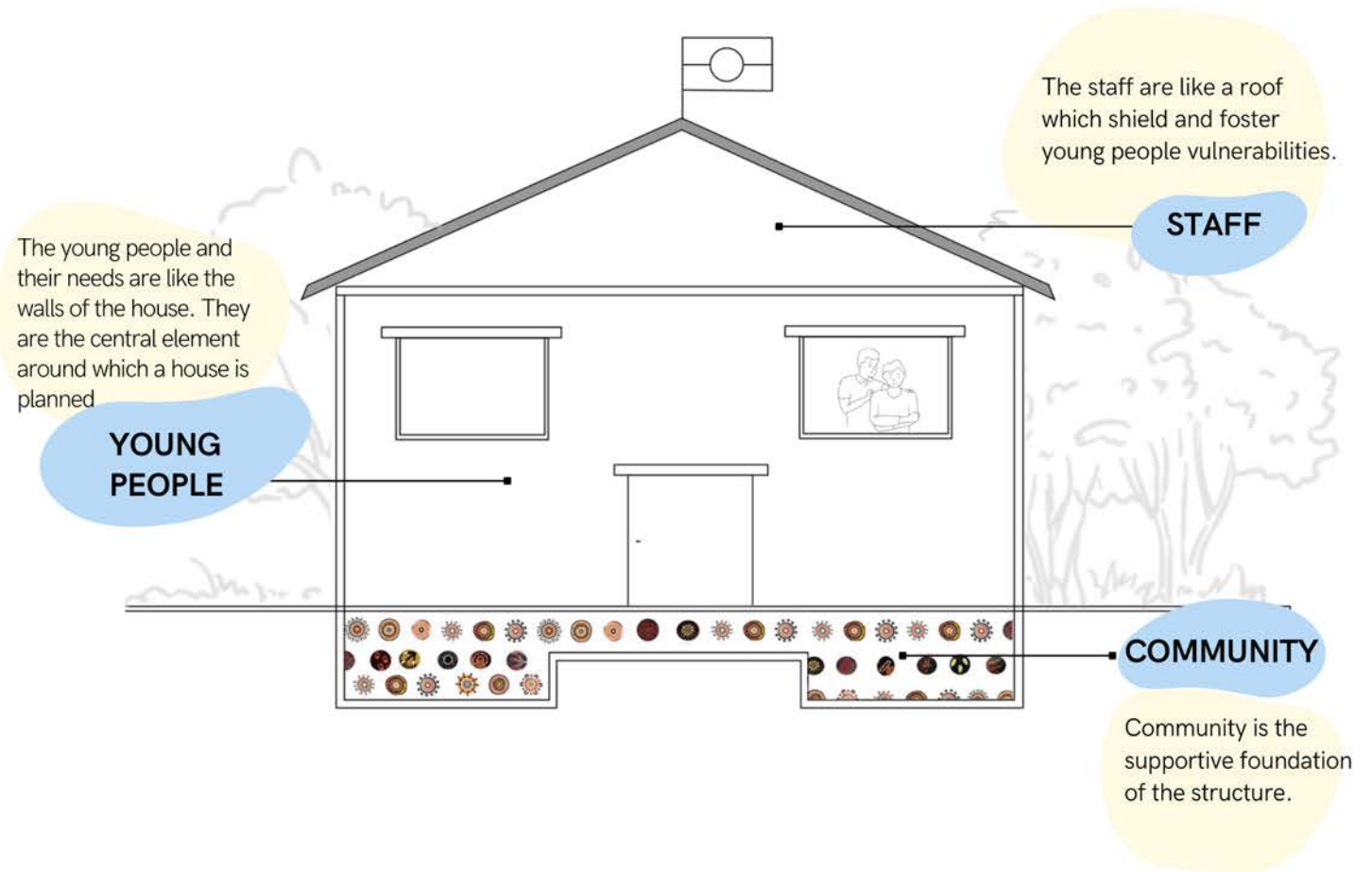
The system requires to collaborate with local community, to develop more aboriginal knowledge and support for implementation in the space. The space can reflect the values of the community through materials, colors and art, which can help young people build cultural identities and re-engage with local communities.

	Young people	Staff	Space	Program
Young people	<ul style="list-style-type: none"> vulnerable and have complex needs 	<ul style="list-style-type: none"> Staff needs to have the ability and knowledge to recognize and respond to the individual needs. The young people look up to the staff as someone who will teach and guide them. 	<ul style="list-style-type: none"> We provide a place with home environment to young people. 	<ul style="list-style-type: none"> Identify the background culture of young people The system has constant evaluation. Each young people will be cared by evaluating the thoughts and behaviours of young people and tailoring guidance and services to them in response to the results.
Staff	<ul style="list-style-type: none"> Well-trained and flexible. Have the ability to face vulnerable young people, and be patient and kind to live with them, and heal them with sufficient knowledge 	<ul style="list-style-type: none"> considers the importance of collaboration respects the voices and opinions of each other supports the physical and mental well-being of each team members 	<ul style="list-style-type: none"> We provide a place with the proper facilities to look after the young people as well as space to retreat when needed. 	<ul style="list-style-type: none"> The system look up to the staff, provide training, and mental health service. System will support staff to complete their work, and achieve their goals.
Community	<ul style="list-style-type: none"> Build connection with yp, during and after APTG. 	<ul style="list-style-type: none"> It is important to have the proper representation within the staff. The staff also are responsible to introduce themselves to the community around. 	<ul style="list-style-type: none"> To provide support for the operating spaceThe space can reflect the values of the community through materials, colors and art. 	<ul style="list-style-type: none"> Collaborate cross the sector to support YP and staff. To learn more aboriginal knowledge from the community.

THE FRAMEWORK

The structure within the strategy gives roles that each distinct component plays in ensuring that APTG functions. Without them adopting the ideal position to permit harmonious working and give the best for the young people, the program would not be able to function as well as it does. The analogy is to realize the youth-centric nature of the program that is supported by the other elements.

The children and their needs are the walls of the home without which the structure of the house will fall apart. Like windows and doors, the young people should create their opportunities. The staff work as the roof that shield the home and are the reason it works as a shelter. Community serves as the home's foundation supporting the entire house.



THE PRACTICE

The practice in APTG is heavily relied on the small unspoken actions and thoughts of the staff. These are quotes from the various interactions with Brittini, who is the main source of insights in the report.



SPATIAL AND DESIGN CONSIDERATION

From the research, interviews and site visits, we have summarised some of the things to consider and be aware of when setting up an APTG program in order to provide a better therapeutic environment for young people.



LOCATION

In choosing the location of the property, there are four elements that need to be considered based on the young people, staff and program's need along with the environment preferred around the house.

Most of these aspects are essentials to have in A Place to Go houses. It is not only preferred but it supports how the program run such as young people and staff needs in a day-to-day basis. For example, young people need activities, opportunities and health care support to fulfill their complex needs. Staff need to have a nearby repair places and get some snacks and coffee to boost their energy, the program needs to have a close proximity to certain public services and educational institutes. Lastly the environment around the house will help and support young people and staff's well-being and keeping in touch with the community.



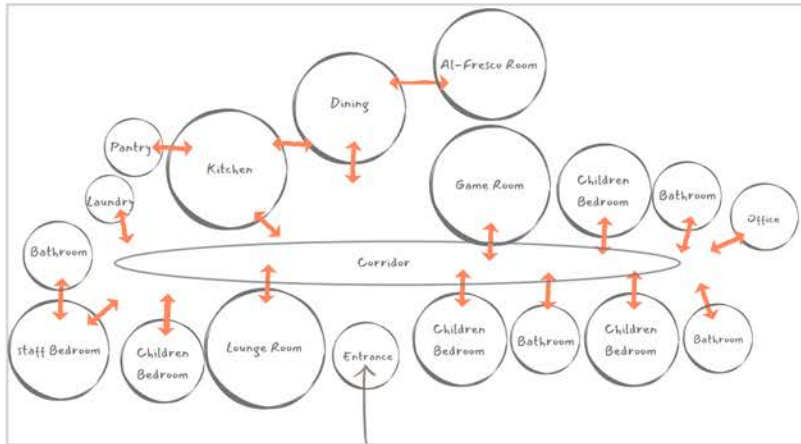
"This is exactly what I needed! Close proximity to these facilities will be helpful for our daily activities."



'My favourite part is always the walking and driving to these locations. It's exciting, you know! It's like a quick short trip!'



SPATIAL ANALYSIS

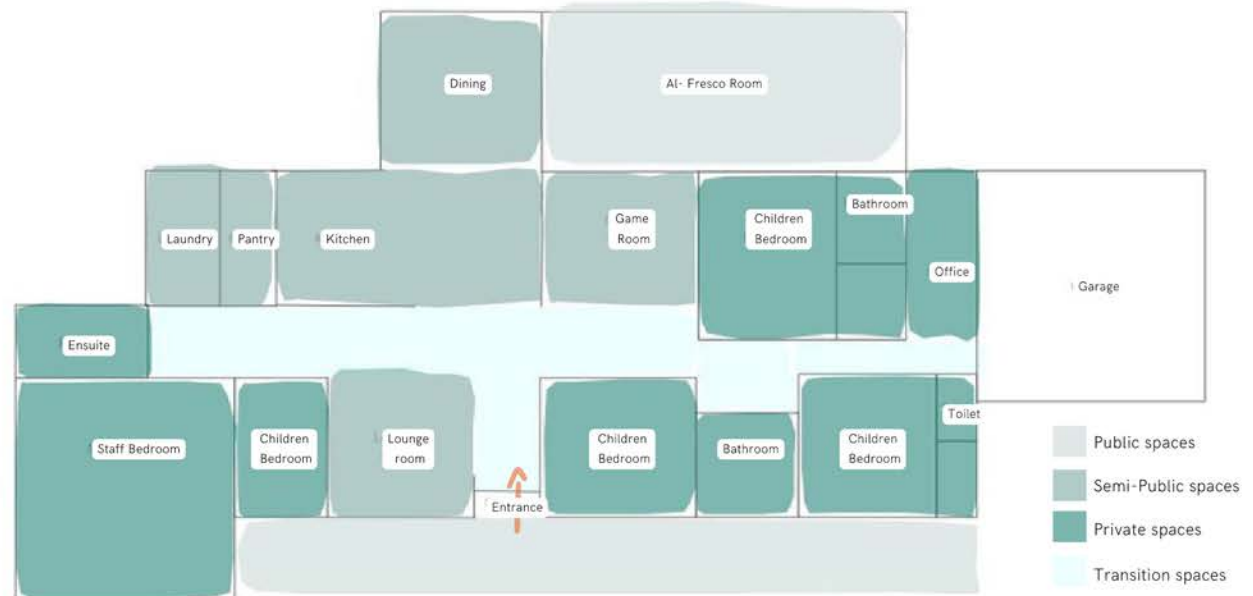


The existing house is very efficient in terms of its spatial arrangement. The house is an open plan that is easily accessible. It has a wide central corridor which opens up the visual and physical connectivity. It is a great fit for the nature of practices in the house. It maintains the image of a house while providing all the necessary features like having a double lounge room, central kitchen with dining and ample outdoor space.

Zoning

This drawing will help to understand the zoning of the existing house and how it is divided into spaces with varying levels of privacy.

For the sake of young people's safety, the bedrooms in the house are regarded as highly private. The common areas while protected from the outside are spaces that the young people are encouraged to spend the most time at together.



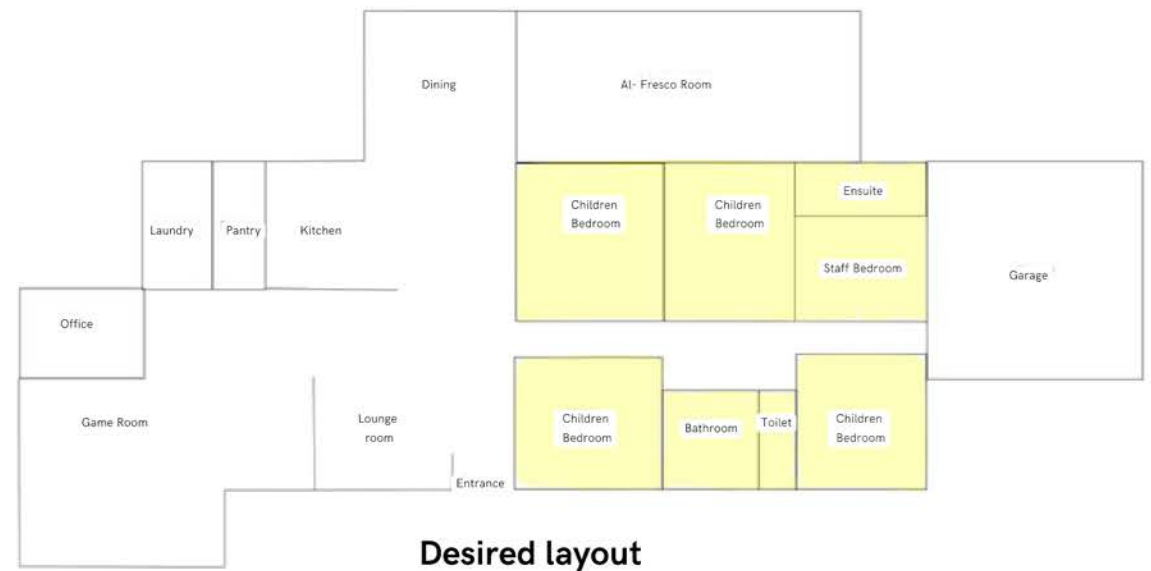
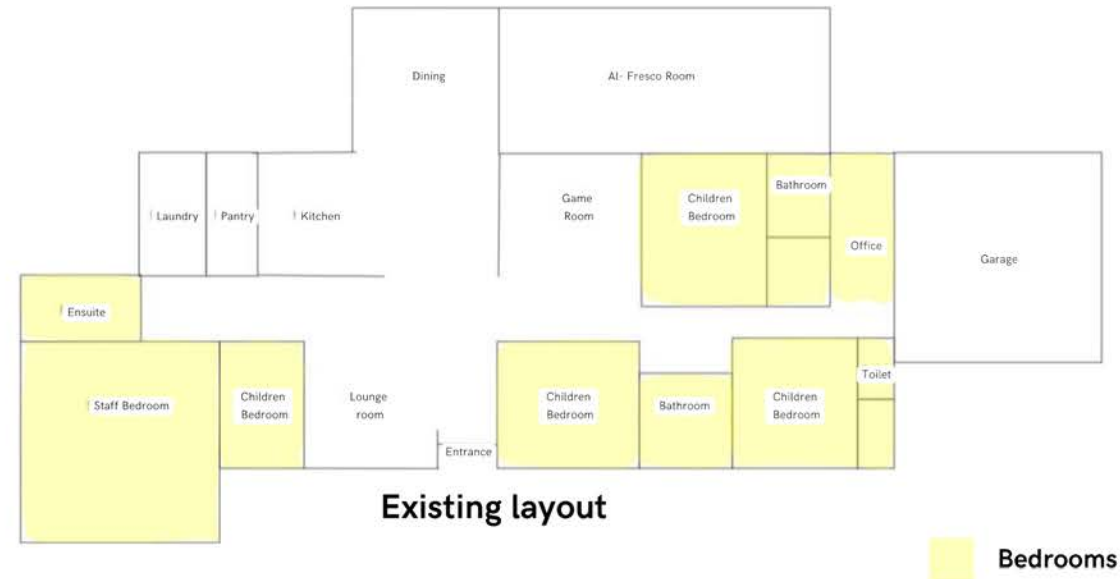
SPATIAL LAYOUT

Layout

- The lounge and game room are arranged at the perfect place to have a sense of privacy while it is still open.
- The kitchen is in the central part of the house that can allow the staff to utilize the space while monitoring the rest of the house.
- The bedrooms for the most part are arranged in one zone that makes it easy for circulation.
- The office is in a separate location that can safeguard all the documents in the house.
- There is sufficient outdoor space and the AI fresco space is perfect addition to carry out certain outdoor activities in the shade.

In the current house, the bedrooms are divided into two zones. The staff requested that their bedroom be located closer to the rest of the children's bedrooms so that they could keep a closer eye on them at night. One of the children's bedrooms is separated from the rest of the house. For the sake of convenience, the young person who requires the most attention and care is housed in that room at the moment.

Another request was in regards to attached bathrooms in the house for the children's bedroom. This is not recommended because it reduces the reasons for the young person to leave the room. It may also give them the opportunity to self-harm while the staff is unaware.



"An entrance should reflect personal style and be comfortable as soon as you walk through the door"



ENTRANCE



-Entrance in Penrith

ENTRANCE

The entrance is the first room which will greet the young people. It is the first impression of the overall space and influences how young people perceive the entire place. Thus, the entrance should be big and open to give a welcoming impression to young people. It is crucial to make the space perceived as spacious and radiate warmth to invite the young people to go inside the house.

"Wow. This house looks so huge and fancy. I didn't expect this!"



Design Consideration

- Visible CCTV for security measure
- The entrance door is equipped with an electronic gate to see who goes in and out of the house
- Good and bright lighting gives an inclusivity impression
- Use the right proportion of the length and height of the space to make it feel spacious to avoid the user feeling cramped and suffocated
- Provide a transition from the outdoor to the indoor area by adding plants
- Consist of neutral colors to give relaxation and release the tension of the space user



Moodboard

Design Recommendation



Bright lighting and Light Layers

Adding light layers into the space with additional direct lighting or table lamps to enhance the home-like mood and increase the brightness of the space



Paintings

Landscape paintings are believed to increase positivity and comfort. However, the association of the painting must be neutral and doesn't convey any symbolic significance any negative feeling



Medium Indoor Plants

Indoor plants as a transition elements from outdoor to indoor area. Plants can help to make space relaxing and welcoming



Additional storage and bench

A bench, shoe storage, or coat hanger can be added to increase the space function and invent the home environment .

LIVING ROOM



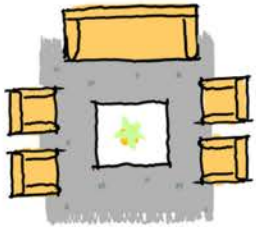
"A comfortable environment can help children relax and feel safe."



-Living room in Penrith

LIVING ROOM

Upon entering the house, the living room is the first place that the young people or any guest will observe. This room plays an important role in giving the first impression and engaging the youth throughout the day. This acts as a space for the young people to partake in various activities like watching tv, or having group chats with each other. It is a warm and inviting space which should connect the users to the rest of the house physically as well as mentally.



"This is the perfect multipurpose place to bond with the young people. Come here Abby, let's watch your favorite show."



Design Consideration

- The room needs to be comfortable and inviting to encourage more time spent in this space.
- Have good natural lighting as it will help with overall ambiance and psychological wellbeing
- Central location for easy access for staff and children to observe the rest of the house while using this space the open plan with little privacy so children feel not being observed.
- Connection to outdoor spaces and natural views increases pleasant feelings while reducing agitation.
- Access to TV and books to accommodate young people's interests
- Flexibility to re-arrange the furniture and items to reduce boredom
- Sense of belonging and personalization through pictures and artworks hanging on the wall
- Centralized arrangement to enhance social interaction
- Sense of control through curtains to keep the room in the preferable brightness and privacy from the outside world
- Hard floors that are easy to clean and wooden material give a sense of comfort.



Moodboard

Design Recommendation



Soft Sofa

The soft material can make people feel comfortable and relaxed. Children are lively and active, and it is not easy to collide when walking, reducing damage to children.



Knick-knacks

These small additions can bring a lot of character and personalization to the living area.



Simple central table

A simple table can be decorated with different things, flowers, books, or a box of snacks. Depending on the children and staff, they can decorate it and give it a home feeling.

GAME ROOM



"Bringing the sense of warmth to the space increase comfort and create a deeper level sense of intimacy to the young people."



- Game room in Penrith

GAME ROOM

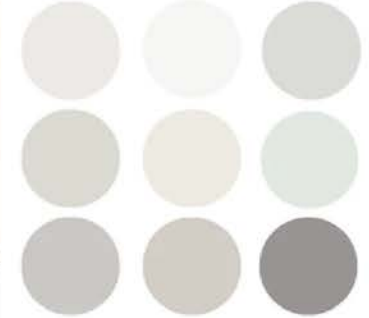
Acts as the second living room, the game room provides more cosy vibes, allowing the young people to relax and play video games, watch TV, or play on the computer. A warm ambiance was brought to the space to enhance comfort and create intimacy compared to the main living room by using warm light colors, wooden furniture, soft materials, and other supporting elements such as pillows and greeneries.

'Whoa! Really? they have a game room? awesome! This will be my favourite area for sure!'



Design Consideration

- Open space located near the central area to ease children's access.
- A little bit of secluded space to provide little privacy so children feel not being observed.
- Have good natural lighting to enhance activities in the space.
- Connection with outdoor spaces to give a relaxing view.
- Neutral-coloured space (wall, floor and ceiling) to provide a sense of tranquillity.
- Provide options for lighting ambience: warm and neutral to fit with certain activities.
- Digital appliances: TV, computer, and a projector mounted to the ceiling to provide fun activities for young people.
- Ducted air conditioning or standing fan to regulate young people's behaviour during hot weather.
- Recliner chair with extra pillows and blankets to increase the sense of cosy.
- Soft and fluffy texture furniture (carpet and chair) to enhance comfort.
- Artworks, pictures, and flags create a sense of identity, a sense of belonging and sense of safety.
- Incorporate wooden materials to increase the warm ambience.
- Provide greeneries in the space to make the room feel fresh.
- Curtain to control natural lighting and view.



Moodboard

Design Recommendation



Small-sized Greeneries

Greeneries as both refreshment and decoration.



Wooden Credenza and Desk

Wooden material brings a sense of warmth to the space and provides rooms to organise children's stuff.



Warm lighting Fixtures

Enhancing warmth and ambience in the space for a sense of calm, peace and increase intimacy to the children.



Soft and fluffy textured Carpet

Neutral-colored soft material carpet for children to increase comfort and Provide extra space for children to be on the floor.



Recliner chair

With all rounded feature, comfortable for children to sit at living room, to make children feel peace and safety.

"Creating a safe haven that is completely their own space"



BEDROOMS



Image not from Penrith
Not actual bedroom in APTG

BEDROOM-YOUNG PEOPLE

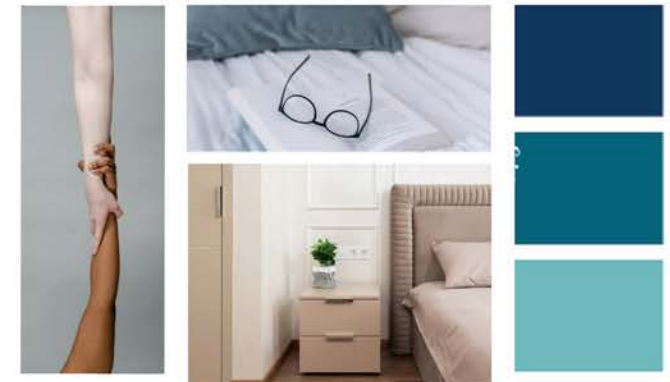
A bedroom is a haven within the house. It needs a level of comfort and safety that the children might not have seen before. However considering the limitation of the temporary nature of the young-adults stay, the room needs to be able to provide the comfort of the utmost quality to whoever resided in it. The room also has features like locks to ensure further safety and security for young adults from predators. There needs to be a careful balance between keeping them safe and making it, unlike a normal home.

"I can't believe I get a room of my own! I am going to decorate it to be the best room in the whole house!"



Design Consideration

- The bedroom needs to be designed to help young people stay safe from themselves and others. eg- avoiding mirrors, having blinds instead of curtains, having windows that opened halfway, and easy access to staff during emergencies.
- Design of bedrooms to allow a level of personalization for young people. Considerations like multiple power units allow a variety of furniture arrangements.
- No ensuite bathroom if possible to avoid incidents of personal harm.
- Soft furniture to make sure the room is comfortable for them.
- The bed needs to be a double bed, big enough for growing children
- The bedroom needs to have good natural lighting and views that have a positive impact on their mental health
- Avoiding the use of visually complex textures to reduce any anxiety it can cause.
- The design should enable a sense of privacy and boundary
- Walk-in Room as it adds a level of luxury to the room.
- No carpet floors, instead will have rugs as the carpets are very difficult to clean. Preferred are the laminates as they are cheap, durable, and easy to clean.
- Standard to have lamps as many of the young people might be hesitant to ask for them otherwise.



Moodboard

BEDROOM-STAFF

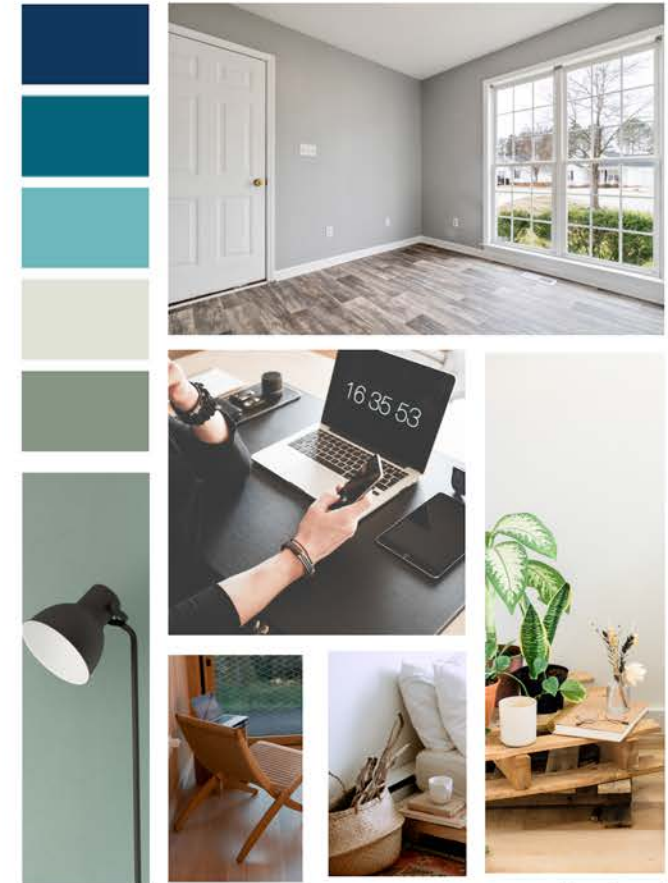
The staff bedroom functions as an office and bedroom for the staff. For staff most of the time in other parts of the house during the day. The bedroom is mainly used during the night shift when the staff require to take rest as well along with the children.

"This room works as my home base."



Design Consideration

- The staff bedroom needs to be located in a vital location that will allow them to monitor the activities around the house.
- The bedroom has a system that notifies this room in case of the opening or closing of doors and windows.
- The staff requires their own desk and bed to accommodate the functions in the room.
- The room needs to have an ensuite bathroom according to the rules.
- There needs to be enough storage as the staff room is also where they store all the needed medicine and first aid.
- The room should also be arranged in a comforting manner where the staff can retreat when they want to take a breather.
- This room is not as well used as other rooms but needs to provide a sense of comfort and functionality.



Moodboard

Design Recommendation



Personalization items

Ability to personalize the space, with pegboards or shelves that can contain their own belongings



Paintings

Paintings of nature can help with creating a sense of calm and help with reducing stress levels



Safety Features

The Bedrooms are also spaces that the children can be exposed to dangers and harm. Hence it needs locks and protective elements to keep them safe.



Soft and Big Bed

A soft and comfortable bed that can act as a cocoon and bring safety to the young people. There also needs to be a lot of natural lighting.

BATHROOM

"A place where could potentially have fun and be entertained with water"



-Bathroom in Penrith

BATHROOM

For the time children spend alone in the bathroom, the design of the bathroom needs to take into account the safety of use, the reduction of potential dangers and the availability of someone to access the area in time to help in case of danger.

When in use, the bathroom is a very private area and needs to be considered for children to feel safe when using it.

The bathroom will be a shared space for the children and to ensure that there are no conflicts when using it, the space needs to be zoned and separated

"OMG! Now I can take a bath like the beauty influencers.."



Design Consideration

- Next to the staff room, so that a certain dynamic can be tracked
- Some storage space
- Need to have a bath (the kids giving bath is the way they take care of themselves, sense of warm)
- Textured flooring
- Separate toilet and bathroom into two separate spaces
- The bathroom needs to be ventilated with windows and well-lit
- The toilet needs to be ventilated with a system
- Small potted plants can be placed in the bathroom and toilet to add a sense of ambiance
- A heating system or heat lamps
- Open bathroom
- Additional toilet
- Neutral-based colors: off-white (make it bigger, brighter, clean)
- Mirror in the bathroom (safety glass) but it is not necessary (it's risky)



Moodboard

Design Recommendation



Bathroom light

The bathroom can be lit in warm colors that can be psychologically suggestive. A light with a heating function can be more convenient in winter.



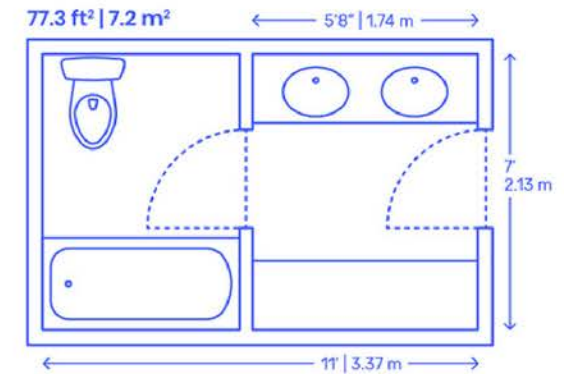
A necessary bath

From the interview, we noticed that young people willing to have a bath that can make them surrounded by warm water, feel safe and enjoy



Safety glass mirror

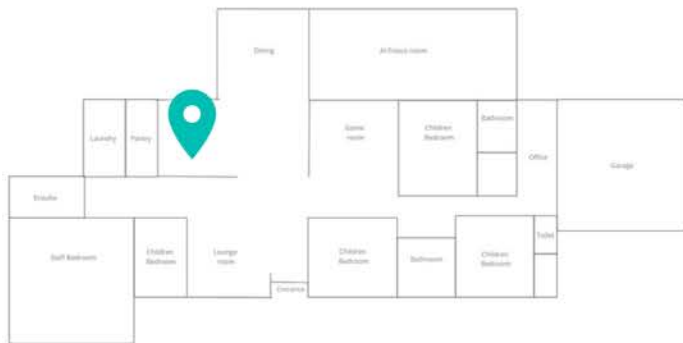
Considering the need to avoid potential hazards, the material of the mirror is something that requires considerable attention. A safety glass mirror integrated into the cabinet door can reduce the danger to a certain extent.



Addition toilet or Separated area

To consider number of people live in the place, In order to allow people to avoid conflicts over time, it is necessary to consider increasing the number of toilets and showers. At the same time, the distance between one of the bathrooms and the staff room needs to be considered.

KITCHEN




-Kitchen in Penrith


KITCHEN

The kitchen plays an important role in the overall space, and the open kitchen is a place to increase communication between staff and young people. A user-friendly and zoned kitchen can help employees use and manage it effectively. It is also essential to consider safety when using the kitchen to reduce potential risks.

In addition, a kitchen with loads of food can also increase young people's sense of safety.



"Cool! such a big kitchen with so much food. The fridge is definitely my favorite."



"Lovely. We can cook together while having a great view of the entire house! This will make my day easier."

Design Consideration

- Open spaces in central areas
- Good natural lighting and curtains control the light intensity and view. This provides a good working and living environment for employees and young people.
- Provides bright lighting services
- Integrate wood materials to add a homey and warm atmosphere
- Precise zoning management, which can provide more storage space
- Allows for large refrigerator placement; the large capacity refrigerator can meet the daily food storage needs of four young people and staff.
- Sinks in the middle
- Consider the safety aspects by providing an e-stove in the kitchen instead of gas.
- In consideration of utility, a large-capacity dishwasher and big oven are more convenient for four young people and staff.



Moodboard

Design Recommendation



Clear-zoned cabinets

Organized, to help employees manage and use the kitchen quickly. It also helps young people to get familiar with management life.



Bright light + natural light

The requirement for light in the kitchen is bright, which provides good working light for the staff and also makes the food more attractive.



Hard Floor

The hard floor can help prevent slipping and reduce the danger but also adds some warmth and a homey ambience. Helping organizations reduce maintenance costs



Large-capacity double-door refrigerator

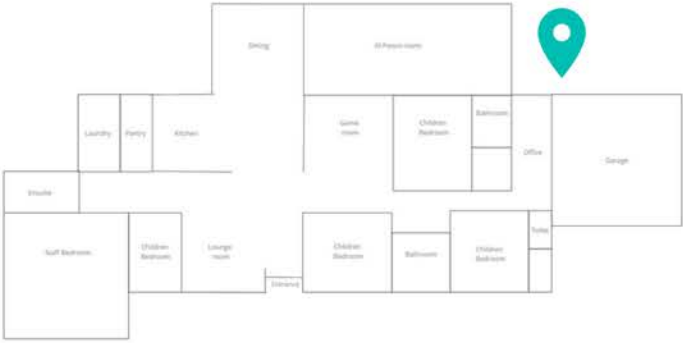
This can help employees store enough food for 4 young people and solve some special needs of young people, such as ice cream, ice cubes, etc.



Large Capacity Dishwasher

Installing a high-capacity dishwasher in the kitchen will improve staff productivity. In addition, without having to think about washing dishes, young people will be more willing to cook, encouraging them to practice life skills.

OUTDOOR SPACE



-Outdoor space in Penrith

OUTDOOR SPACE

These spaces are flexible and multifunctional for young people and the staff. This area can be a private individual space, a place to hold a discussion between the staff and young people and a place to connect with other housemates and do a meeting.

This area connects young people with nature. It is believed to help young people feel relaxed. For this reason, a comfortable and welcoming space is recommended.

This area is the most fun and flexible space. It can be developed into various activities to support young people depending on the space availability and preference.

Chas always asks us what we want to do out here. Last weekend we just had barbeque together. it was so fun!



Design Consideration

- Have a private space and communal space
- Have clear sightlines and visual barriers, to create a sense of safety in an open space
- Only have one access to monitor the activities inside and security
- Lighting in every corner for nighttime to give a sense of safety to young people
- Gathering area oriented to an outdoor space like scenery or garden
- Have a deck for young people to lie down on the cooler days
- A soft play for young people's physical activity
- A ready-to-go sprinkler system
- Green spaces view can give a calming and healing sense of space
- Use natural materials and colors in the space
- Avoid sitting face-to-face in front of a desk arrangement because it can be perceived as confrontational to some people



Moodboard

Design Recommendation

Recommendation of activity for comfortable individual space:



Green Spaces

A vista to garden or scenery, especially for homes in rural area



Deck and Sun Loungers

A deck with comfortable furniture for young people to lay down on cooler days



Individual Swings

An egg chair and cocoon swing from young people to wrap themselves. The motion of swinging can help to create comfort for them. However, in practice, the swing must be supervised for safety reasons.



Design Recommendation

Engaging space to enhance socialisation:



A Gathering Area

A centralised seating arrangement in the gathering area with a table in the center.



Indigenous Activity

For instance camping or sleeping in the balcony or veranda as part of creating cultural significance



A soft play

For kids to jump around and run like a permanent trampoline



A healing garden and lawn

For young people's activity. To some young people, certain plants are relate to build cultural safety

This is the perfect place to have powerful conversations with the children. It happens in such a natural way!



Physical activities

like basketball court



Outdoor Kitchen

For gatherings like barbeque or sensory play

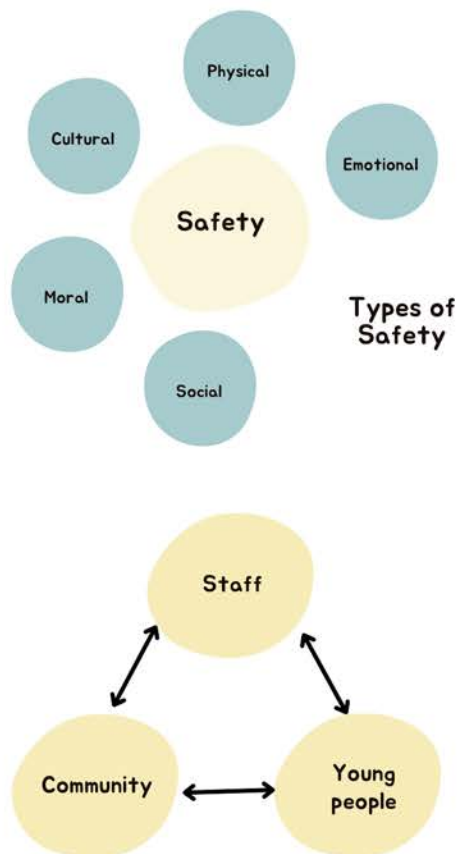


A play-based activity

Messy sensory activity such as painting or crafts

SAFETY

Based on the APTG model and SWIS Trauma-Informed Practices (Jamieson, 2016), safety is required for young people, staff, and neighbors. Each component must collaborate and support one another in order to promote this safety. These are 4 categories of safety that need to be established:



Physical Safety

A condition in which someone is free of injury or harm from any physical object or practice from anyone. Physical safety focuses on young people and staff. However, it also refers to the community and the neighbor's physical safety from any threats and inconvenience caused by young people's presence. Certain measures to ensure vulnerable young people's physical safety can be done through:

- Centralised lock for house fenestration with limited opening and integrated alarm to avoid young people running off the house
- Installing CCTV and a door lock in the front door to supervise who goes in and out of the house
- A password door lock for kids bedrooms for their privacy
- Minimize the use of a mirror to lower the risk of self-harm
- Fostering good relationships with the neighbors and police and giving compensation for any property damages
- The Landlord and neighbors of the APTG property to have compensation for property damage, higher rent and bond, and early discussion of limited property modifications
- • Outside lighting to deter people from trespassing

Emotional Safety

Perceived freedom from any psychological harm or destructive impulses from oneself or other people. In general, psychological safety focus on three aspects:

- To give an understanding of the risk and knowledge about personal emotional safety for young people and the staff.
- To have a supportive environment and comfort for young people's mood, activity, and around the house and

Some considerations to promote this safety:

- Bright lighting from natural lighting to artificial lighting to enhance relaxation and healing in the house
- Equip air conditioning in every room to condition each room with the right temperature for young people activity. In hotter days, there have been a tendency for them to cause a scene.
- Each member of the house need to have a safety plan and be responsible to check on their safety
- Asking young people what they feel every night to check on their feeling
- Promoting self-care conversation

SAFETY

Cultural Safety

An overall experience for someone to live, promote, and explore their family's cultural background. Respecting one's identity will help young people to recover from their traumatic experiences and journey to find their self-identity.

Cultural safety means providing comfort in a familiar manner, thus cultural significance needs to be integrated into the program. The APTG home should be a place for young people to create a community, not a place to lock away young people.

Considerations to implement cultural safety for vulnerable young people can consist of :

- Actively recruiting Aboriginal or staff from other cultural backgrounds relevant to the young people in the program
- Engaging Indigenous designers in the design process as well as local cultural leaders to enable 'designing with country'.
- Apply Indigenous knowledge in the material, color choices. This may also include artwork or landscaping

Moral Safety

Establishing moral safety means creating a healthy and supportive environment to reduce any hypocrisy of any moral value.

Maintaining moral safety incorporates responsibility, honesty, and integrity of young people in the implementation. The purpose of moral safety is to create a nurturing environment to prevent young people from re-offending in the future.

Considerations to promote young people's moral safety includes:

- Giving knowledge and risk about moral values to young people
- Maintaining a healthy diet and food security by providing sufficient food for young people
- Giving responsibility and trusting young people to do self-responsible activities like joining community gatherings
- Give freedom on what young people want to do under supervision such as limited screen time or watching television accompanied by the staff

Social Safety

The ability to feel safe being with other people in the house and the community. This includes young people being free of social isolation and feeling safe from any potential predators in the house. Vulnerable young people are frequently at risk of becoming a predator or other victims as a result of their traumatic experiences as children.

Considerations to establish social safety:

- Each young person has a secure personal bedroom to create comfort and feel safe from the risk of any predator or abusive behaviour from anyone
- Building trust between staff and young people. Giving young people the responsibility to take care of themselves and the opportunity to trust the staff when they need to
- Limited internet connection and providing recreational activities in public areas to hinder young people isolate themselves
- Involve young people in the decision-making activity like choosing what they want to do

OTHER CONSIDERATION

Smart Home : Integration of Technology

This is potential consideration that can really improve the quality of life for the young people and the staff who reside in APTG. This is a result of brainstorming considerations. The staff is eager to use technology to improve what they do and create consistency and predictability for the young people's routines. The staff implied that monetary support and expertise are the main holds back at the moment from implementing this at the current house.

This feature will enable these actions and considerations.

- Smart lighting that is synced to a therapeutic routine can reduce staff responsibilities of adjusting lights.
- Systems to communicate to staff from the children's room would be really helpful as it will take away the effort of getting out of the room to knock on the staff door when the young people need that comfort.
- A surround speaker system to play calming music in the house.
- Temperature is controlled throughout the day maintaining ideal thermal comfort.
- Speed dial connections to police and first responders.
- The technology used for Automated gates for monitoring who comes in.



CONCLUSION

The report sought to capture the essence of the vibe of APTG pilot project. At first view, this initiative would appear to be a little venture in the context of the work that Mackillop and Youth Justice accomplish. In actuality, learning about the project and realizing how it affects the young people involved changed our perspective on it. This design guidance intends to provide inspiration and a foundation to create more such projects in different contexts.

We were only able to get such an insight due to the remarkable people associated with this program who are working their hardest to provide safety, comfort, and a good life for the young people. They truly focus their entire mission on the needs of the young people in their care.

This report is an attempt to document and characterize all the essential features of APTG. It is the first step in a long journey ahead to expand this concept. An important hope for the future is to develop this model and values, with a stronger Aboriginal background to implement it in the communities that need it.

The youth deserve this home and these facilities. Most of them come from situations that no young person should experience. We wish this document helps that there is always *a place to go* for those who need it the most.

Refer to Appendix A for possible a future plan

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APPENDIX-A

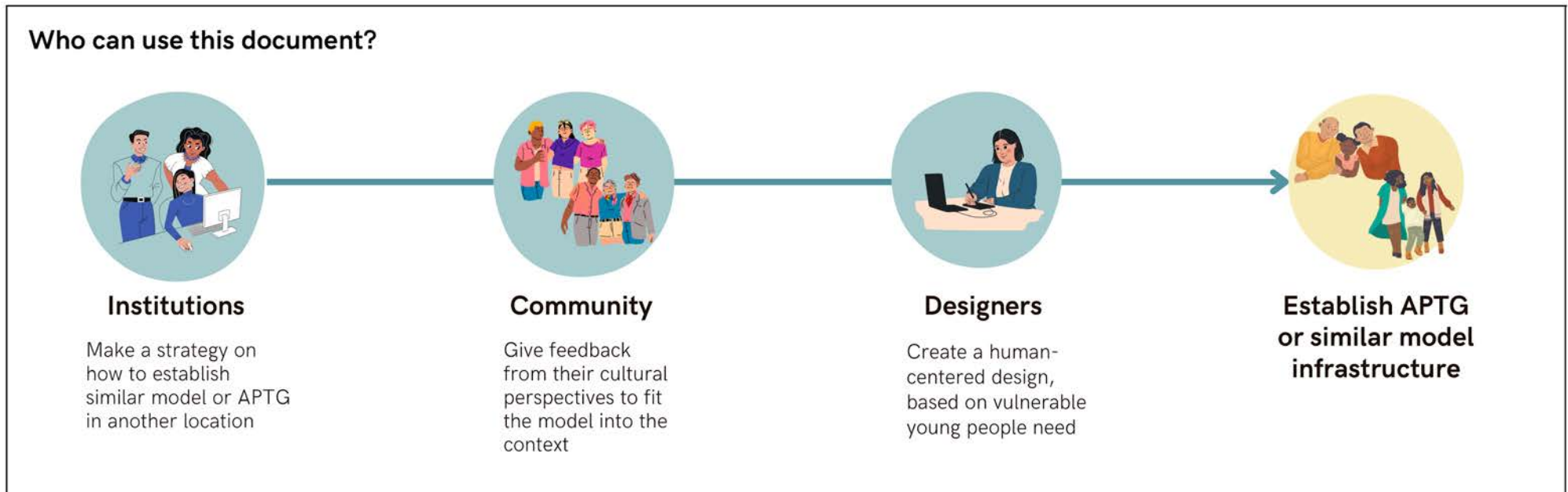
FUTURE PLAN

Ideally, these 3 roles are crucial in the process of building a physical space for vulnerable young people. Below are a map on how these roles can use the document:

Institutions act as the stimulator who will use this guidance at the initial stage to strategize the next step of building physical space for vulnerable young people and manage how the model will operate in the future. Thus, institutions use this guidance as a precedent study in the initial stage and strategize the next step to build the infrastructure.

Then, The design principle and spatial consideration in the guidance will help the community to visualise the current A Place to Go home and feedback for future design direction. The local and indiginious community roles are crucial in the process, to make further considerations of young people's social identity and add cultural perspective into the physical space.

Lastly, this guide will give an understanding to the designers about vulnerable young people's context, need, and considerations before they embody them into an infrastructure. Certainly, throughout the infrastructure design process, further discussion and assistance from both institutions and the community need to be conducted by the designer for validation and design directions.



APPENDIX-A

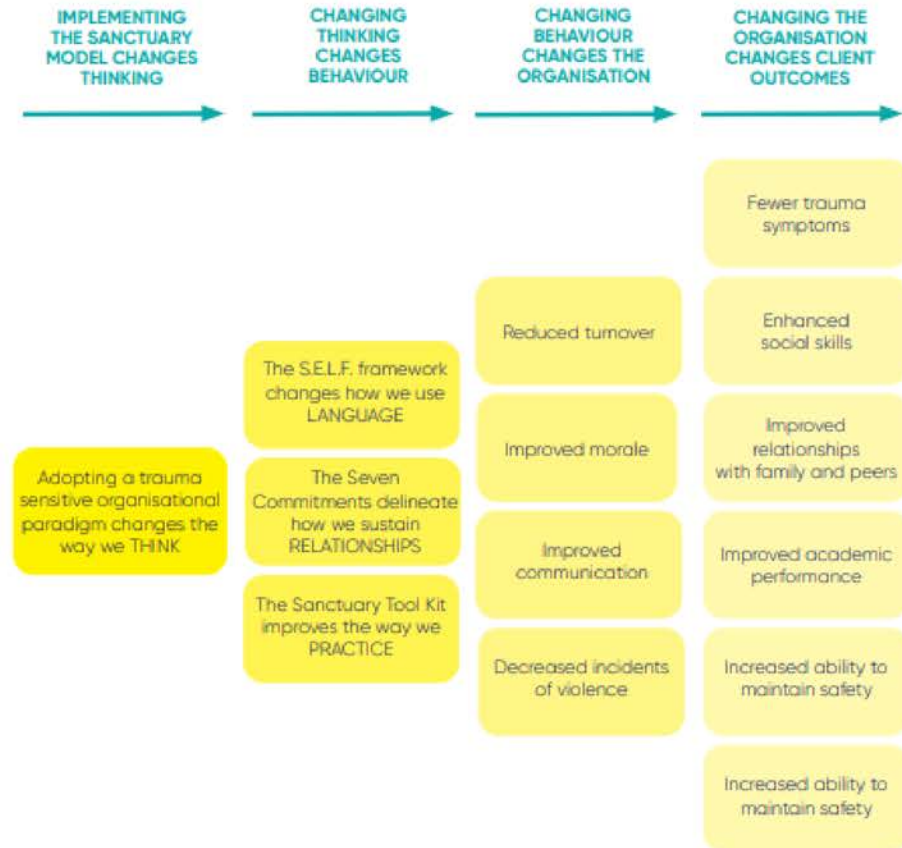
SANCTUARY MODEL

How Sanctuary works

The secret to Sanctuary is in the process



The Sanctuary Model is comprised of four domains, all of which need to operate simultaneously in order to practice Sanctuary effectively. Each domain supports and complements the others in order to influence and create improved outcomes for organisations and clients.



APPENDIX-A

SANCTUARY MODEL

Sanctuary

A workplace culture-change program



The Sanctuary Model is a blueprint for organisations to build safe communities that help people to heal from trauma.

What is Sanctuary?

Sanctuary is a trauma-informed, whole-culture model that provides a clear and structured approach for creating or changing an organisational culture. Sanctuary encourages us to rethink the way we manage conflict resolution and crisis intervention. It supports staff to create a culture that prioritises safety and wellbeing at every level within the workplace.

Benefits and outcomes

Implementing the Sanctuary Model results in improved outcomes for both organisations and clients. When fully embedded, organisations can expect to see improved communication and morale among staff, fewer incidents of violence, and reduced turnover. Clients will benefit from fewer trauma symptoms; enhanced social skills; and an improvement in their judgment and decision-making, personal relationships, academic performance, and ability to maintain safety.

How does Sanctuary work?

By focusing on safety, Sanctuary supports staff and clients to learn to cope more effectively with stress, and understand how to respond to and heal from trauma. The Sanctuary Model is based around four key domains:

- 1. Shared knowledge** – Promoting resilience in the workplace by educating and empowering staff to understand and implement trauma theory
- 2. Shared values** – The Sanctuary Commitments provide the backbone for creating safe environments where staff members feel respected and supported
- 3. Shared language** – By utilising the SELF Framework as a problem-solving framework, organisations can safely navigate complex situations and actively promote staff and team wellbeing
- 4. Shared practice** – The Sanctuary Toolkit comprises a range of practical skills that enable individuals and organisations to more effectively respond to difficult situations, build community and develop resilience to cope with adversity and trauma.



Sanctuary

A workplace culture-change program



What sets us apart?

Sanctuary recognises that trauma has an impact not only on the people who have experienced it, but also on the staff who work with them and organisations as a whole. Where some trauma models focus only on the clients being served by the organisation, Sanctuary drives a whole-organisation culture that strengthens the emotional wellbeing and resilience of staff, and those they work with.

Staff working with those who have faced adversity or are in crisis face many challenges and stressors. Overly stressed organisations may even begin to spend more time reacting to crises than planning for the future and may constantly feel like they are "playing catch up". Sanctuary teaches leaders and managers to recognise these warning signs and reverse destructive patterns to place the focus back on healing, support, and client welfare.

Equipping you for change

Sanctuary is agile, adaptable and recognises that organisations have their own culture, values, processes and policies. By integrating with your organisational strategic plan, Sanctuary strengthens and underpins the culture and processes that promote and drive wellbeing and safety.

Organisation wide culture change: Experience has shown that the real benefits of Sanctuary are experienced when organisations adopt a system-wide roll out. A large-scale approach, that targets all levels of leadership, is critical in creating a sustainable organisation-wide culture change initiative. The MacKillop Institute offers a comprehensive three-year implementation and support program to ensure your success. This includes:

Year 1	Engaging	How the model will inform our organisation
Year 2	Embedding	Concrete application to proactive policies and procedures
Year 3	Evaluating	Ensuring Consistency

Short courses: The MacKillop Institute also offers short courses, retreats and masterclasses, covering key concepts and tools to help you get started. Our practitioners can tailor training to increase your trauma knowledge, cultural intelligence or implement specific tools within the model.

About Us

MacKillop Family Services

At MacKillop, we work for the rights of all children to be free to enjoy their childhood in a safe and loving home, where they are nurtured and have a sense of belonging and cultural identity. Our programs include foster, kinship and residential care; disability services; youth and homelessness support, alternative education schools and outreach; and early intervention support for families.

The MacKillop Institute

The MacKillop Institute delivers a suite of evidence-informed programs to government, community, educational and corporate organisations across Australia and internationally. Our aim is to build the capacity of these organisations to deliver best-practice, trauma-informed services to support children, young people and families who have experienced change, loss and trauma. Through the MacKillop Institute, we are sharing our experience of supporting vulnerable children and families to support you.

Get in touch

The MacKillop Institute

- 237 Cecil Street
South Melbourne VIC 3205
- (03) 8687 7448
- institute@mackillop.org.au



mackillopinstitute.org.au

APPENDIX-B

PERSONAS: STAFF



Meet Chas!

Name: Charles (Chas)

Age: 33 years old

Location: Sydney CBD, NSW

Education: Bachelor of Psychology & MacKillop Training

Goal :

- Chas believes guidance and opportunity given to the vulnerable young people
- He wants to support young people with a good relationship, care and trust naturally and organically.
- Engage with experts and the system on how to safely handle the young people
- Create a safe space for young people and other staffs.

Behaviour :

- Chas is calm in almost every situation
- Has high self-awareness and self-love level, He knows how to handle himself to manage his well-being
- Caring and friendly

Fears :

- Hard to approach young people (Children don't find him friendly enough)
- Find himself struggling with meeting the children's complex needs.
- Saying / doing something that triggered the young people

About Chas:

Charles or famously known as "Chas", an Aboriginal young man who lives in Sydney CBD joined MacKillop institute to help young people who are struggling with some issues. His personal reason for joining this institution is because he understands their struggle as he experienced some of it. Before being placed in A Place to Go (Penrith), he has gone through MacKillop training for 2 days to get the knowledge and understanding of Trauma Informed-Care. He was also a volunteer for social events while undergoing his undergraduate study and have 2 years of work experience in an Out of Home Care. Now, he has been the frontline staff in Penrith House for 2 years. Children love him as he's calm when there were challenges occurred in the house. Aboriginal young people also felt represented and easily build a good relationship naturally with him.

APPENDIX-B

PERSONAS: YOUNG PEOPLE



Meet Mark!

Name: Mark Fellington
Age: 14 years old
Location: Western Sydney, NSW
Education: Dropped out of school (year 6)

Goals:

- Mark wants to stop doing drugs and alcohol and become a rich and popular man
- He wants to escape from his family
- Detached from his delinquent friends
- Want to have a supportive and encouraging environment

Behaviour :

- Addicted to drugs and alcohol, whenever he feels lonely or sad or angry he uses these substances to 'escape' his feelings or problems
- Anger issues with violent threats and angry outbursts
- Easily depressed

Fears :

- He is scared of social isolation and judgement from his friends/family.
- He also frightened to go home because of his abusive parents
- Doesn't have anyone to help him with his aggression and his addiction to drugs and alcohol.

About Mark:

Mark Fellington is a 14 years old teenager from Western Sydney. He once went out with his friends and do drugs, drink alcohol and went for a thrill experience to break into someone's house. This action was not successful and he was the only one who got caught. The police took him to the station nearby and do some testing on him. Turned out he tested positive for drugs and alcohol and now he is on remand. His dysfunctional, abusive family neglected him so he currently cannot go back home. The caseworker offered him options and one of them is A Place to Go. He felt this place is a way for him to contemplate and start working on his own journey, for a better future and become that popular and rich young man.



Meet Abby!

Name: Abby Abraham
Age: 15 years old
Location: Western Sydney, NSW
Education: Year 7

Goals:

- Abby wants to find her identity and feel confident with her story
- She wants to be able to trust herself and others
- She wants to reconnect with her family and friends
- Breaking the cycle of shop-lifting
- Getting to know herself better (reduce anxiety)
- Love her body
- Maintain her relationship with foods

Behaviour :

- She has trust issues with people as the outcome of her parent's divorce.
- She has relationship issues with foods
- She's easily triggered by her past lives (trauma)
- Often feels lonely

Fears :

- She's afraid everyone is going to leave her. She's terrified that she will be going through everything all by herself.
- She thinks everyone judges negatively the way she looks
- She is worried about not getting enough food in the future
- Abby feels confused and lost on how to overcome her trauma

About Abby:

Abby Abraham is a 15 years old teenage girl from Western Sydney who left her home long ago because of her parent's divorce. For the first time in her life, she got caught by a clothes manager stealing clothes and took her to the police station. The police thought she might steal again in the near future and might be better if she is sent to A Place to Go. After that, the Youth Justice caseworker recommend her as she checked all the criteria of this early intervention. She felt lucky she was in remand but not going to a detention centre. She loves the staff here because she can talk about anything: trends, love life, boys and her trauma. She thinks that she's starting to find herself in A Place to Go as she's been getting a lot of encouragement, support, love and help from other young people, the staff, and experts.

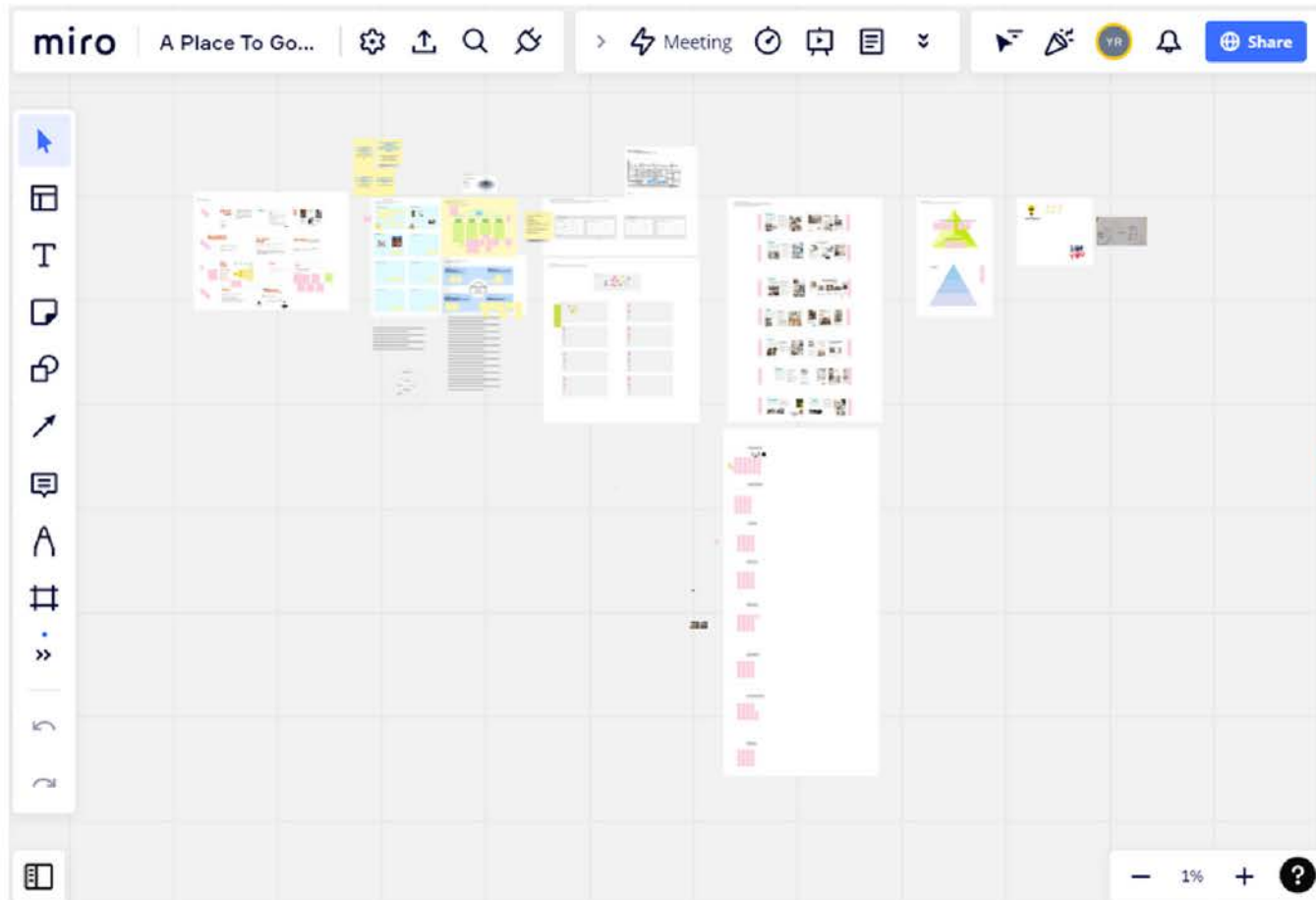
APPENDIX-B

GENERAL YOUNG PEOPLES' JOURNEY



APPENDIX-C

WORKSHOP BOARD



Workshop Miro Link:

https://miro.com/app/board/uXjVPPSO1Lw=?share_link_id=562637061901

EXISTING APTG HOME



Outdoor space

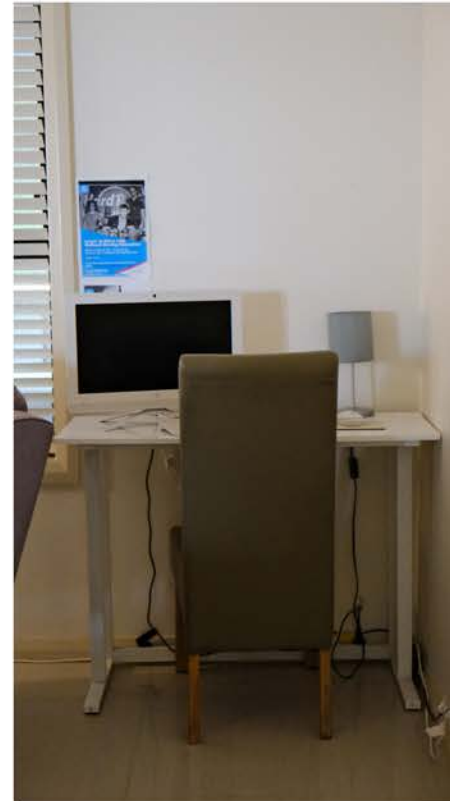


EXISTING APTG HOME



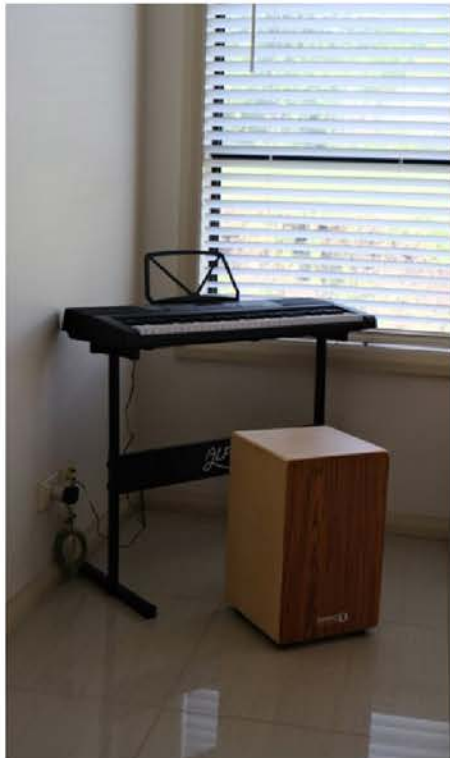
Living room

EXISTING APTG HOME



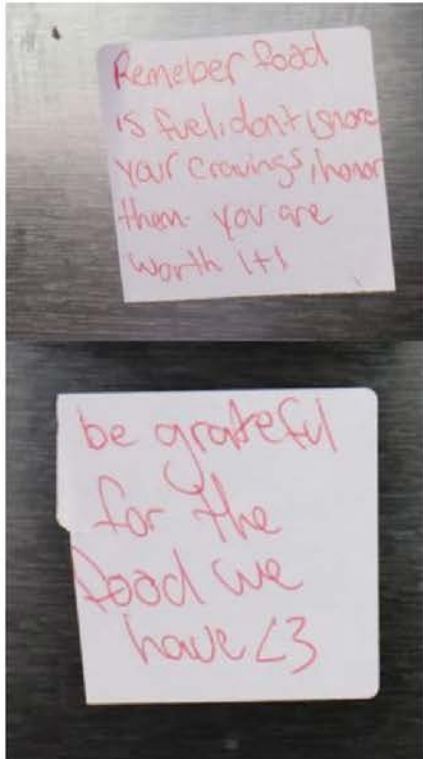
Game room

EXISTING APTG HOME



Dining room

EXISTING APTG HOME



Kitchen

EXISTING APTG HOME



Al-Fresco