

Capacity Building in the Local Service Sector in Tasmania

The NAYSS provider in Hobart, Tasmania has become a key point of reference for the mainstream service sector in relation to issues of settlement, newly arrived young people and families, and cross-cultural work in general. As the implementation of NAYSS mirrored an increase in settlement numbers of newly arrived young people and families into the State, it has been an interesting experience for the NAYSS provider. They have been called on by other mainstream youth, health and other services to provide secondary consultation, training, and guidance around good practice in working with this client group.

The NAYSS provider now also delivers settlement services and so have begun to take a role somewhat like a Lead Provider but on a state-wide basis. This involves the delivery of professional development, provision of advice, sharing good practice and working in collaboration with a number of other agencies as key strategies to mentor and support a range of other services and sectors to improve their practice and therefore outcomes for newly arrived young people and families.