

Service Request Guidelines

1. Providing notice

- All workshop and/or presentation requests are to be received in writing using the Form – Service Request.
- All workshop and/or presentation requests must be made at least six weeks prior to the service delivery date.
- Service requests received later than six weeks prior to the service delivery date may be considered by Youth Solutions, depending on the nature of the request.

2. Fees

- Services are delivered free of charge within the Macarthur and Wingecarribee regions, if they fall within the scope of work for that financial period.
- The first AOD Link Presentation requested by an organisation is free-of-charge. Subsequent training requests may incur a fee.
- A fee for service applies for any service requests received outside the region or outside the scope of work for that financial period. Please refer to Policy – Fees for Service.
- Donations to Youth Solutions are always welcome and much appreciated.

3. Request details

Requests are made to Youth Solutions by completing the Form – Service Request. For requests relating to ARTucation or DAIR, additional program-specific request forms will also need to be completed. These forms can be obtained by contacting Youth Solutions by phone, email or in person. The form can also be downloaded via the Youth Solutions' website. The following information explains the form in more detail.

a. Logistics

- Please provide information about the preferred location.
- Please provide at least three preferred dates and time slots.
- Please provide the preferred duration for:
 - Workshops (multiple workshops, interactive, practical, activity based services)
 - Presentations (one-off interactive engagement)

b. Request details

- A summary of the services offered by Youth Solutions is contained in the Youth Solutions Information Pack.
- Please try to be as specific as possible regarding the information you would like Youth Solutions to discuss (ie which substances or issues would you like addressed).

Topics covered by Youth Solutions:

✓ alcohol and other drugs	✓ social marketing	✓ community engagement
✓ tobacco cessation	✓ personal safety	✓ community development
✓ mental health and wellbeing	✓ healthy/unhealthy behaviours	✓ media and communications
✓ resilience	✓ referral pathways/options	✓ social media
✓ health promotion	✓ working with young people	

Topics not covered by Youth Solutions:

✗ counselling	✗ financial information and advice
✗ legal advice	✗ medical information and advice

c. Participant details

- A minimum of eight participants are required for all workshop and presentation requests.
- Provide details on the age and gender of participants (please note the age requirements for specific workshops as outlined in the [Youth Solutions Information Pack](#)).
- Provide details about the number of participants who identify as Aboriginal or Torres Strait Islander. This will inform activities and resources that Youth Solutions staff will integrate into the program.
- Provide details about the number of participants who are from culturally and linguistically diverse backgrounds. This will assist Youth Solutions staff to ensure that they have specific and appropriate resources to overcome any language or culture barriers.
- Provide details about any learning challenges the participants experience. This will allow Youth Solutions staff to ensure that the program, content and activities are suitable to the needs of your participants.
- Provide details about experiences that have affected the participants. This will assist Youth Solutions staff to be aware of the potential triggers and understand any emotional reactions.
- It is the responsibility of the organisation requesting the workshop and/or presentation to ensure that consent is provided by participants (or from a parent/carer if the young person is aged under 18 years).
- If consent has not been sought from participants (or from a parent/carer), Youth Solutions is unable to deliver service to the individual participant until consent has been provided.
- For added convenience, Youth Solutions can provide a [Form – Service User Consent](#) or [Form – Group Consent](#).
- A minimum of one support worker from the organisation requesting the workshop and/or presentation must be present throughout the duration of the workshop or presentation. More support workers may be required if the participants have higher needs. If a support worker is absent, it is the responsibility of the booking organisation to try to replace the support worker with an alternative person for the workshop or presentation.

4. Response from Youth Solutions

- Youth Solutions will acknowledge receipt of the form within two working days. Youth Solutions aims to respond to all workshop/presentation requests within five working days.
- If you have not received a response from Youth Solutions within five working days, please contact the office on 02 4628 2319 to confirm that your request has been received.
- Youth Solutions endeavours to fulfil all service requests, however in the event that your request cannot be met, Youth Solutions will contact you and, where possible, offer an alternative service or refer you to another provider.
- Please contact Youth Solutions if you have any questions about your service request.

5. Cancellations

- The booking organisation must notify Youth Solutions as soon as possible if a workshop or presentation is to be cancelled. If the cancellation occurs the day of the scheduled delivery date, contact the Youth Solutions facilitator via their mobile phone number, otherwise please contact the Youth Solutions office number on 02 4628 2319.
- Cancellations may occur if there:
 - are fewer than eight participants at the workshop or presentation
 - the minimum number of support workers will not be present
 - the Youth Solutions' facilitator is absent from work and no one else on the team is available to fill in
 - Youth Solutions has not received the necessary information or consent forms from the booking organisation by the delivery date
 - Youth Solutions' facilitator/s have concerns about the safety (physical and emotional) of workers/ participants
- When a cancellation occurs, where possible, Youth Solutions will work with the booking organisation to reschedule the workshop or presentation.