



Annual Report

2015/2016

ICYS IPSWICH COMMUNITY YOUTH SERVICE INC.

Annual Report 2015/2016

Management Committee

Chairperson:	David Martin
Secretary:	Aaron Athorn
Treasurer:	Katrina Mackenzie
Members:	Dianne Charman
	Kathryn Cassidy
	Felicity Hill
	Keith McDonald

Management & Office Administration

Service Manager:	Amanda Margerison
Personal Assistant:	Katrina Kane
Finance Officer:	Jodie Crisp

Program Staff

YSC:	Bree Mansell
	Leigh La Roche
	Leanne Stephens
	Cath Webber
	Naomi Wiley
YHAS:	Teagan Craig
	Melissa Pedersen
	Katrina Kane
YARI:	Leanne Stephens
	Kristen Marler
GSFW:	Christine Marley
	Taneale McLeary
	Carlotta Graham
	Josh Steele
SWW:	Glenn Pedersen
	Carlotta Graham
RYSS:	Katrina Althaus
	Liam Dobbyn
	Kym Berry
LYH:	Allison Yourell
ICYS:	Kahli Williams

Volunteers

Trent Townsend	Chris Shannon
Narelle Tyler	Sarah Locke
Josh Steele	Bridget Hayes

Funded by



**Queensland
Government**

ICYS would like to acknowledge funding support from the Queensland State Government in 2015/16. Without your continued funding we would not have been able to support the young people, their families and their communities across the Ipswich and surrounding regions.



Australian Government

Department of Social Services

ICYS would like to acknowledge funding received from the Federal Government who funded our Lowood Youth Hub Project in 2015/16.

Without your funding we would not have been able to support the young people and their families within the Lowood region.



ICYS would like to acknowledge funding received from Lowood and Fernvale Community Bank Branch of Bendigo Bank. Without your funding we would not have been able to support the young people and their families from the ICYS Lowood Youth Hub.

ICYS would like to thank all members, stakeholders, collaborative partners and contributors for your support over this reporting period (please see 'Acknowledgements' page at the back of the report for a full list).



Contents

Chairperson's Report	6
Service Manager's Report	8
Program Reports	14
ICYS Initiatives and Collaborations	30
Acknowledgements	34



Scout's Story

Now 21 years of age

ICYS was overwhelmed to receive contact from a previous Youth Support Coordinator (YSC) client via facebook in March 2016.

The contact was completely out of the blue.

Scout received YSC support at one of our schools in 2012 and 2013. Often we don't know the outcomes of the support we provide. Stories like this remind us why we do what we do.

This is Scout's story....

**I just want to thank you guys for the support
I received in high school in 2012 and 2013.**

I was doing really badly. I had like a 50% attendance rate because I was suffering such a high degree of anxiety and had to go home sick before 11am every day due to constant panic attacks, I'd had to repeat Grade 11 because I had moved over from New Zealand, I was learning that my parents were abusive and that wasn't okay, my weight kept dropping and my Mental Health Nurses were repeatedly threatening me with hospitalisation, and I had my Father constantly pressuring me to "just drop out already, go get a job at Woolworths".

I was suicidal, stressed, overwhelmed, largely in the closet (out as gay, struggling with the idea that I could have been transgender too), and really, really unwell.

I attribute basically the whole reason that I got through High School with my QCE, a handful of Certs, and got into Uni, to the incredible support I got from the Youth Support Coordinator who was stationed at my school.

She motivated me to keep trying, to prove my parents wrong, and to do better, every day.

And so now I'm back in New Zealand, tried Uni, definitely not for me, but I'm studying to become a Mental Health Support Worker at Polytechnic and after that, I'm probably going to study Social Services. I'm running for a spot on my local City Council this year because I can see changes that need to be made and I know I can help make them.

Every day I get to do something that helps other people, every day I get to give back to my communities, and even though things are real up and down for me, I'm ultimately doing so much better than I was in high school.

The grass is definitely greener, and it's not just because it rains more here!

I guess the biggest point here is that I'm still alive. I turned 21 yesterday. I really didn't expect to make it this far. I honestly didn't plan to. But, I did? Happy accident I guess. I live out of home now with three beautiful rats, I am learning every day how to stand up for myself again, I'm able to self-advocate now and that's pretty rad.

I'm doing pretty good. I probably wouldn't have gotten this far if I hadn't gotten that support from you guys in High School.

So cheers team. I really appreciate all the effort you went to, to get me through High School, I can now say that yeah, I probably did need it, and I'm so grateful!

~Scout





Chairperson's Report



In the year to come we continue to look forward to hearing of young people being empowered to be the best they can be



2016 is fast drawing to a close and once again we are at AGM time. We at ICYS have had a great year of consolidation, and the rolling out of new programs into the Lockyer Valley and Somerset regions.

It is once again my pleasure and honour to present another Chairpersons Report. Firstly I would like to acknowledge our Committee of: the Secretary Aaron, Katrina Mac the Treasurer, Felicity, Dianne, Kath the tourist and Keith the enforcer Police Officer who ensures that we are kept politically correct. The Committee are a dedicated crew who meet monthly to oversee the running of this awesome organisation. We enjoy great unity within the Management Committee and I am excited at the prospect of working with the same team again next year.

Amanda our Service Manager is synonymous with ICYS and she has put her heart and soul into this place for over 10 years and we as a community are reaping the benefits for her efforts and that of our staff. Our Youth Service has an impact on the lives of thousands of young people a year. Amanda has forged great relationships with Government bodies, Schools, Politicians, other Organisations and our community, and we as a Committee want to honour your efforts.

Amanda is ably supported by her faithful assistant Kat who also puts in above the call of duty and is a very capable lady. We have some great staff at ICYS and we have staff working in a variety of programs including Mel and Teags in Housing; Bree, Leigh, Naomi, Glenn and Carlotta in schools; Allison, Katrina A, Liam and Kym in our newly established Lowood Youth Hub; Kristen our generalist Youth Intake Officer; Christine, Taneale and Josh flying the ICYS GSFW flag; and we can't forget Jodie our faithful bean counter; and Kahli who was on maternity leave for the last financial year. As we have welcomed new staff into new programs we have also said goodbye to Leanne who chased the sun and followed her husband to Far North Qld in January 2016. Leanne had been with ICYS for almost five years, thanks for your efforts Leanne, you're missed.

We have also been involved in many community projects this year including the **ICYS Youth Homelessness Matters Day SleepOut Challenge**, various Child Protection Week activities including the **Ipswich Region Child Protection Week Gala Dinner and Awards Presentation, Braking the Cycle Program Lowood, Walk for Daniel** and **YSC Scholarships** for young people at our YSC Serviced High Schools, just to name a few.

As I started, I said it was an honour to be part of this Organisation and work with Staff and Committee alike. I love hearing of our good news stories in the wider community how our Workers are making a difference. It is exciting to hear young people finishing training and transitioning into employment, to hear young people moving into sustainable housing, to hear young people re-engaging into studies and to hear of young people feeling good about themselves.

In the year to come we continue to look forward to hearing of young people being empowered to be the best they can be.

David Martin - Chairperson

David Martin

David Martin has been on the Management Committee of ICYS Ipswich Community Youth Service Inc. for over 10 years, much of this time as Chairperson.

Thank you David for your commitment and dedication to ICYS and the young people and their families of the Ipswich and surrounding regions.





Service Manager's Report

The 2015/16 financial year was my seventh as ICYS Service Manager, and as much as the “lucky seven” adage may seem to apply, I prefer to attribute the achievements of this year to my dedicated staff and Management Committee, who like many of our young people when faced with adversity, bounced back stronger than ever.

Following a financial year that recorded our lowest grant income in ten years caused by consecutive years of government cuts and redirection of funding, the 2015/16 financial year presented new opportunities under a recently elected Labor State government and newly released Federal funding to assist communities in our region.

In addition to our existing programs (Youth Support Coordinator Program; Youth Housing and Support Program; and our Youth Referral and Information Service) we were excited to establish two new school based positions under the Student Welfare Worker program, three new Lowood based programs (Lowood Youth Hub Project, Regional Youth Support Service and Get Set for Work) and an additional Get Set for Work contract in Ipswich.

You can find further information about these programs outlined in the Programs Snapshot pages of this report.

The organisation's strategy to weather the storm of the previous two financial years had paid off:

- Successfully securing 6 new government contracts (total contracts delivered = 13)
- Establishing and opening our regional office, the ICYS Lowood Youth Hub, to assist delivery of placed-based services to young people within their community
- An increased income of 192% on the previous year
- 10 new staff positions.

Staffing increase

200%



Amanda Margerison

The human service sector is about people; those we support, those we work on behalf of and those we work alongside. As ICYS Service Manager, I am acutely aware of the responsibility this bears. Each day, my role is to maintain relationships with four government departments, six contract officers, seven school Principals, numerous key stakeholders, seven Management Committee members and of course 19 staff. If any of these relationships break down, it could mean the difference between maintaining funded programs, staff having a job and/or young people having access to services. I don't underestimate my responsibility. From 2013 to 2015, the organisation went through uncertain times with program cuts, significant reduction in funding and the subsequent loss of valuable staff. It was hard; people were impacted.

This Annual Report demonstrates the most successful year of our organisation's history based on income, contracts, staffing, data, geography and assets. While these are very accurate measures of success, for me it is the impact all of this has on the children, young people and families we support, and of course my staff and their families. People are the core of what we do, and remain the core of what I do as Service Manager. I encourage you to read the stories, feedback and reflections throughout this report as they are the true demonstration of our success.

In 2015/16, ICYS provided direct services to over

**3000
people
across five**

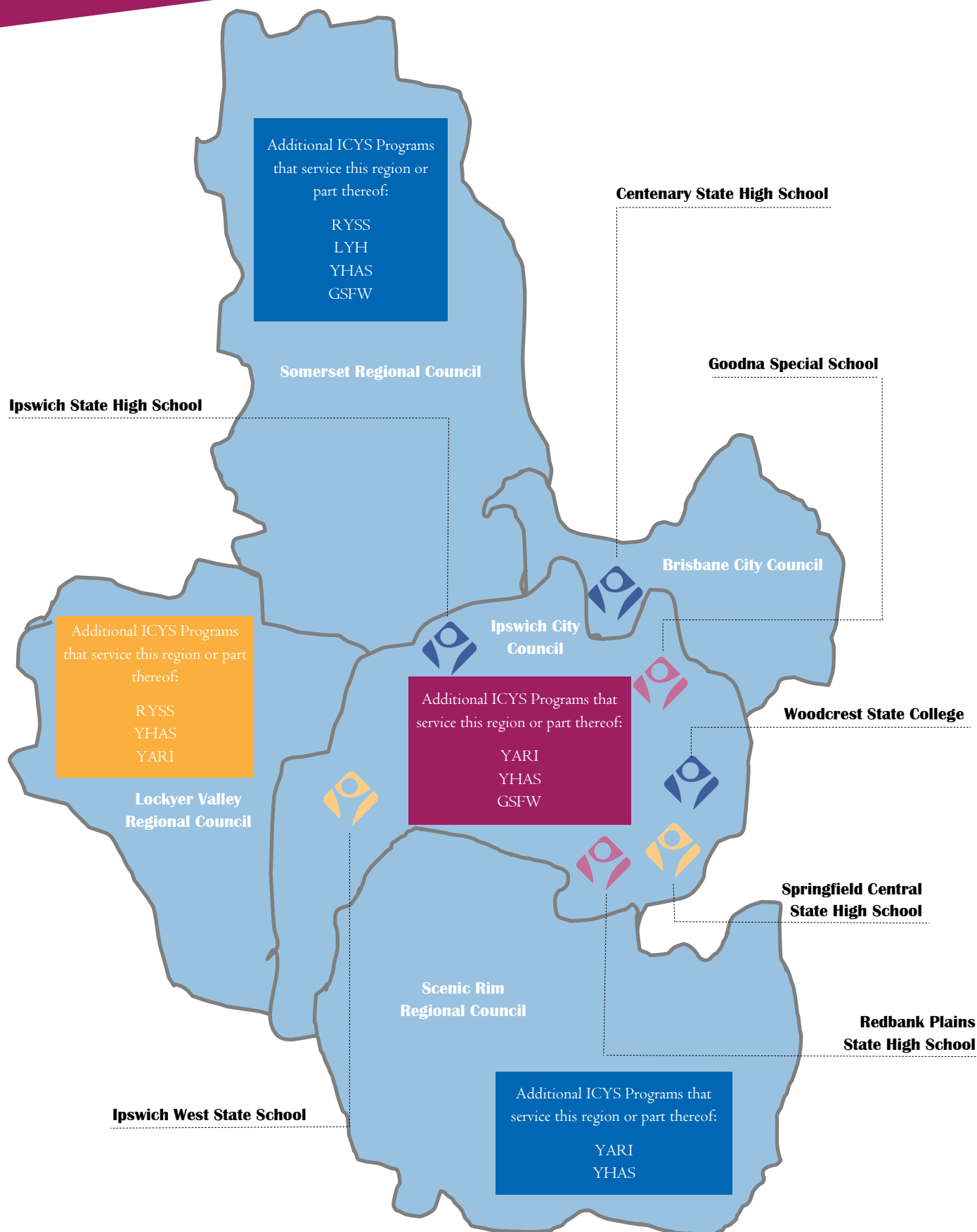
**Local Government Areas: Ipswich,
Somerset, Lockyer Valley, Scenic
Rim and Brisbane council areas**

**an income increase of
192%**

on last financial year

6 new contracts

**13 individual contracts with 3 State
Government and 1 Federal
Government Department**





Good News Story

Held in April, our 2nd annual **Youth Homelessness Matters Day SleepOut** saw young people, service providers, politicians and business owners converge on the grounds of ICYS to sleep rough to raise awareness and funds for Youth Homelessness.

Pictured above is Mark McConnell representing one of our funding bodies, the Department of Housing and Public Works. As Regional Director, Mark holds the top job in this region within the

Department, and alongside 30 others, willingly gave up his comfy bed to raise awareness of this important issue.

State Member for Ipswich West, Jim Madden MP, not only gave up his bed but also his birthday as he slept rough for the second year running!

Over \$3200 was raised from this event and has been used to support children and young people across our region.

We can ALL play a part in assisting to reduce youth homelessness. Follow us on Facebook to keep updated about next year's SleepOut ([fb/ICYSinc](https://www.facebook.com/ICYSinc)).



YOUTH HUB

Good News Story

Leslie, 17 years

The Lowood Youth Hub known as ICYS Ipswich Community Youth Service has always provided me with heaps of chances in my life

such as getting back into school after I was being expelled, help me set out goals and a plan for the career paths I want to go down, organised Centrelink appointments, license bookings and much more.

I completed a RAGE Program they wanted me to and walked out with a Certificate at the end of it.

They have always supplied transport, food and drink on the car trips. I have had some really good times with the things they have set up for me in the past.

Everybody at the Lowood Youth Hub are great to talk to and good for advice and getting knowledge from people with experience, but yeah they all want the best for me and have gone out of their way many times for me and I really do appreciate it all.

~Leslie



Client Case Study

Jake, 18 years

When I first met Jake he was referred to ICYS' Regional Youth Support Service for support with re-engaging in education and employment.

Jake had recently mixed with the wrong crowd and mistakenly taken the wrap for his friends so they would not get in trouble. Jake reflected upon his actions and decided that he had made some bad choices and no longer wanted to associate with young people who engage in risky behaviour. This resulted in Jake being isolated and subsequently depressed. Jake felt trapped, and lived with a sense of hopelessness that life was terrible and would never change.

Our program (RYSS) allows us to travel to remote areas to support young people in need. Jake lived in a rural area where there was very limited access to transport or support services. Jake really wanted to

get a job and continue education however had no means to complete his mandatory logbook hours in preparation for a drivers licence.

We linked Jake up with the Braking The Cycle program in Lowood, which provided a Driver Mentor for Jake. Jake also signed up for ICYS' Get Set For Work program which then offered an opportunity for Jake to gain an exemption for his logbook hours and complete a Certificate II in Hospitality.

Several months later Jake is a transformed young man, he smiles, is happy, and has a new found love of life with a sense of hope and expectation. He finished his Certificate, has his drivers licence, a car and is actively looking for work. It's a great feeling to know that you've positively supported a young person and can visibly see the change that has made in their life.



About Us

ICYS Ipswich Community Youth Service is a not-for-profit community based organisation that has been providing assistance and support to children and young people, their families and their communities across five local government areas since 1983.

As a multi-service organisation, ICYS provides a range of support programs and activities to assist and empower young people to make positive choices and decisions for their future.

ICYS staff deliver services based from the following locations:

ICYS Head Office in Ipswich

ICYS Regional Office in Lowood

ICYS supported accommodation properties

Ipswich State High School

Redbank Plains State High School

Woodcrest State Secondary College

Springfield Central State High School

Centenary State High School

Ipswich West State School

Goodna Special School

TAFE Qld South West Bundamba Campus

Outreach support to various locations including client homes, local businesses, public places and during transportation

Program Information

In the 2015/16 financial year, ICYS employed **18** staff to deliver **13** individual government contracts in **6** program areas, an increase of **6** individual government contracts on last financial year.

The following pages provide a snapshot of the programs, activities and events delivered by ICYS in the 2015/16 financial year.



Youth Support & Referral

Youth Assessment Referral and Information Program

Regional Youth Support Service



School Based Programs

Youth Support Coordinator Program (5 schools)

Student Welfare Worker Program (2 schools)



Housing & Homelessness

Youth Housing and Support Program



Community Development

Lowood Youth Hub Project



Employment & Training

Get Set for Work Program - Ipswich
Get Set for Work Program - Lowood



Activities & Events

Various events and activities delivered throughout the year, many alongside collaborative partners



“Everybody at the ICYS Lowood Youth Hub are great to talk to and good for advice and getting knowledge from people with experience, but yeah they all want the best for me and have gone out of their way many times for me and I really do appreciate it”

~Young person



Programs Snapshot

YOUTH ASSESSMENT REFERRAL AND INFORMATION PROGRAM (YARI)

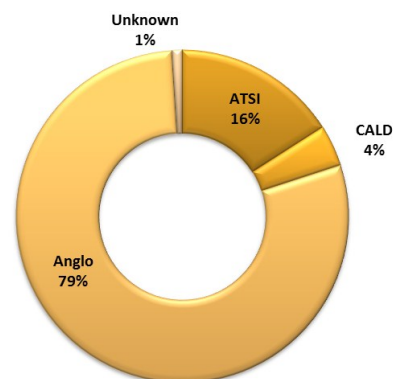
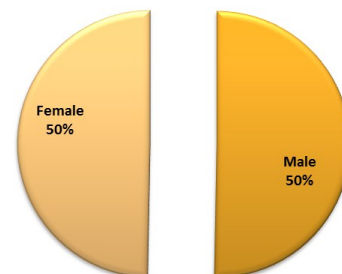
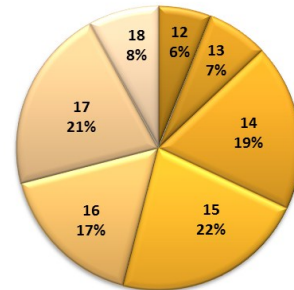
The YARI program is a specialist intake, assessment, information and referral service that links young people with information and services that can support them. The program can support young people aged 12 to 18 years who are in need of support with any concern. The service can be accessed directly by young people seeking assistance, by family members or carers of the young person and by support services/agencies working with young people seeking support on behalf of a young person.

The program is staffed by one part-time worker (16.5 hours/ week) who provides intake, assessment, information dissemination, assists with practical support and provides assisted referrals to specialised support services both within ICYS and to relevant external services.

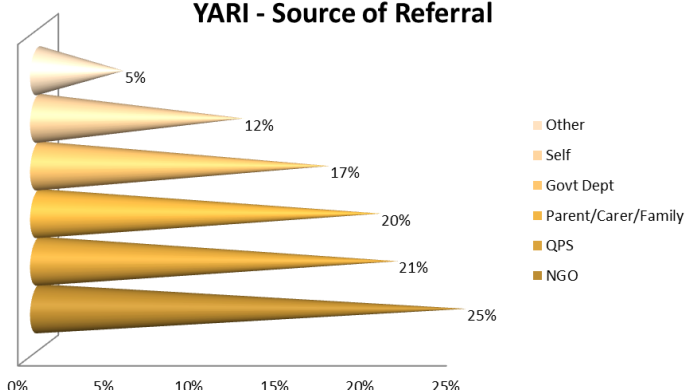
In short, the ICYS YARI program provides a one-stop-shop for assistance to navigate the often complex service system, reducing the need for young people to make numerous phone calls and retell their story to multiple support services in order to find that one person or program that can assist them.

In the 2015/16 financial year, YARI supported **168** young people aged 12 to 18 years.

YARI - Age / Gender / Ethnicity



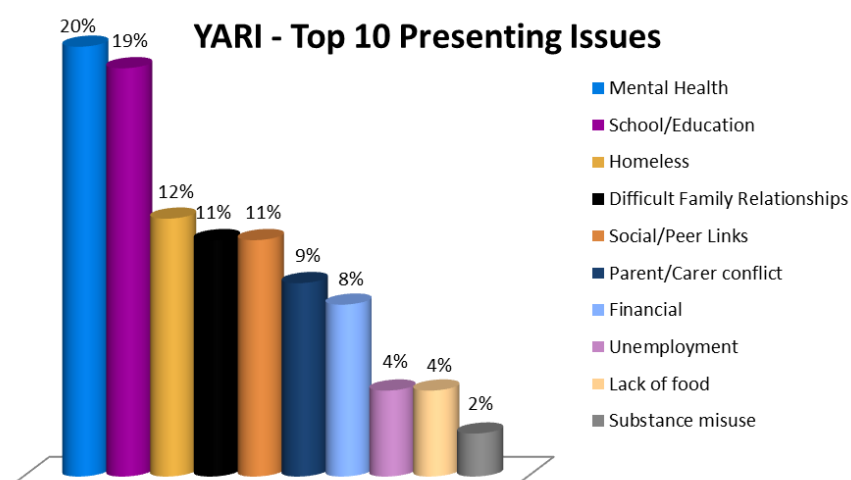
YARI - Source of Referral



ICYS acknowledges and appreciated funding from the Department of Communities, Child Safety and Disability Services (DCCSDS) to deliver the YARI program.



Young people accessed the YARI program to receive support for a myriad of concerns:



Young people who accessed YARI were assisted to access the right support, in a timely manner, from the most relevant service that met their identified needs. Over the course of one year, the YARI program referred 50 young people to external agencies and 21 young people to internal ICYS programs to receive specialised support.

REGIONAL YOUTH SUPPORT SERVICE (RYSS)

Also funded by the DCCSDS, the Regional Youth Support Service (RYSS) is one of ICYS' newly established services in the 2015/16 year. Commencing in September 2015, the RYSS program provides the same services as YARI, with the addition of individualised supportive case management and coordinated multi-service case management responses for young people aged 12-18. Based at the newly established ICYS Lowood Youth Hub, the RYSS team is staffed by three part-time workers (2.2 FTE staff) and services the entire Somerset and Lockyer Valley regions.

From late September 2015 to June 2016, the RYSS team supported **155** young people to improve family connectedness, increase life skills, reengage with education, access training opportunities, attend specialist appointments and more. A total of 5192 contacts were made with these young people and their families.



The percentage of Aboriginal and/or Torres Strait Islander young people who accessed the RYSS program for support.



The percentage of young people who were male that accessed the RYSS program for support.

This is a trend that is unique to our regional based RYSS program, with all other ICYS funded programs consistently assisting more female clients.



The number of young people supported through our two DCCSDS Youth Support funded programs in 2015/16.



“Outreaching to so many young people and their families on a day to day, hour to hour basis. If the work [ICYS YSC] has put into us alone, it can only be indicative of the widespread lifeline that you as an organisation have provided to the community at large”

~Carer of young person



Programs Snapshot continued

YOUTH SUPPORT COORDINATOR PROGRAM (YSC)

The YSC Program supports students in years 10, 11 and 12 who are at risk of disengaging from school to address barriers to engagement and/or to assist with transition to further education / training and employment. ICYS has been delivering the YSC Program since 1997 and in its 20th year of delivery, our organisation’s relationship with our partner schools is the program’s greatest success. ICYS have a partnership with five schools built on trust and a common passion to assist those young people in our education system who are most at risk.

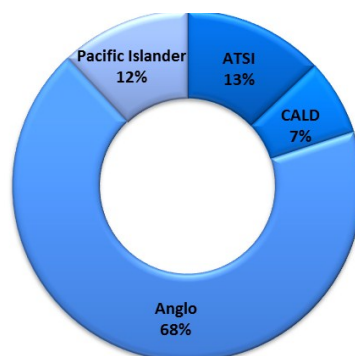
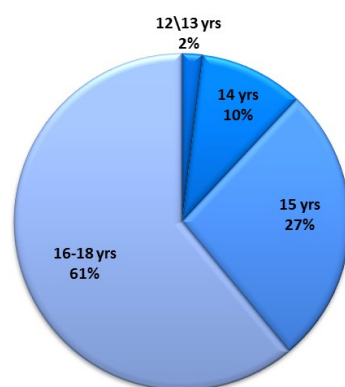
Although schools have the opportunity to employ their own YSC directly, our schools understand the added benefits that come with having their YSC employed at ICYS, linked to community, supported by a team of multi-disciplinary professionals that work in ICYS’ six program areas and allow young people and school staff access to a range of information and support they may not otherwise have. Our partner schools are:

- Ipswich State High School (8 days/fortnight)
- Redbank Plains State High School (7 days/fortnight)
- Woodcrest State College (4 days/fortnight)
- Springfield Central State High School (2 days/fortnight)
*only part funded by DET YSC allocation
- Centenary State High School (2 days/fortnight)
*no DET YSC funding allocation

(*schools are allocated YSC funding from the State Department of Education & Training based on school size and social/educational disadvantage. Centenary SHS do not qualify for YSC funding, instead choose to utilise other school funds to engage an ICYS YSC. Similarly, Springfield Central SHS ‘top up’ their DET allocation. Both schools value the addition/increase of ICYS YSC support in their schools, over and above what they are funded under the YSC initiative).

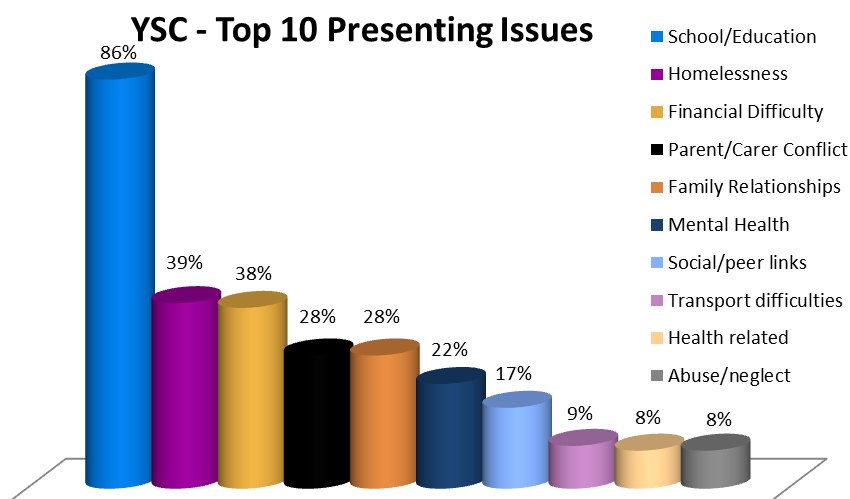
The YSC program provides a range of services to address factors that impact on young people’s capacity to fully engage in education. Included in these service delivery types, is the provision of individual case management and support. This approach aims to work with individual young people who are at risk of disengaging from mainstream education to address the social and educational factors that impact on their participation in education. In addition, YSC’s indirectly support young people by providing information and referral to third parties (e.g. school staff, parents/carers) which in the 2015/16 financial year this totalled 79 young people.

In the 2015/16 financial year, the ICYS YSC Team provided case management support to 265 young people across the five school sites, with collective data demonstrating the following client demographic:

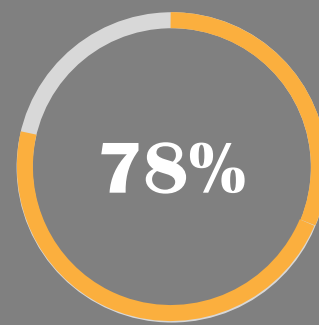
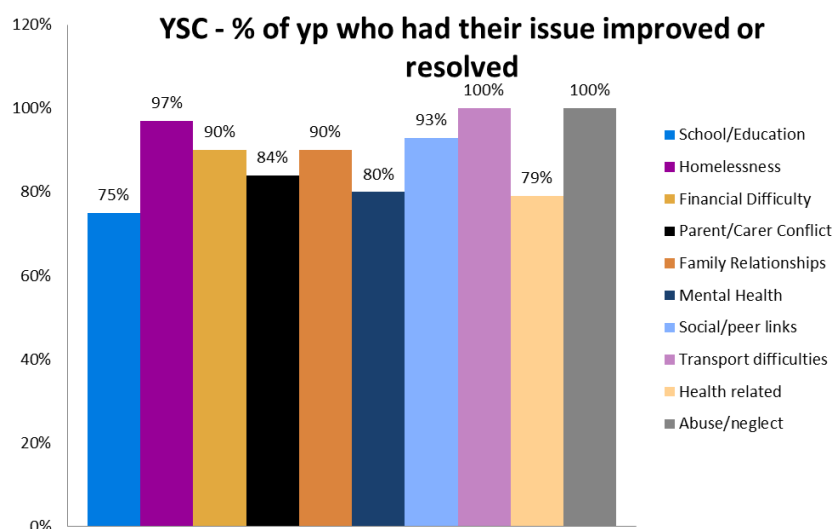




Data collected on why young people required support from a YSC reflects the social challenges which create barriers for young people to engage and maintain mainstream education:

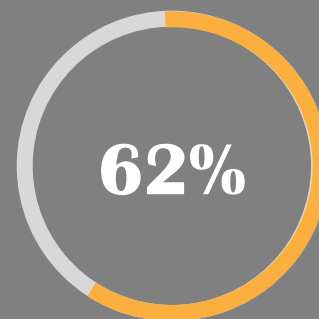


Outcomes data on the other hand demonstrates the positive contribution YSC support has made in the areas of educational and social-economic outcomes. The graph below demonstrates the outcomes for young people who presented with a specific issue, reflected by the percentage of young people who at the end of a support period with a YSC had that issue improved or resolved:



The percentage of referrals to the YSC Program that were made by a school based staff member.

47 young people self-referred for support.



The percentage of female students that accessed the YSC program for support.



The total number of young people supported by the ICYS YSC Program through group work and community projects in 2015/16.



“I honestly believe that if it wasn’t for this program being on my resume and completing the Certificate II in Kitchen Operations, I wouldn’t have the job at Zambrero’s”

~Young person



Programs Snapshot continued

GET SET FOR WORK PROGRAM (GSFW)

ICYS Ipswich Community Youth Service was successful in securing funding under the Queensland Government’s Skilling Queenslanders for Work initiative to deliver two ‘Get Set for Work’ contracts commencing in the 2015/16 financial year:

- Ipswich – February to November 2016 (2 intakes of 15 participants)
- Lowood – April to October 2016 (1 intake of 15 participants)

Note: This program snapshot will report on Intake 1 of the Ipswich program only (Ipswich Intake 2 and the Lowood Intake will be reported in next year’s ICYS Annual Report).

After a period of time with limited funds in this space, it is exciting that the Queensland Government’s Skilling Queenslanders for Work initiative represents a significant investment of \$240 million over four years to support up to 32,000 Queenslanders into work. Under this initiative, Get Set for Work aims to provide young people aged 15 to 19 years with nationally recognised training in a community based setting, combined with holistic, integrated support that will enable them to successfully transition to employment and/or further education and training or re-engage back into school.

As part of our delivery, ICYS Ipswich Community Youth Service will coordinate the delivery of a Certificate II in Kitchen Operations with our community partner TAFE Queensland South West alongside the delivery of life skills workshops that build personal and career capacity at sessions on and off-site from our service in Ipswich.

Supporting the delivery of the program for this period was:

- Get Set for Work Coordinator
- Youth Worker
- Volunteer (who would later transition to casual employment within the program)
- The entire team at ICYS.

The life skills program has been adaptable to meet individual and group needs including the need to remain fluid to support the complex needs of participants, many with diagnosed and undiagnosed conditions. The program has been vast, eclectic, capacity building and fun! It has included:

- Resume development
- Job search and applications
- Interview skills
- Goal setting
- Career counselling and vocational guidance
- QPS “Core Concepts of Personal Safety” session
- Bendigo Bank “Money Mojo” session
- McDonald’s “Work Inspirations” day
- Dressed for Success
- Achieving your QCE sessions
- Foodmate “Healthy Eating” sessions
- And more.

What is unique about our capacity to deliver this program is the holistic, integrated, no-wrong-door service delivery model which enables us to assist our GSFW participants by collaboratively engaging with other ICYS programs including the Youth Support Coordinator (YSC), Youth Housing & Support (YHAS) and Youth Assessment Referral and Information (YARI) programs. In addition, individual needs are supported through case management, external referrals and advocacy.



The ten participants comprising Intake 1 were faced with a myriad of complex barriers in the journey to secure employment and successfully completing education and training. Our participants presented with the following barriers:

- Low levels of literacy with lower levels of schooling achieved
- Don't see the value in finishing high school education or barriers are too great an inhibitor
- Family disengagement and limited or no positive role models
- Homelessness and at risk of with lack of ID or consistency of addresses on ID; reflecting transiency and unstable living arrangements
- Financial poverty and social disadvantage
- Limited social inclusion
- Disability, diagnosed and undiagnosed mental health conditions
- Alcohol and other drug dependency
- Youth Justice involvement
- Child Safety transitional phase from 24/7 support to semi-independent living
- Linked with providers of Employment Services for more than 6 months and still remain unemployed
- Transport barriers.

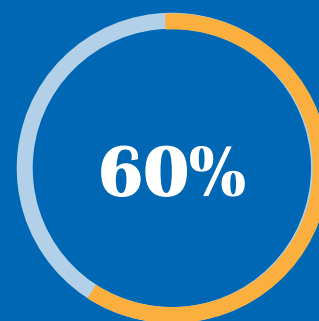
Given these barriers, it is amazing to witness how far they have come and what they have achieved in this program. The Project outcomes have a focus on the following, and **outcomes to date are reflected in the graphs to the right:**

- Enrolling 15 participants at each intake
- Achieving 70% delivery of approved training curriculum (AHC's)
- 65% of enrolled participants successfully gain a qualification
- 55% of participants gain employment, transition into further education or training (including return to school).

The second Ipswich intake will commence and be reported against in next year's ICYS Annual Report.



The equal percentage of male and female participants in the first Ipswich GSFW intake.



The percentage of enrolled participants who have completed the Cert II Kitchen Operations qualification.



The percentage of enrolled participants who have an employment / further training / return to school outcome.



“My case worker went above and beyond to help/support myself, she has left a long term input in myself with her support and I am forever thankful”

~Young person



Programs Snapshot continued

YOUTH HOUSING AND SUPPORT PROGRAM (YHAS)

In the 2015/16 financial year, the YHAS Program was funded by the Department of Housing and Public Works to provide case management and support to young people aged 16 to 25 who experience homelessness or housing difficulties that place them at risk of homelessness. YHAS is one of many Specialist Homelessness Services (SHS) services across Australia and provides two categories of service delivery to address youth homelessness:

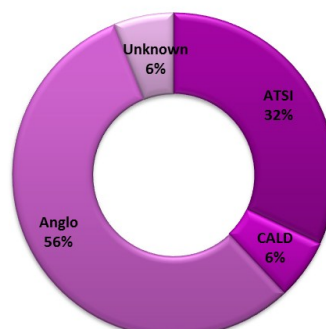
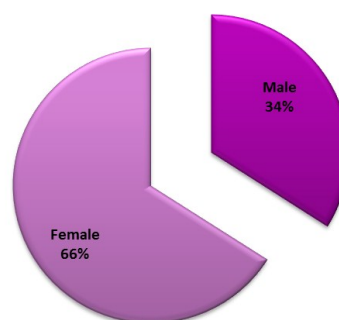
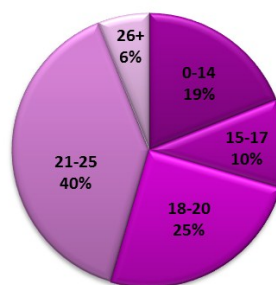
1. Case management and/or crisis intervention for young people aged 16-25 who are experiencing housing issues and/or homelessness
2. Temporary supported accommodation to young people aged 16-25 with dependent children in their care, who are experiencing homelessness and/or barriers to obtaining appropriate, stable housing.

2015/16 quick stats:

- YHAS assisted a total of 826 individuals in 2015/16
- 235 people accepted and participated in case management support to address their housing barriers and explore and obtain an immediate and/or long term housing solution
- 78 homeless people were accommodated in our 5 temporary supported accommodation properties over the year, including 40 children aged 8 and under
- 165 children under the age of 16 received support from the program in 2015/16
- The YHAS program recorded 3727 contacts with case managed clients over the financial year (an increase on the previous year). These contacts were provided via centre-based support, home visits, phone support, meeting and liaising with external stakeholders and client transport.

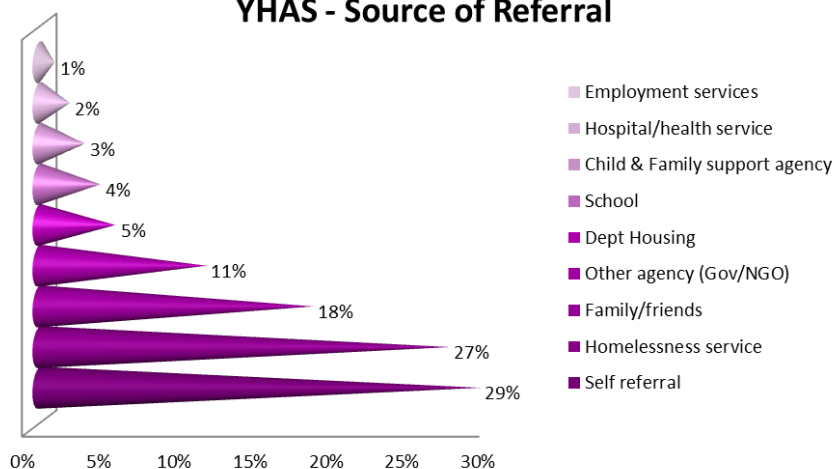
In the 2015/16 financial year, the ICYS YHAS team provided intensive case management support to 235 people. The following data demonstrates the client demographic:

**YHAS Case Managed Clients
Age / Gender / Ethnicity**



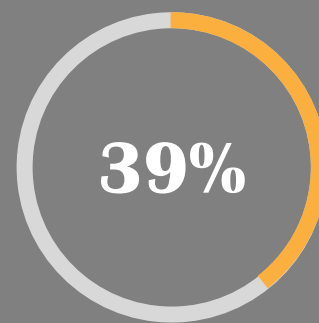
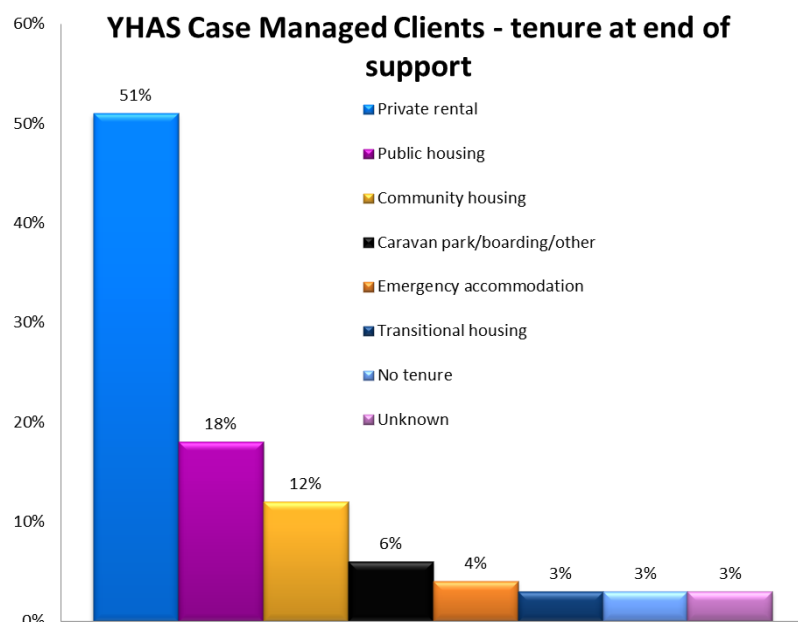


YHAS - Source of Referral

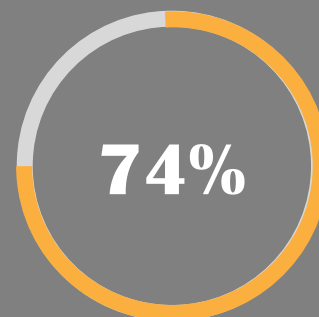


The need for housing is often accompanied by a range of other complex support needs including financial hardship, family breakdown, mental health and wellbeing concerns, domestic and family violence, and drug and alcohol misuse. As a result, the YHAS team provide a range of support including assessment, case planning, advocacy, referrals to specialist services, as well as practical assistance to navigate the housing and homelessness sector.

During the financial year the YHAS program supported many young people and young families to transition into stable and sustainable accommodation options, as demonstrated below:



The percentage of Aboriginal and Torres Strait Islander young people and children who were housed in an ICYS YHAS property in 2015/16.



The percentage of clients who had their case closed due to their needs being met and goals being achieved.



The total number of homeless people accommodated in our 5 properties, including 40 children under the age of 8.



“Not just a listening ear, or a shoulder to cry on, but an active part of our school’s warm friendly community....from a helicopter landing in the school yard to a bike riding session and more. The children love her and she shows a genuine concern for them that endears her all the more”

~Mother of two students

Programs Snapshot continued

LOWOOD YOUTH HUB PROJECT

In July 2015, ICYS received funding from the Federal Department of Social Services to deliver our Lowood Youth Hub Project under the Department’s Strengthening Communities Programme. In response to identified community need, supported by demographic data and community feedback, ICYS successfully obtained funding to work towards establishing a Youth Hub in the town of Lowood to provide young people from Lowood and neighbouring towns access to a range of new opportunities. Supported by both State and Federal MP’s, Lowood State High School and in-kind venue support from Somerset Regional Council, this snapshot report will touch on some of the outcomes to date at the halfway point of this two year project.

Thanks to the generosity of Somerset Regional Council, this project was based at the then Council-run Lowood Hub, a multi-use shared building. During this time, ICYS was able to secure two additional State funded programs (RYSS and GSFV) to be based in Lowood which would mean we would very quickly outgrow our current space. Our biggest success of this program was securing our current premises in Walters Street, which allowed our Lowood Youth Hub concept to expand opportunities for young people.

Under the brief of establishing a designated Lowood Youth Hub which will work alongside the community and existing services to provide increased opportunities and supports for young people in the Lowood SA2, the project has achieved the following results in its first 12 months to June 2016:

- Established weekly boot camps, cooking classes, drop-in activities in collaboration with local services and businesses (CWA Lowood and U-Nique Health & Fitness)
- The successful driver mentoring program ‘Braking the Cycle’ commenced in January 2016, a collaboration between PCYC Ipswich, Somerset Regional Council and ICYS. Each Tuesday, young people can be seen driving the little blue ICYS car around the Somerset to increase their driving ability and driving hours

- 3-monthly Youth Interagency meetings now held in Lowood
- Staff began operating from the ICYS Lowood Youth Hub from 28th June 2016 after 7 months of work. This space was a disused commercial building in the centre of town and we could not have achieved this space without the assistance of Beacon real Estate and funding provided by the Lowood & Fernvale Community Bank Branch of the Bendigo Bank
- Obtained funding to deliver a Get Set for Work program from the Youth Hub
- Delivered group programs in collaboration with Anglicare SQ
- Delivered two ‘Shop for Free’ days in collaboration with Lowood Community Action Group
- Planning for the collaboratively organised ‘Talkin It Up’ Regional Youth Mental Health Forum run in August 2016 (this will be reported against in next year’s ICYS Annual Report)
- Supported young people, family members and general community who accessed the Youth Hub for support by providing information, advice and/or referral to suitable services
- Delivered a range of Holiday Program activities
- Has a number of visiting services operating from the ICYS Lowood Youth Hub, supporting young people in a space they feel comfortable
- And more!



EMPOWERIN
YOUTH



STUDENT WELFARE WORKER PROGRAM

The Student Welfare Worker Program, funded by the State Department of Education and Training, provides funding to eligible schools to engage an approved not-for-profit organisation to deliver services within their school. Following the Federal Government decision to cease funding Student Welfare Workers under the then 'National School Chaplaincy & Student Welfare Services Funding', the Queensland Government made a commitment to honour funding to those schools who chose to employ a Student Welfare Worker (i.e. not a Chaplain).

ICYS was approached by two schools in the early stages of the 2015/16 financial year which resulted in ICYS commencing contracts with the following schools:

- August 2015 – Goodna Special School (12 hours/week)
- October 2015 – Ipswich West State School (21 hours/week)

The role of a Student Welfare Worker can vary from school to school, due to specific student and school needs and is well summed up by Carlotta the ICYS Student Welfare Worker at Ipswich West State School:

"It is my privilege to ensure the well-being of students and parents/carers needs are being met. A key component of this job is to assist the families in their physical, social, emotional and daily lives. My service is also about providing referrals to external sources and maintaining emotional support. I facilitate community development initiatives and collective solutions within the community and do this by encouraging and assisting our students and families to identify their needs, participate in decision making and refer to appropriate services and facilities.

I strive to create a fun and enjoyable atmosphere in order to encourage student participation in programs and focus groups and act as a positive role model for the students and parents by encouraging and facilitating the participation of individuals in various programs and activities.

Providing liaison with external community organisations, I can foster positive relationships with parents, students and staff. My position allows me to act as a source of information and advice to individuals about the services and programs in the Ipswich community, available to them."

848

The total number of hours delivered by ICYS' two Student Welfare Workers in 2015/16.

20

The number of external agencies used by Student Welfare Workers as a referral point for young people and/or their family.

36

The number of projects delivered by the Ipswich West State School Student Welfare Worker.



Xavier's Story

16 years of age

Aunty Steph

Over the last 14 months I became a widow, my Dad passed away and I was experiencing my own physical and mental health concerns, all whilst my nephew Xavier was trapped in a neglectful and abusive environment.

My Dad was Xavier's father figure and the only stable and consistent family member he could rely on, other than me.

Due to the unpredictable nature of my sister's (Xavier's Mum's) mental illness, from an early age Xavier was often put in a position of confusion as to whom he could trust.

It was a huge break though for Xavier to meet the ICYS YSC ; as an impartial person. The YSC gained the trust of Xavier in a remarkably very short space of time, Xavier placed implicit trust in the YSC, which was gained by their kindness and patience.

The YSC was someone to guide him, present options and encourage him to make his own decisions, that promoted healthy thinking, self-empowerment and to become the strong young man that he was.

The YSC consistently and concisely worked through everything that we presented , in a compassionate timely fashion. The strategies they utilized and implemented, with both Xavier and myself, were no less than amazing; extremely professional yet so personable, encouraging and engaging.

The YSC provided me contacts for a range of support services from Police, to counselling, community and Government services that have helped both Xavier and I reach a point to which we are both moving forward with life.

Thank you so so much ICYS for availing us the opportunity to have the YSC help us. The work put in to us alone, can only be indicative of the widespread lifeline that your organisation has provided to the community at large.

Xavier

So basically I was in an abusive and neglectful situation with my Mum at home where we were yelling and fighting most days, living in filthy as conditions.

We lived a 15 minute drive away from my old school, in which all of my friends lived near. We had no Wi-Fi meaning that I only got to see my friends at school, only speaking on Facebook occasionally, unable to play games/watch videos since our source of internet was the sim card from my Mum's phone which ran out very quickly.

Since I didn't live near any of my friends and Mum had no money, I had no choice but to stay at home with Mum, and if she wasn't on the computer all day she would watch T.V. She also liked to drink alcohol a lot... and had mental health problems. So, pretty much a recipe for disaster.

Eventually I got back into contact with my Aunty that I rarely spoke to and we got along good as. This made Mum jealous, as she hated my Aunty, and this caused more fights between Mum and me. Eventually Mum ended up going to jail and was admitted to a Mental Hospital. It all gets fuzzy around that point but I do remember my Aunty telling me to talk to the School Counsellor.

I didn't want to at first as I thought if people saw me there, they would think I had a disability/broken home or something and I felt embarrassed talking about it, however I did try. I was almost immediately put onto the school's **ICYS YSC** and that was pretty cool. The YSC allowed me to open up about my situation and realise what was happening was wrong. The YSC gave me a bunch of advice on what to do and helped me and my Aunty throughout the entire thing. Without their help I think the situation would have spiralled out of control and gotten worse.

I moved in with my Aunty. Mum stopped texting me around my last birthday and I haven't heard her voice for ages. I feel kind of sad having to tell the kids at my new school that the reason for me moving being simply "moving house" but I am also happy that because of the YSC's advice I am able to continue to **focus on school**, I am able to have consistent contact with my friends and I am able to have an Aunty that loves me and tries her hardest to ensure I flourish. I am thankful that the YSC saved me from the situation I was in and am given new hope and a chance at life.

Thanks ICYS YSC!

:D – smiley face of ultimate gratification





Staff Reflection

Coming from a Child Safety background into the Housing Support Worker role 18 months ago, my passion is working with children and young people. The Housing Support Worker role allows to me assist young people meet one of the most basic needs we have as humans – shelter, a home, somewhere to feel safe and secure.

For those of us who have never had to be concerned that we wouldn't have access to this most basic human right, it is difficult to understand what the feeling must be like not to have this safe, secure place to come home to. That is until you hear story after story about what it is like, then you start to understand a little.

Sleeping on peoples couches, in cars, in parks, often with their own children (usually aged under 2 years) with them. Or worse, having to leave their children in the care of others because they know that they will not be sleeping somewhere

safe and appropriate that night, and have chosen to sacrifice being away from their child in order to know that their child will be safe.

I think that's the part that gets me the most – watching the pain in their eyes that they feel they cannot appropriately keep their children safe.

All of this strives me forward to work as hard as possible to provide options for housing for my clients, and we do.

Sometimes there are quick wins and sometimes it can take longer, but everyone who stays engaged with our service finds housing, and the relief on their face or in their voice when they do is so rewarding. You can almost feel the huge weight being lifted off them. There are often tears and many thank you's, however knowing that they will lay their head down that night on their pillow and feel safe for the first time in a while, is reward enough.



Client Case Study

When a young mother of a 1 and 2 year old contacted the Youth Housing & Support (YHAS) program for support, she and her children were in a very unsafe living situation.

After leaving the father of her children to escape the domestic violence she was experiencing, she went into a women's refuge located 4hrs away. After only a short time here she was informed that a family member had passed away so went to be with her family and attend the funeral. When she returned, the accommodation had been assumed abandoned and given to another family in need. She gathered her belongings and her children into the car and this is where they slept.

She was able to get some respite by booking into a hostel but could only afford one week of the fortnight so was forced to remain sleeping in the car on the alternate week. She felt like she was failing as a mother, she was scared, she was alone and she was feeling hopeless about her family's future.

Without knowing where to turn or how to get her family out of this mess, she contacted the YHAS program to get assistance with her housing crisis.

She was supported to explore her housing options, to address the barriers to housing she was facing and to update her Dept. Housing social housing application so that it reflected her current, extremely unsafe situation. She received an offer from Dept. HPW just one week on from her initial intake at ICYS.

With just a little support, guidance and encouragement from a Housing Support Worker, the family's circumstances were significantly changed for the better.

This young mum was elated to be handed the keys and walk into this empty house and know that she was home. Her family now had a place of their own; a secure, stable environment where she and her children would be able to thrive and to feel safe and protected.

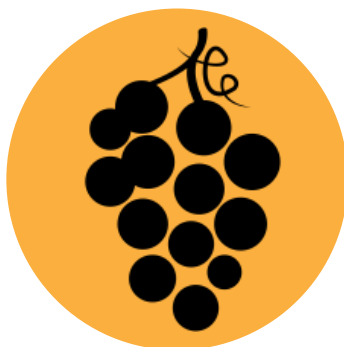
ICYS Initiatives and Collaborations

ICYS initiatives and collaborative events are activities run that are either unfunded or largely unfunded to meet an identified need in the community or to raise awareness or funds.



Youth Homelessness Matters Day Breaky

Show support of the SleepOut participants and enjoy a hot breaky while hearing about their experience, at the same time raising awareness and funds.



ICYS Winery Tour “FUNdraiser”

If spending a sunny winter's day sampling the delights of Scenic Rim wineries sounds like your thing, come and join us for our annual fundraiser. This event raised over \$3000 in 2015.



Youth Homelessness Matters Day SleepOut

Provides participants with an opportunity to sleep rough while raising funds and awareness for Youth Homelessness. In 2016 over \$3200 was raised.



Day for Daniel

Wear red and walk the streets of Ipswich, to show your support for the safety and protection of children and young people. All proceeds raised on the day go to the Daniel Morcombe Foundation.



yourtown

ICYS and yourtown partnered through yourtown's Skilling Qlders for Work Traineeship to upskill long term unemployed young people by refurbishing the external building of ICYS' Head Office in Ipswich.



QT Adopt-a-Family Appeal

The Ipswich community with the Queensland Times assisting some of ICYS' families at Christmas with some added Christmas cheer.



Australia's Biggest Morning Tea

Ipswich Flexible Learning Centre and ICYS partnered to raise funds for Cancer Council by hosting a Biggest Morning Tea on 02/06/16.



YSC Scholarship

If 'Your Success Counts' and you're enrolled in and attending Year 10 or 11, you could qualify for up to \$500 to assist you in to remain engaged in education.



Child Protection Week Symposiums

The Ipswich District CPW Committee hosts two education engagement events addressing relevant practice issues relating to Child Protection.



Broncos Jersey Raffle

Thanks to valued supporter of ICYS, Danielle Andersen, we were able to raise over \$1300 by raffling off a signed framed Broncos Jersey of the 2015 team.



Braking the Cycle in Lowood

ICYS, PCYC and Somerset Regional Council are "Braking the Cycle" by assisting young people complete their mandatory logbook hours in preparation for a drivers licence.



CPW Gala Dinner & Awards Presentation

Get frocked up to help raise awareness and highlight the importance of child protection in our community, at the same time recognising the efforts and achievements accomplished.

ICYS Initiatives and Collaborations continued



Cooking in Lowood

Do you find it hard to keep to a budget when you have to feed a family?

\$5 gets you a recipe and meal to take home., along with a chance to meet new people and be part of a long standing respected organisation.



Shop For Free

ICYS partnered with Lowood Community Action Group and Harvest Angels Inc. to allow anyone who is struggling to make ends meet “Shop For Free”: clothing, toys, food, toiletries, personal items etc.



Boot Camp

Get fit with U-Nique Health & Fitness and ICYS, \$5 boot camp classes available to anyone in Lowood 12 years and up.



Acknowledgements

Thank you to all our partners and supporters who have contributed to all we've achieved from July 2015 to June 2016



Funding Partners

Department of Communities, Child
Safety and Disability Services
Department of Housing and Public
Works
Department of Education and
Training
Department of Social Services
Ipswich State High School
Redbank Plains State High School
Woodcrest State College
Springfield Central State High
School
Centenary State High School
Ipswich West State School
Goodna Special School
Lowood and Fernvale Community
Bank Branch of Bendigo Bank



Collaborative Partners

yourtown
PCYC Ipswich
TAFE Queensland South West
Child Safety Services (DCCSDS)
Queensland Police Service
Ipswich City Council
Somerset Regional Council
Lockyer Valley Regional Council
headspace Ipswich
Ipswich Flexible Learning Centre
Ipswich Youth Justice
CWA Lowood
Anglicare Southern Queensland
U-Nique Health and Fitness
J Bell Farm
Lowood Community Action Group
West Moreton Hospital and Health
Service
Lowood State High School



Community Supporters

Red Cross Homestay
Bags and Backpacks of Kindness
Ipswich Hospital Foundation
Givit
City Hope Care
Knitting for Brisbane's Needy
Ipswich in Need - Care Packs
St Vincent de Paul
Harvest Angels
Life Without Barriers
Apprenticeships Queensland
Challenge Employment
Smart City College
University of Southern Queensland
Dressed for Success/Suited to Success
Share the Dignity
Aftercare
QT Adopt-a-Family Appeal
Lowood Men's Shed
Mylestones Employment
Carers Queensland
Access Community Services

Partnership Information

You can make a difference

Discover all the ways you can get involved with fundraising and volunteering

Ph: 07 3812 1050

Website: www.icys.org.au

Post: PO Box 1034, Ipswich Q 4305

Make a donation

Regular donations make a real difference

ICYS is endorsed as a deductible gift recipient under the Income Tax Assessment Act 1997. Receipts are issued for donations over \$2, which are tax deductible.



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General Donations

Danielle Andersen
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 Services Ipswich & Goodna
 St Peters Lutheran College
 Bill Warwick
 Mayor Paul Pisasale
 Bernie Ripoll MP
 Shayne Neumann MP

Thank you!



young people

empowering tomorrow's decisions

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communities

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