**Project title:** Youth Services Review **Sub heading:** We are reviewing the services we deliver to young people who live, work and play in Knox.

**Image description:** Four young people are playing Uno at a table. They are smiling and happy.

**Page content:**

We are undertaking a review of the services we deliver to young people who live, work and play in Knox. This is part of our commitment to continually review and refine our services.

Council’s youth services currently offer a range of services including:

**The Youth Hive:** Council’s new dedicated space for young people aged 10 to 25 years to connect, study, relax and play. The Youth Hive is located in the brand new Knox Library at Knox Westfield.

**FReeZA Committee:**Knox Live is a group of young people aged 15 to 25 who plan and run music, arts and cultural events in Knox.

**LGBTIQ+ focused groups:**Council provides a range of groups and resources specifically designed to support LGBTIQ young people and their families.

**Young Parents Group:**The Knox Young Parents Group offers support, information and activities for parents under the age of 25 with a baby under 12 months.

**Skill development workshops and programs:**Skill development workshops and programs are activities that help young people build skills and experiences in a range of areas e.g. Advocacy training, resume writing, photography classes.

**Support to parents and service providers:**Council delivers a range of information forums and workshops for parents, carers, families and organisations working with young people.

**Facilitation of networks:** to connect youth service providers in the Outer East.

We want to hear from you what services you think Council's Youth Services should offer in the future.

**How to have your say**

You can share your thoughts on the services we deliver for young people in many ways. Consultation closes at 11.59pm on Sunday 28 April 2024.

Everyone who gets involved can go into the draw to win a voucher for an amazing local experience. [Find out more here](https://haveyoursay.knox.vic.gov.au/have-your-say-and-win).

**Online**

[Complete the survey online](https://haveyoursay.knox.vic.gov.au/youthservicesreview/youth-services-review-survey).

You can also email your feedback to YouthServicesReview@knox.vic.gov.au

**In person**

Come and talk to the team in person at the Youth Hive at the Knox Library, Monday to Friday over the April school holidays (not including public holidays).

Knox Youth Hive at the Knox Library
Level 3, Knox Westfield (above Rebel Sport)
425 Burwood Highway, Wantirna South

**In writing**

Download and complete the print version of the survey or call us on 9298 8000 and we can mail a copy to you.

You can also provide feedback in writing, post or deliver to: Knox City Council, 511 Burwood Highway Wantirna South VIC 3152

**Need assistance**

If you need someone to help you provide your feedback you can contact the Youth Services Team on 9298 8000. You can provide your feedback direct to the team and they can add to the survey for you.

**More about this engagement**

We will use your feedback along with other data and benchmarking that has been captured as part of the review to inform decisions about future services and programs.

For this project we will be engaging our community at the level of **Involve** on the [International Association of Public Participation (IAP2) Spectrum](https://iap2.org.au/wp-content/uploads/2020/01/2018_IAP2_Spectrum.pdf).

This means we are looking to our community for their advice and ideas to help us ensure we’re delivering the best service we can. Your advice and recommendations will help us do this.

**Document Library**

* [**Survey for young people - Youth Services Review March 2024**](https://haveyoursay.knox.vic.gov.au/download_file/1608/1152)
* [**Survey for parents / carers - Youth Services Review March 2024**](https://haveyoursay.knox.vic.gov.au/download_file/1607/1152)

**Timeline**

* **Timeline item 1 - active**

**Community engagement opens**

Monday 25 March 2024

* **Timeline item 2 - incomplete**

**Community engagement closes**

Sunday 28 April 2024

* **Timeline item 3 - incomplete**

**Report outcome from review**

May 2024

**Contact Us**

Have questions or want to learn more about the Youth Services Review, contact us below:

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| --- | --- |
| Name | Youth services |
| Phone | 03 9298 8000 |
| Email | YouthServicesReview@knox.vic.gov.au |
| In writing | Knox City Council, 511 Burwood Highway, Wantirna South VIC 3152 |