

Annual Report

2016/2017

Management Committee

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

Program Staff

YSC:	Bree Mansell (c)
	Leigh La Roche
	Naomi Wiley
	Skye Leo (c)
	Rosalind Sapolu (c)
YHAS:	Teagan Craig (c)
	Melissa Pedersen (c)
	Katrina Kane
YARI:	Kristen Marler (c)
GSFW:	Christine Marley
	Taneale McLeary
	Josh Steele
	Carlotta Graham (c)
	Andrew Tipping (c)
SWW:	Carlotta Graham (c)
	Jacinta Drury (c)
RYSS:	Katrina Althaus (c)
	Liam Dobbyn
	Kym Berry
	Rosalind Sapolu
	Josh Steele (c)
	Jasmine Starr (c)
LYH:	Allison Yourell
	Alana Wahl

* (c) = current as at November 2017


Volunteers

Narelle Tyler	Trent Townsend
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Management & Office Administration


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

Funded by



Queensland Government

ICYS would like to acknowledge funding support from the Queensland State Government in 2016/17. Without your continued funding we would not have been able to support the young people, their families and their communities across the Ipswich, Somerset, Lockyer Valley, Scenic Rim and western Brisbane regions.




Australian Government

ICYS would like to acknowledge funding received from the Federal Government who funded our Lowood Youth Hub Project in 2016/17. Without your funding we would not have been able to support the young people and their families within the Lowood region.

Bendigo Bank

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.



City of Ipswich

ICYS would like to acknowledge funding received from ICC. This grant allowed ICYS to establish a young parents playgroup in Ipswich.

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)

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Chairperson Report

This is David's 15th year on ICYS' Management Committee

Once again it is my pleasure to be presenting the Chairperson Report of ICYS. I am proud to be associated with an organisation that is held in such high regard by not just Government departments but more importantly the community.

Amanda Margerison leads our organisation as Service Manager and is largely responsible for the high standing we have in the community. She works tirelessly dealing with staff, Government departments, various stakeholders and young people.... all before morning tea. We are reaping the benefits of her 12+ years of service as we are highly regarded due to the professionalism she has implanted in ICYS.

Amanda is ably supported by Kat who also puts in above and beyond the call of duty and is an asset to ICYS. I have known Kat for many years and have never seen her anything but vibrant and effervescent and this has a ripple effect on our staff and clients as they come through the door.

Kahli has been working with us on and off for years and most recently been in a Project Officer role assisting with our HSQS audit, thanks Kahli. Jodie

also works in the administration/management team as our bean counter. Jodie has just ticked over 10 years at ICYS.

And any organisation can't function without it's faithful Volunteers, so this year our gratitude and thanks go to Narelle and Trent.

We currently run 6 programs for at risk young people and their families, and work with many organisations and groups for a common cause to *"empower tomorrow's decisions"*.

"We are united in empowering our young people to be all that they can be and to fulfil their dreams and hopes"

We have 5 properties managed by our YHAS team where we house parenting young people. Housing Support Workers Mel and Teagan work with young people and children to provide support with accommodation, budgeting and life skills.

Bree, Skye and Roz are our current YSC's who work in Ipswich, Redbank Plains, Springfield Central, Woodcrest and Centenary High Schools, to engage at risk young people to remain in education and look after their well-being.



David Martin

“Give people tools to be able to access things and have a sense of self worth and pride”

We have a Student Welfare Worker Program at Ipswich West Primary School and Goodna Special School with Carlotta and Jacinta in these schools. Our GSFW team comprised Christine, Taneale, Josh, Carlotta and Andrew; this program offers young people a Certificate II in Kitchen Operations with wrap around support.

Kristen is our Ipswich based YARI worker who works alongside our Regional Youth Support Workers Katrina A, Josh and Jasmine who are located at our Lowood Youth Hub. They all provide individual case management support to young people in Ipswich, Somerset and Lockyer Valley council areas.

Some of the other activities we hosted or were involved in this year include ICYS' Youth Homelessness Matters Day SleepOut, various Child Protection Week activities, concluding with the Gala Dinner & Awards Presentation, Braking the Cycle Program at Lowood, Ipswich Day for Daniel Community Walk, ICYS YSC scholarships, just to name a few.

I would like to acknowledge the Management Committee, consisting of Aaron, the faithful and loyal Secretary, Katrina our tireless Treasurer, and our ordinary members, Dianne, Kath, and Keith Kardashian, the movie star, who is sadly leaving us to pursue his acting career. I would also like to acknowledge Felicity who resigned from the Committee earlier in the year. I would like to acknowledge their input to the organisation over the last few years and say it is a pleasure to serve with such great company. I feel privileged to be associated with the good work ICYS does.

As a Committee we meet on a monthly basis and it is always exciting to hear of the impact ICYS has had on a young person gaining employment, re-engaging at school or finding housing. We are united in empowering our young people to be all that they can be and to fulfil their dreams and hopes. Often times we take for granted the fact that we have a roof over our heads, food to eat and clean clothes to wear....to some in our community, these are luxuries and we do not want to “give” these things, but give people tools to be able to access these things and have a sense of self worth and pride.

November 2017



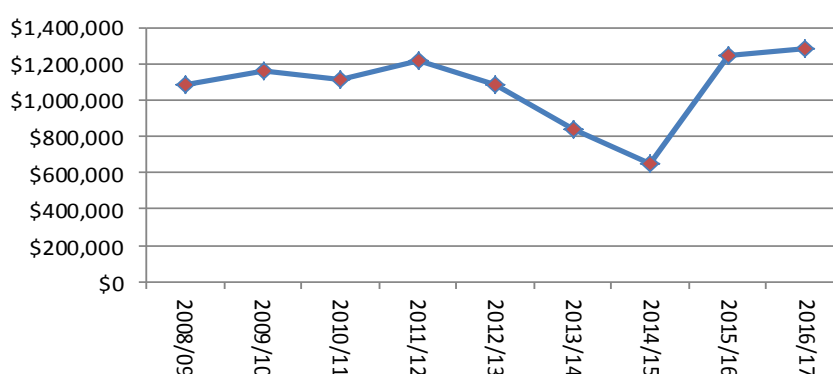
Service Manager Report

Amanda Margerison

From a funding and program perspective, the 2016/17 year was the most stable year ICYS has experienced in five years. As an organisation we had emerged from the devastating funding cuts made by the previous Queensland Government from 2012-2014 and we were reaping the rewards of implementing six new funded contracts in the previous financial year which resulted in a 200% staffing increase and almost double the previous years' income.

We commenced the 2016/17 year with 13 individual funding contracts operational, the hard work of implementing six new contracts the previous year complete, and more importantly, confidence in the year ahead. At year's end, ICYS had recorded an income increase for a second consecutive year:

Gross Income July 2008 - June 2017



Funding security does not just make for a healthier bank balance at the start of each quarter; it gives staff the confidence to fulfil their role supporting the children, young people and families who need it most, without concern for whether they will be employed at year's end. Funding security provides stability and an opportunity to be proactive, rather than reactive, with organisational and strategic decision making.

This stability resulted in one of the organisation's key achievements in 2016/17; the opening of our Regional Office in Lowood. The ICYS Lowood Youth Hub was largely achieved thanks to funding from the Federal Government, but also required a commitment from ICYS Management and Management Committee that we would be invested in this project long after the initial government investment ceased on the 30th June 2017. With the Lowood and Fernvale Community Bank Branch of the Bendigo Bank as a sponsor and our State funded regionally based RYSS Program, ICYS is committed to maintaining an ongoing place-based presence in our regional communities to provide much need opportunities to young people and their families.



Another key achievement this year was receiving certification of compliance with the Human Service Quality Standards. As part of funding requirements for the RYSS and YARI programs, ICYS undertook an independent Human Services Quality Standards audit in 2016 and 2017 through the auditing body IHCA. The audit encompassed the 6 Standards and over 100 mandatory indicators of the Human Services Quality Standards (HSQS) and comprised of: a stage 1 pre-audit review of all existing ICYS policies and procedures; a stage 2 full audit in February 2017 that included document and file reviews and meeting with staff and clients across both the Ipswich and Lowood sites over two days; and a follow up maintenance audit to occur in 2018.

ICYS received certification of compliance with HSQS at the completion of the stage 2 audit. Feedback from clients during the audit process was universally positive with regards to ICYS staff and service delivery and the auditor provided positive feedback as to the quality of ICYS' client service delivery, management systems and human resources.

This certification, coupled with the outcomes and achievements presented in the coming pages of this report, affirms ICYS as a reputable provider of best-practice support services in our community.

For an organisation of ICYS' size, the sheer number of children and young people our staff impact each year is staggering. My amazing team of 18 staff engaged over 3500 children and young people in the 2016/17 financial year, including over 1800 who were directly supported to address a presenting need (whether through brief intervention support or intensive case management support). They change lives every day, thank you.

I am acutely aware that our staff do not work in isolation; we have formed and continue to foster strong links with key stakeholders within our community to ensure young people are provided the best possible support to meet their needs.

I am grateful for all our funding partners, project partners and our fantastic network of stakeholders for another amazing year of collaborative outcomes in our communities.

To the ICYS Management Committee, your support and trust is appreciated. Your willingness to be open to exploring and tackling new opportunities is testament to the achievements we have made as an organisation, and most importantly the outcomes these opportunities have provided for our children and young people.

Lastly I would like to do a PDA (that's a 'Public Display of Affection' for anyone not young enough to know) and thank my left-hand woman, Kat, for all your assistance over the year. You are an amazing asset to ICYS and I could not do my job without you, thank you for all you do.

Shayne Neumann MP's speech

in Parliament on **14th September 2016** was dedicated to ICYS' role in the Ipswich, Somerset and Lockyer Valley Regions.

"I want to highlight the wonderful work of a not-for-profit organisation in my electorate of Blair: the Ipswich Community Youth Service.

This organisation, better known as ICYS, is an organisation dedicated to supporting at-risk children and young people, and their families, in the Ipswich region.

Its recent expansion into the Somerset region has been warmly welcomed.

This organisation, by 'empowering tomorrow's decisions' - that is their motto - assists young people to reach their full potential.

The organisation is uniquely local and is involved in and dedicated to the local community and particularly young people in the western corridor.

It is an organisation that has withstood the harsh cuts of the heartless former coalition Government in Queensland led by Campbell Newman.

It continues to thrive, thanks to the dedication, hard work and commitment of its board, staff and volunteers - in particular, Amanda Margerison, the ICYS Service Manager who has led this dynamic team through good times, then tough times and now good times again.

Thanks to Amanda and her team, this organisation is a community fixture that has been for decades beloved by young people and their families who have benefitted from its programs, along with many local schools who host its programs and services.

I was pleased last Friday to sit at the table of this organisation at the Ipswich Region Child Protection Week Awards dinner and see the support and respect for the organisation shown by other providers in the region.

I had the honour of speaking at the opening of the Lowood Youth Hub, run by ICYS and made possible with Federal Government funding.

I was pleased to support the Ipswich Community Youth Service's application for Federal funding and to see it through.

Although a number of programs operated at the hub are done with the support of Queensland Government funding, it has the support of the Ipswich City Council and the Somerset Regional Council.

Lowood is a small town in the rural parts of my electorate in the Somerset region. It is an old heritage township surrounded by rural and agricultural land.

It is home to workers, battlers, old miners, meatworkers, small business operators, and of course, farmers.

Like in many Australian regional towns, life can be challenging for young people, particularly in finding employment.





Job opportunities are few and public transport is minimal.

This organisation has made a particular point of collaborating with the council and a host of other local organisations, including the community-run Bendigo Bank.

Through the hub young people can become more engaged in their community, access support and participate in training and programs, and I was pleased to see the number of young people there at the opening of the hub.

Young people can improve their life skills and be provided with opportunities many city kids in urban areas take for granted.

Congratulations to Ipswich Community Youth Service for their support.

The hub will help not just the people of Somerset but also those in the neighbouring Lockyer Valley”.



Good News Story

Get Set For Work Program

Sarah, 15 years*

Sarah signed up for the ICYS Get Set For Work Program in early 2017. The project provided Sarah with an opportunity to gain a Certificate II in Kitchen Operations and some networking opportunities to assist her to find work.

Sarah had struggled to find employment since completing Year 12 in 2014. Participating in the community or working seemed difficult for Sarah because she was shy and unsure of how to gain experience that would make her an attractive resource for employers.

Sarah grew in confidence as she worked towards completion of her training. Achieving an award for best attendance during her course, Sarah followed her passion working with animals and went on to volunteer at RSPCA Wacol in the café and with the animals.

Sarah continues work towards her goal of gaining a traineeship in animal care and has found ongoing work in retail to develop her customer service and team work skills.



“Thank you for me getting to make new friends and also teaching me that I can do anything if I set my mind to it. I do feel the benefit from my Certificate II in Hospitality of getting a job in a coffee shop”

~ GSFW Lowood participant



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 (Ipswich)

ICYS Regional Office (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 Queensland Ipswich

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

Program Information

In the 2016/17 financial year, ICYS employed 18 staff to deliver 13 individual Government contracts in 6 program areas.

The following pages provide a snapshot of the programs, activities and events delivered by ICYS in the 2016/17 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

Youth Support Services (Funded by DCCSDS)



The Department of Communities, Child Safety and Disability Services fund Youth Support Services across the State. Youth Support Services are targeted specifically at young people aged 12 to 18 utilising a three-tiered service delivery model:

1. Access - information, advice and referral
2. Support - case management support
3. Integrated Response - coordinated and integrated multi-service case management approach.

Youth Support Services focus on four key areas, to help young people:

- connect to positive family support
- get a job or engage in education or training
- lead a healthy and violence-free life
- have a safe and stable place to live.

ICYS Ipswich Community Youth Service is funded to deliver two Youth Support Services:

1. Youth Assessment Referral and Information (YARI) - supporting young people in the Greater Ipswich region
2. Regional Youth Support Service (RYSS) - supporting young people in the Somerset and Lockyer Valley regions.

Both services provide individualised support to young people and their families at one of our two offices, in home, at school, in public places, over the phone and often during

transportation to specialist appointments. Both services can be accessed directly by young people seeking assistance, by family members or carers of the young person and by support services/agencies/schools.

Information about the work provided by both services in the 2016/17 financial year will follow.

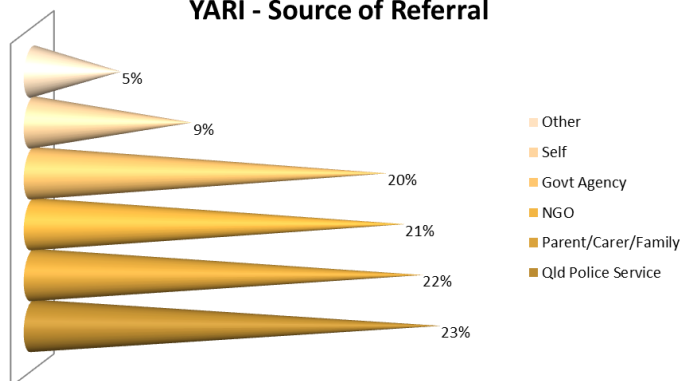
YOUTH ASSESSMENT REFERRAL AND INFORMATION PROGRAM (YARI)

The YARI Program is staffed by one part-time (16.5 hours/week) staff member and is based at the ICYS Head Office in Ipswich. Since 2015, YARI has been funded to provide the first tier delivery: Access (information, advice and referral) however in October 2016 was additionally funded to provide tier two delivery: Support (case management). Hence, for the purpose of this 2016/17 report, data was collated from 12 months of Access services and 9 months of Support services.

In the 2016/17 financial year, YARI supported **248** young people aged 12 to 18:

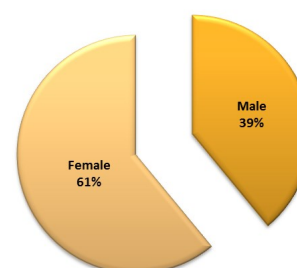
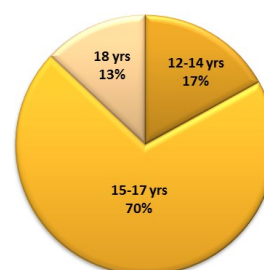
- 59 were directly supported - face-to-face support provided with the young person
- 189 were indirectly supported - assistance provided to support a young person via a third party (e.g. parent, Guidance Officer, other service provider) who is seeking information, advice, referral options on behalf of a young person.

YARI - Source of Referral

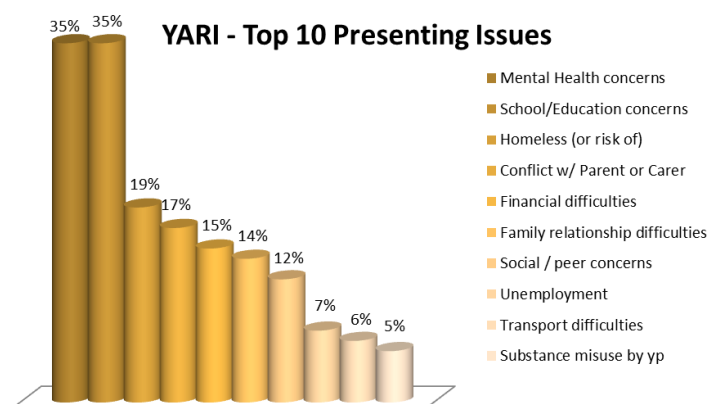


Since January 2012, ICYS has partnered with the Queensland Police Service's online referral system which allows Police to refer young people they come in contact with to relevant support services. As can be seen from the graph above, the YARI Program receives the largest number of referral from this source than any other.

YARI - Age / Gender / Ethnicity



YARI - Top 10 Presenting Issues

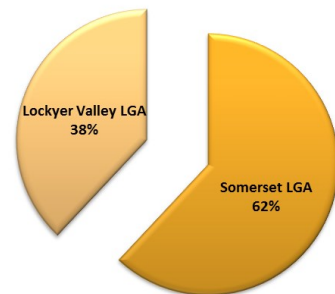


Unsurprisingly, by far the two most common presenting issues for young people accessing the YARI service are Mental Health concerns and Education/School concerns. The increasing trend of young people and mental health concerns is repeated at every stakeholder forum. It is an area that requires more resources.

The following data is derived from the young people the YARI Program directly engaged with for support in the 2016/17 financial year, that is a young person supported face-to-face (59 young people):

14%

The percentage of Aboriginal and/or Torres Strait Islander young people directly supported by the YARI Program in 2016/17.



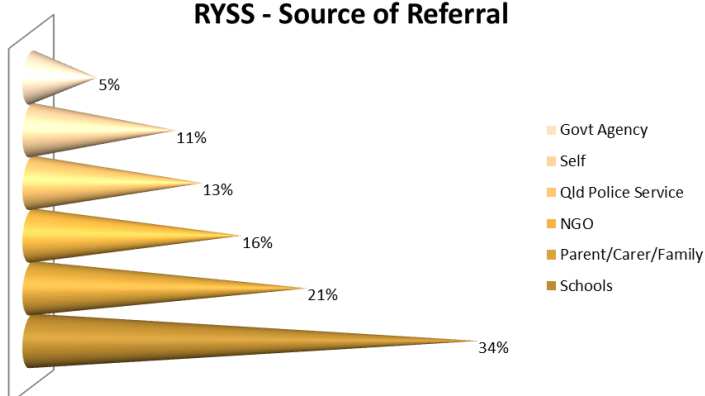
REGIONAL YOUTH SUPPORT SERVICE (RYSS)

The RYSS Program is staffed by three part-time Regional Youth Support Workers who are based from the ICYS Regional Office in Lowood. These staff support young people aged 12 to 18 residing in the Somerset and Lockyer Valley regions, delivering all three tiers of youth support: Access (information, advice and referral), Support (case management) and Integrated Response (coordinated and integrated multi-service case management).

The RYSS Program is uniquely positioned at the ICYS Regional Office to deliver place-based responses in our regional communities, and being based within the region reduces the travel time required to support young people across such a large geographic area.

Since establishing in 2015, the RYSS Program has quickly established itself as a recognised and reliable service that continues to grow, develop and further strengthen its ties to the broader community. As a result, referrals were received from a range of stakeholders in the 2016/17 financial year:

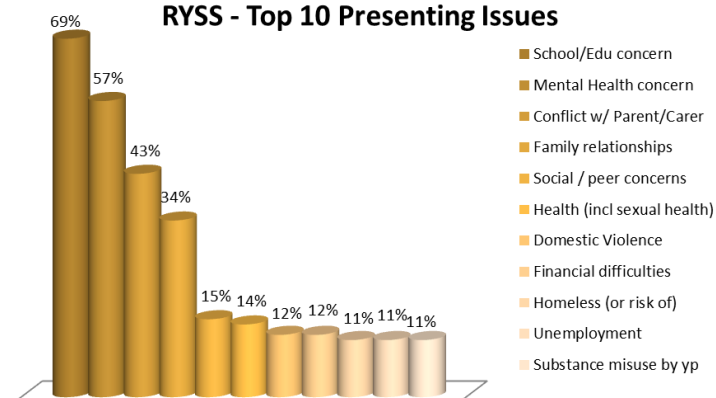
RYSS - Source of Referral



In the 2016/17 financial year, the RYSS Program assisted **204** young people aged 12-18 residing in the Somerset LGA (62% of referrals) and the Lockyer Valley LGA (38% of referrals):

- 138 were directly supported - face-to-face intensive support provided with the young person
- 66 were indirectly supported - assistance provided to support a young person via a third party (e.g. parent, Guidance Officer, other service provider) who is seeking information, advice, referral options on behalf of a young person.

RYSS - Top 10 Presenting Issues



With only 2.2FTE staff employed within the RYSS team supporting young people across the entire Somerset and Lockyer Valley regions, it is important the program staff work collaboratively to achieve outcomes for young people who already face barriers including geography, minimal transport options, limited educational options including alternative education options, limited access to services, reduced employment opportunities and more.



With ongoing support from, and partnerships with numerous services across the region and beyond, the RYSS Program has assisted young people over the past year to achieve both personal and professional goals.

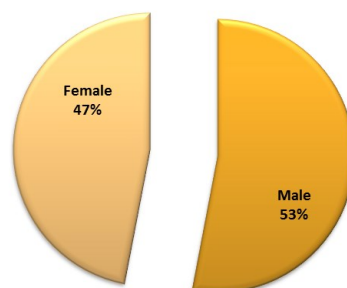
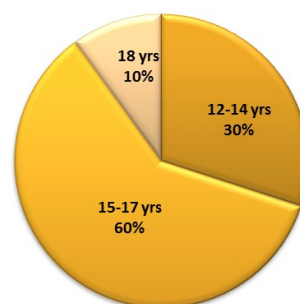
As more than a third of all referrals to the program are received from schools, and 69% of all young people referred to the program identify school or education as a presenting issue, the RYSS team acknowledge the partnerships developed with key staff within the region's schools which have resulted in collaborative planning to provide holistic support for young people both within and external to school. Over the past year, regular scheduled meetings have commenced at a number of schools across the region to streamline collaborative case management processes to ensure the limited resources that do exist are utilised effectively.

Within this framework, the RYSS Program has had the opportunity to build on ICYS' already established relationship with the Ipswich PCYC and continue the ongoing success of the 'Braking the Cycle' program, assisting to facilitate driving sessions utilising one of the ICYS vehicles. The team has also had the opportunity to assist twelve young people to overcome personal barriers and receive their learner drivers licence with the assistance of the Murri Learner Drivers Program in Ipswich. The combination of both the Murri Learner Drivers course and Braking the Cycle, several RYSS clients are now well on the way to earning their provisional drivers licence.

In addition, RYSS staff partnered with Anglicare to deliver an anger management program in Lowood SHS during the year, and propel several young people to a better understanding of emotional regulation.

Due to the limited number of youth services located in the Somerset and Lockyer Valley regions, the assistance provided by the Regional Youth Support Workers is wide and varied. It is not unusual for a worker to spend up to half a day in the car visiting young people in home, at school, in public places and/or transporting young people to specialist appointments in Ipswich or Toowoomba. The ability to be flexible, mobile and deliver the services young people and their families need, when and where they are needed, is the key strength of this program.

RYSS - Age / Gender / Ethnicity



25%

The percentage of Aboriginal and/or Torres Strait Islander young people directly supported by the RYSS Program in 2016/17.

Parent Reflection

Regional Youth Support Service

We were struggling with 2 of our teenage children. One was in Year 12 and not coping well, as well as our Year 8 child was constantly being bullied and getting into trouble at current school. They both attended the same High School. But the Year 8 girl/child was starting to have low attendance due to really not wanting to face the daily battles.

As parents we were really struggling daily. Both children were showing signs of anxiety and depression. They were very low in themselves. This was breaking us as parents, as you want your children to be happy and obtain a good education. But both were making each other impossible to obtain.

**“We are so very grateful they entered our lives.
They saved us”**

Both children were given separate Regional Youth Support Workers (RYSW), which was fantastic so the children felt special, surrounding their needs being met. And also the focus was on them and solely them. Both RYSW's supported not only the children but us as parents. They were fantastic advocates for us, going between the schools and then coming back to us with options. Our son in Year 12 was given extra support internally within the school and also given the opportunity to study at the ICYS Lowood Youth Hub with extra support from his RYSW. He used facilities and much needed internet access. When there was a concern his RYSW was there, always kept in touch with us as parents which was so comforting and informative as well. With our second child, her RYSW helped source a new school with better supports and protocols in place surrounding bullying and self esteem issues. The RYSW found a school that offered 'Well Being Officers' which our daughter really needed.

The RYSW's both came to the rescue when I lost my husband suddenly and tragically in May 2017. They were the only real valuable and supportive community resource we had immediately. They sourced things, took care of things. When the children were ready to return to school they offered anything they could to assist. Sadly in this time our daughter went into a downward spiral and had to change schools again. She began at a flexi school, where she is settled and still continuing her education. Our son is graduating Year 12 this year (2017). I can honestly say if it wasn't for the RYSW's we would not be where we are today. Our son would not have graduated and our daughter, well let's just say I don't know where she would be right now. But I do know for sure she wouldn't be studying. I owe my children's future to these two incredible intelligent, kind, beautiful and inspiring women. We are so very grateful they entered our lives. They saved us.



Staff Reflection

Regional Youth Support Service/GSFW Program

Samuel, 16 years*

When I first met with Samuel, I met a young man who had been thrown into chaotic circumstances that a less resilient person would likely shy away from. Samuel had just been released from juvenile detention in NSW two days prior, put on a plane, and relocated to QLD to take up residence with members of his family that he had never met. As a result, Samuel was left with the challenge of beginning anew far from home in an unfamiliar location with some very unfamiliar people.

Over the course of the next two weeks, I met with Samuel on several occasions to discuss the prospects for his future and to assist Samuel with getting things back on track. After several discussions around schooling and employment prospects, I suggested to Samuel that engaging with the **ICYS Get Set For Work** program could be just the ticket to getting a start in the community and to learn valuable skills that could ultimately lead to employment. Samuel, keen to get started, jumped at the chance to join the program.

Slotting into the program without fuss and establishing himself within the group of young people, Samuel has continued to impress those around him with his work ethic and commitment to the program. Not even meeting his Mum for the very first time, including a subsequent relocation to North Brisbane, has diminished Samuel's drive to complete the program. Now, several weeks later, Samuel is set to **graduate** from the **Get Set For Work** program with a myriad of valuable skills and has his sights set on securing a position as an apprentice butcher. With continued support from his family as well as ICYS staff, Samuel is on his way to making his aspirations a reality and ensuring the road ahead is a successful one.

Client Case Study

Regional Youth Support Service

Young Person, 17 years

YP (young person) was referred to the Regional Youth Support Service (RYSS) by his Father who was seeking extra support for his son to obtain employment and overcome barriers that were affecting YP's ability to effectively communicate with his family. YP was 17 years old at the time of engagement and only two months shy of turning 18. YP also registered as being on the autism spectrum. YP had recently completed Grade 12 and had found that since leaving school he was not receiving the support he needed. YP's parents were also separated, and as a result, YP spent time residing with his Mother, Father, and Grandmother. This scenario of inconsistency caused further instability in the support structures around YP.

When first meeting with YP, he lacked self-confidence and was easily irritated, particularly when asked to complete tasks around the home. Fortunately, the RYSS program was able to support YP into gaining independence and achieving several goals along the way. Assisting YP to obtain several documents of identification such as a Birth Certificate and Medicare card led to linking with the Department of Human Services to obtain disability supports for YP. YP was assisted with obtaining his learner drivers licence and was later referred to the PCYC driver-mentor program 'Braking the Cycle'. As a result of this, YP's Dad purchased a vehicle for him to continue his learning. YP was also linked with Comepass Employment Service to acquire further support and encouragement around social and employment pathways.

Since linking with ICYS and the RYSS program, YP has been able to achieve several goals and obtain some independence from his family. As a result, YP has developed self-esteem and is more comfortable, as well as capable, of contributing to tasks around the house, communicating with his family and engaging in the wider community.



Youth Housing and Support Program (Funded by DHPW)



The Youth Housing and Support (YHAS) Program is funded by the Department of Housing and Public Works to provide case management, support and accommodation to young people aged 16 to 25 who are homeless or who experience 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:

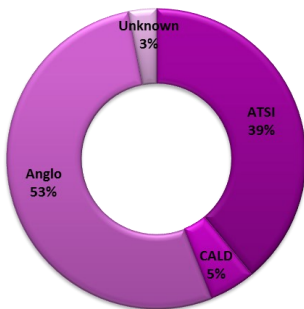
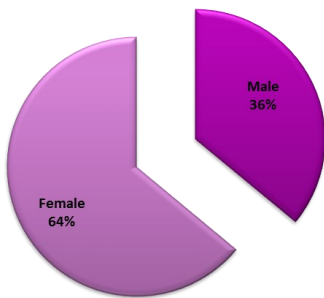
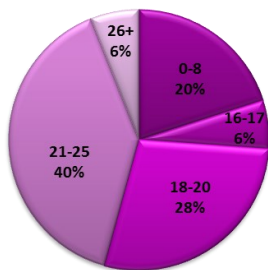
1. Case management and/or crisis intervention for young people aged 16-25 who are experiencing housing issues and/or homelessness
2. Temporary supported accommodation to young people aged 16-25 with dependent children in their care, who are homeless and/or experiencing barriers to obtaining appropriate,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

2016/17 quick stats:

- YHAS assisted a total of 716 individuals in 2016/17
- 207 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
- 404 people were provided information and referral directly or indirectly via a third party (declined case management support)
- 73 people were accommodated in our 5 temporary supported accommodation properties over the year, including 41 children aged 8 and under
- 25 Family units were accommodated in our properties over the year
- 146 children under the age of 16 received support from the program in 2016/17
- The YHAS program recorded 5842 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.
- There were 104 housing outcomes provided to presenting family units (88% of all case managed clients)
- 39.1% of all case managed clients identified as Aboriginal and/or Torres Strait Islander
- 64.38% of all individuals accommodated in an ICYS property identified as Aboriginal and/or Torres Strait Islander
- 76% of families accommodated in an ICYS property had at least one member of their family identified as Aboriginal and/or Torres Strait Islander.

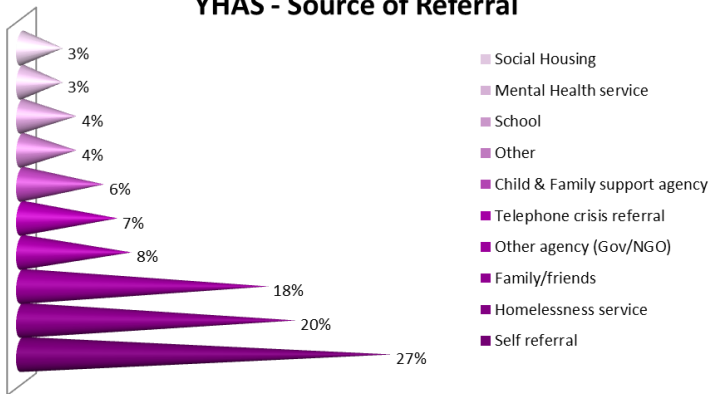
In the 2016/17 financial year, the ICYS YHAS team provided intensive case management support to 207 people, including those accommodated in our properties. The following data demonstrates the client demographic:

YHAS Case Managed Clients
Age / Gender / Ethnicity



Referrals from other homelessness services were the highest percentage of formal referrals received by the YHAS program, at 20%. The table below demonstrates the source of referrals into the YHAS program in 2016/17:

YHAS - Source of Referral



The YHAS program received referrals from a variety of sources throughout the financial year. The largest referral source, at 27%, were self-referring young people seeking housing or homelessness assistance. Qualitative accounts from program workers indicate that many young people contact ICYS after advice from friends or family who have accessed support from ICYS in the past. Along the same theme, 18% of total referrals were made by a family/friend of the young person.

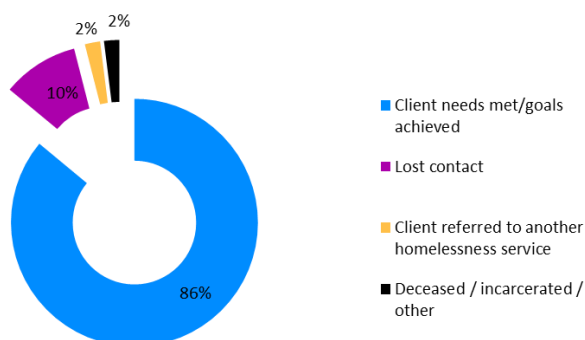


The YHAS program provides temporary supported accommodation to young parents aged 16-25 with children in their care. This tenancy period is flexible, however is assessed in relation to duration of need which takes into account individual client factors including the complexity of their support needs and the barriers they are experiencing to obtaining safe and stable accommodation.

ICYS has five properties in which to accommodate young families while providing case management support. During the 2016/17 financial year, the YHAS program provided temporary accommodation to 25 families (consisting of 32 young people and 41 children aged under 8).

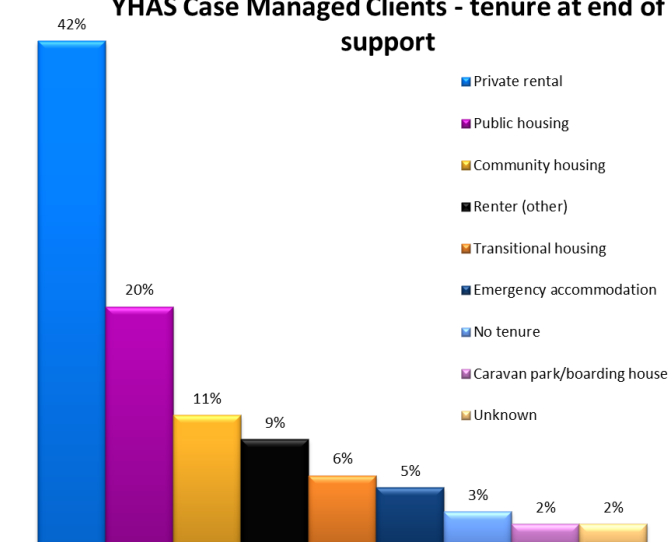
The pie graph that follows provides an overall picture of the reason for case closure. As demonstrated, the majority of clients achieved their individual goals. However data also demonstrates that 10% of clients lost contact with the service. This is attributed to the unfortunate nature of homelessness, the complexity of support needs, and transient living conditions of young people who experience homelessness and housing difficulty.

Reason for Ceasing Support



During the 2016/17 financial year, the YHAS program supported many young people and young families to transition into stable and sustainable accommodation options. These housing solutions included private rental, social or community housing, the negotiation of long term accommodation with existing support networks (e.g. appropriate family or friends) and support to access emergency accommodation with appropriate services. Upon case closure 86% of clients who had participated in case management with the YHAS program had met their housing goals.

YHAS Case Managed Clients - tenure at end of support



In 2016/17, the ICYS YHAS team supported a higher percentage of Aboriginal and/or Torres Strait Islander (ATSI) young people than any previous year. On census night in 2011, 25% of all homeless people were Aboriginal and/or Torres Strait Islander. Homelessness Australia report that in the 2014/15 financial year, 23% of people supported by Specialist Homelessness Services identified as Aboriginal and/or Torres Strait Islander.

At ICYS in the 2016/17 financial year, 39.1% of all people supported by YHAS and 64.38% of all individuals accommodated in an ICYS property identified as ATSI. Furthermore, 76% of all families accommodated in an ICYS property had at least one member of their family identify as ATSI. The over-representation of ATSI young people in our homelessness system demonstrates a need to do more to support our First Nations People.



Young Parents Playgroup

This year the YHAS team recommenced the ICYS Young Parents Playgroup with the assistance of a community development grant from Ipswich City Council. We commenced our first eight week term during this financial year with 6 families including 8 babies/children ranging in age from 5 months to 4 years. They were accompanied by 6 Mums and 3 Dads aged between 18 – 25 years. The team has witnessed some great benefits with the young parents making positive connections with each other, discussing tips and advice for the issues that they face in their day-to-day lives as young parents and seeing their children (and themselves) improve socially. The playgroup has also assisted our young parents to connect with their community by attending parks, art gallery, kids centres, cafes etc. There have also been some Guest Speakers throughout the year discussing parenting and dental hygiene. The team has had an exciting year and are looking forward to continuing to grow the group so they can connect more young parents into the community who may find it difficult to attend a more mainstream playgroup.

“Thanks to Housing Support Worker (HSW) from ICYS Ipswich Community Youth Service, we got approved to rent our first home, even when the original unit fell through, due to the HSW’s efforts, we got approved to rent our current home within a few hours. Our journey to try to find a home was long and arduous but thanks to the HSW we now have our home. Without the ICYS HSW we wouldn’t have a roof over our heads, the three of us couldn’t thank her enough”

~ Young Mum, 21 years

Client Case Study

Youth Housing and Support Program

Centre based support

A 22 year old mother with four young children approached ICYS for housing assistance after moving from NSW to flee domestic violence with her ex-partner. The young mother had been couch surfing between several different friends who only had 1 or 2 bedroom units. The young mother had needed to send one of her sons to NSW to be with family as she was finding it extremely difficult to be in these situations with four young children. The ICYS Housing Support Worker assisted her to complete and lodge a social housing application. Within a few days of working with the ICYS Housing Support Worker, a referral was able to be made to a community housing provider and the young mother was interviewed and accepted for a four bedroom house. The young mother was extremely happy to have all of her children back together in stable housing.

A young mother of two approached ICYS for assistance with her housing after staying with her mother temporarily who was facing eviction herself. The young woman had two days to find an alternative and had no options apart from very short term couch surfing options with friends. She was not having success with her rental applications as her previous tenancies were not hugely successful due to her ex-partner who was a drug user and domestically violent. The ICYS YHAS team assisted her to complete a Dept. Housing and Public Works Housing Register application and checked her name against the TICA database which positively came back with no listing. At this time, the YHAS team had an upcoming property vacancy and this young mother was fortunate to be accepted for the YHAS property and the team were able to facilitate a prompt sign up so she could avoid any period of homelessness. The YHAS team set her up with kitchen items and linen to assist with her transition into her own home again as she had left all of her belongings when leaving her ex-partner. This young mother is now using the short term housing opportunity to stabilise herself and her children, to work on housing barriers and move towards a positive transition into independent accommodation again.

“My ICYS Housing Support Worker was fantastic, she actually tried to help instead of just promising to and not. I enjoyed her company and she helped us so much. 100/100 :)”

~ Young Mum, 21 years



Client Case Study

Youth Housing and Support Program

Temporary supported accommodation

The ICYS YHAS team met with a family of 23 year old mum, 24 year old dad and three young children aged 8, 4 and 2. The family were living in a tent after the house they had been staying in with family had been partially demolished and had not been able to access the private rental market due to a bad debt listing. The family was able to be housed with the YHAS team and the young dad was grateful to finally be able to have a decent shower and running water. He had wanted to return to work but couldn't see how it was possible with the living conditions he was previously in. Within a few days of being housed, he had organised work and leased a vehicle and was back working as a courier driver. The family is slowly getting back on their feet and paying off their debts so that they can access their next stable housing option with ICYS support.

“My experience with my Housing Support Worker from ICYS was amazing, She was very determined and supportive.”

~ Young Mum, 19 years

“I heard about the ICYS Youth Housing and Support Program from a family member. I had heard they are really good support when it came to find a house. They offered to take me to and from house inspections. I got my own house for myself and my son before my 2nd child had arrived with help of a support letter from my ICYS worker. My experience with ICYS was very good. I had gotten what I wanted when I seeked help from them.”

~ Young Mum, 18 years

“My ICYS YHAS 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. I achieved a sense of independence.”

~ Young Person, 22 years

Youth Support Coordinator Program (Funded by DET)



The Youth Support Coordinator (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 21st year of delivery, ICYS' 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.

In 2016/17, our partner schools were:

- Ipswich SHS (9 days/fortnight)
- Redbank Plains SHS (10 days/fortnight)
- Woodcrest State College (4 days/fortnight)
- Springfield Central SHS (2 days/fortnight)
- Centenary SHS (2 days/fortnight)

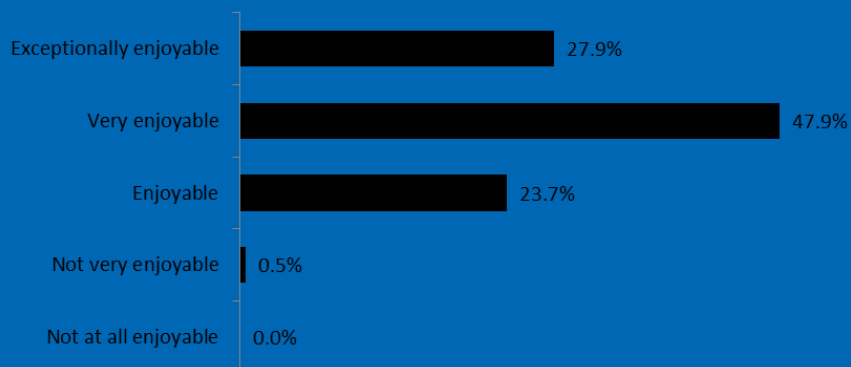
During the 2016/17 financial year, the YSC program supported 1930 young people across the five schools:

- 279 were directly supported - face-to-face intensive case management support
- 63 were indirectly supported - assistance provided to support a young person via a third party (e.g. parent, Guidance Officer, other service provider) who is seeking information, advice, referral options on behalf of a young person
- 36 young people participated in group work projects delivered by a YSC
- 1552 participated in multiple YSC-led projects (including the YSC Student Conference, see below).

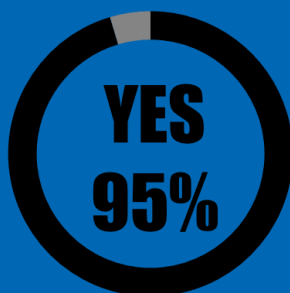
HIGHLIGHT: A major highlight of the year was the 8th annual YSC Student Conference held in July 2016, which was run after a two year hiatus due to State Government funding changes at the end of 2013. The 2016 YSC Student Conference enabled 250 year 10 students from our five YSC-serviced schools the opportunity to learn about their post-schooling options in a fun, informative and motivational conference-style event. The Student Conference provided information about post-schooling options delivered by industry professionals with the ultimate aim of encouraging students to maintain their engagement at school to enable them to reach their future career goals. As can be seen on the opposite page, the statistics collected from attendees speak for themselves as to the success of this event.

How enjoyable was the YSC Student Conference?

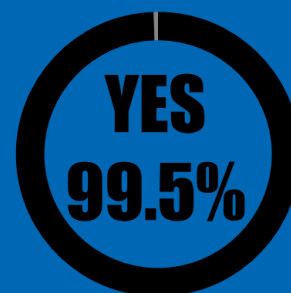
(219 student responses)



Did today help you towards deciding your future career path?

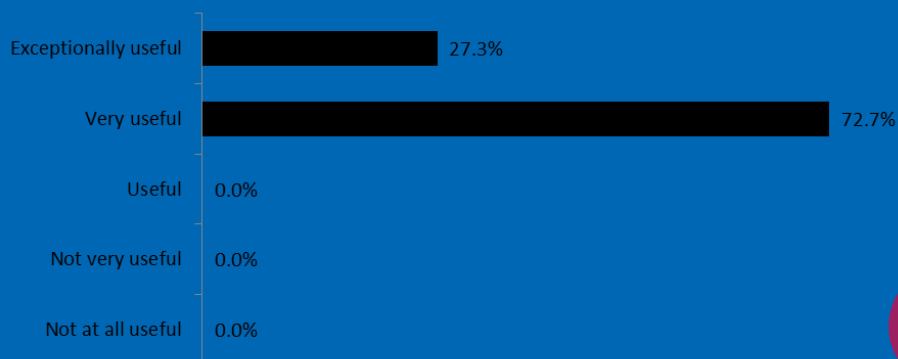


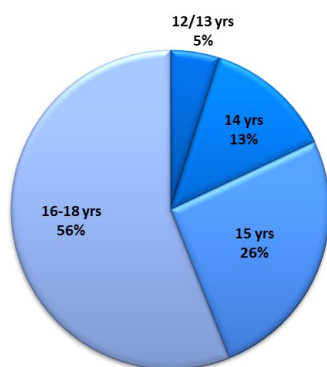
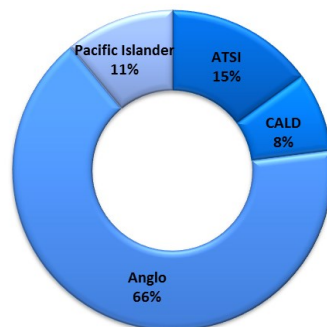
Would you recommend this event to your school next year?



How useful was the YSC Student Conference for your students?

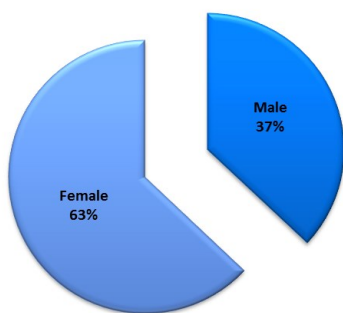
(11 school staff responses)





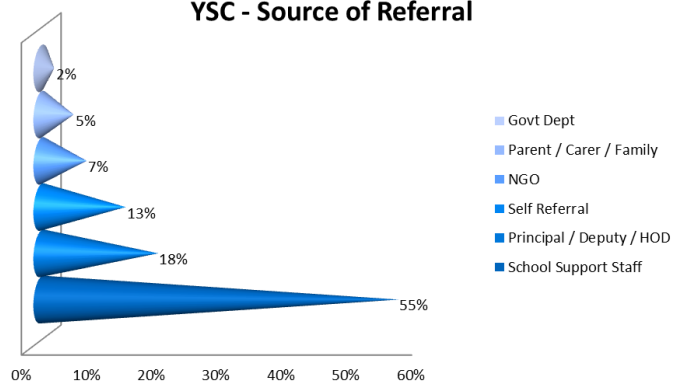
The YSC program provides a range of services to address factors that impact on a young person's capacity to fully engage in education. Included in these service delivery types, is the provision of individual case management and support. This approach aims to work with individual young people who are 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 2016/17 financial year this totalled 63 young people.

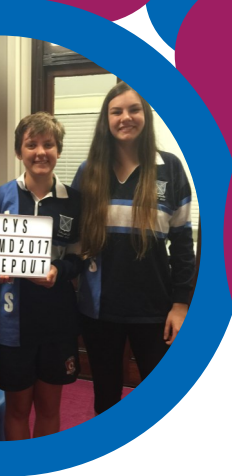
In the 2016/17 financial year, the ICYS YSC Team provided direct case management support to 279 young people across the five school sites, with collective data demonstrating the following client demographic:



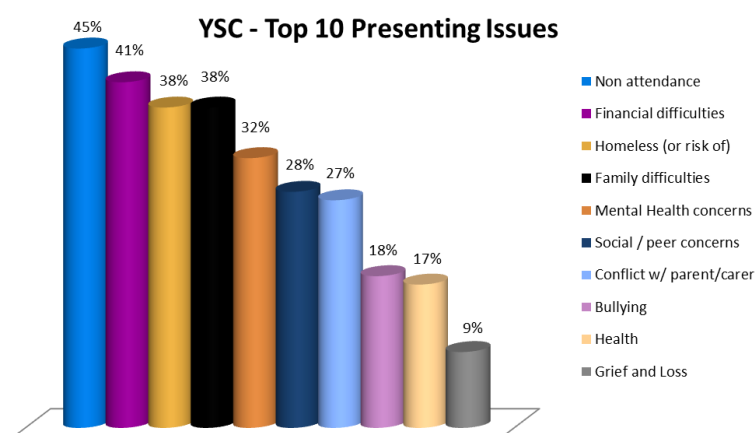
It is not surprising that the largest percentage of referrals to the YSC Program come via school staff. YSC's are based in and work alongside the support team in each of our schools, and school staff recognise the direct link each YSC has to a large number of community based support services available to assist their students (including other services with ICYS itself).

YSC - Source of Referral

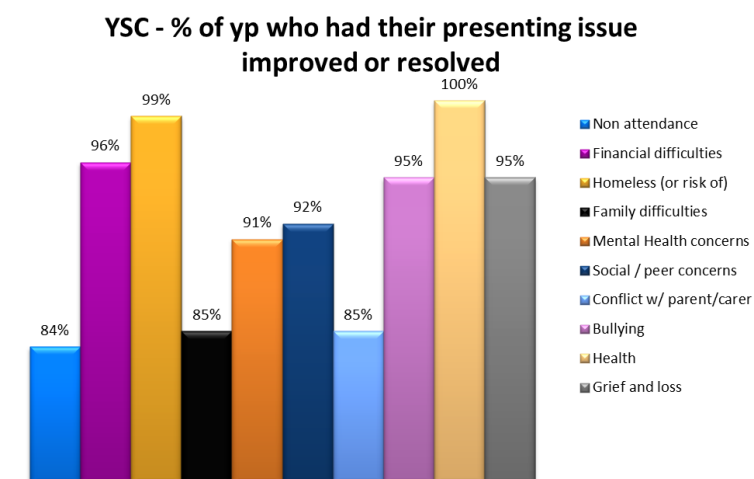




Data collected on why young people required support from a YSC reflects the social challenges which create barriers for young people to engage and maintain mainstream education:



While outcomes data on the other hand demonstrates the positive contribution YSC support has made in the areas of educational and social-economic outcomes in the past 12 months. 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:



A day in the life of a YSC is as varied and unique as the young people they support; no two days are the same. Although based in schools, the use of organisational vehicles allow YSC's to conduct home visits when young people are refusing to attend school, transport young people to specialist appointments (e.g. Centrelink, specialist counselling appointments), and provide access to opportunities they may otherwise not have.

In addition to providing individualised case management support, YSC's can also deliver group programs to meet an identified need with a targeted group of students. In the 2016/17 year, YSC's ran group work programs with 36 young people focused on anger management, bullying and wellbeing.

Projects aimed at targeting a larger cohort of young people can also be delivered by YSC's, and in the 2016/17 financial year YSC's delivered projects aimed at child protection, healthy eating/breakfast club, youth homelessness awareness, career planning and more. These projects involved 1552 students across the five YSC-serviced schools.

In its fourth year, the ICYS YSC 'Your Success Counts' Scholarship is awarded to a year 10 or 11 student who may have experienced unique or difficult circumstances during high school, yet who in the face of adversity has the goal of completing their senior schooling. This scholarship provides an opportunity to assist young people through their final stages of senior schooling by rewarding a deserving young person from each YSC-serviced school with a \$500 scholarship. The ICYS YSC 'Your Success Counts' Scholarship award is presented at the end of year Awards night at each school. This is an initiative of ICYS' YSC Program.

Angela's* Story

15 years

At the start of the year I went into a residential care because things at my Mum and Dads was messy. My attendance at school wasn't that great. I wasn't coming to school at all as I was getting bullied and teased. I also had a lot of personal stuff going on in my life at the time and I wasn't coping very well. I had support from my residential carers and school but still wouldn't go to school.

There was a couple of times that I did get ready for school and my carers brought me to school but as soon as I got into the school gates I lost all of my confidence. I would just burst into tears and say to my carers 'I can't do this just take me home'. Then after a while I meet the ICYS YSC at my school and she helped me to get back into school and how to deal with the bullying and personal stuff that was going on at that time. If it wasn't for me meeting the YSC I wouldn't be back at school I would just be at home not able to go anywhere and getting nowhere in life. When I started to work with the YSC I wasn't very confident about myself. As I started to get back into school I started to work with her on family issues, personal issues, school attendance and support with handling being new to living in residential care. As I wasn't dealing with coming into residential care very well, seeing when I lived with my Mum and Dad, I was the only child as I don't have any siblings.

Since I have meet the YSC I have been able to work with her and grow. I have also had the pleasure of doing a couple of programs with her and some other students. One of the programs I have been able to participate in is RAGE. When I first started doing RAGE I would get angry at the most little things that would happen but since I have been able to do RAGE I have learnt how to deal with my anger better. I also have learnt how to deal with many different situations.

The other program I have been able to be part of is the Holiday Program. Since I have been part of the Holiday Program I have got to get to know a few different girls and how to be friendly to other people even if I don't like them. Some of the other things that the YSC and I have worked on together I have been able to grow as a person and to be confident about myself and if people say nasty things to me I just ignore it and walk away. Now I am back at school and I am on track with my work.

"Before my engagement with the ICYS YSC I was having ongoing conflict with my Mother where I'd end up not being able to live at home. The support I received from the ICYS YSC was having someone to speak to and help me with transportation, sorting out the thing I needed to become independent (Centrelink/Medicare) as well as helping me with sorting out housing and food. This support improved my situation as it helped me with a lot of things I needed making me safe, having everything I needed"

~ Year 11 student



Staff Reflection

Youth Support Coordinator Program

Stephanie, 17 years*

The YSC's often have the pleasure of working with individual students over several years watching them develop and grow into amazing young adults.

They often come with not just one presenting issue but often a number of complex issues that no person should ever have to encounter, especially at such a young age.

As a YSC that has been around for some time, I have noticed a big shift in recent years on the amount of students who are seeking support that have either had one or both parents pass away.

One young person I have been working with over the last couple of years had lost their Father to a drug overdose in Grade 10 and then the following year sadly lost their Mother to mysterious health conditions. Even sadder was the fact that it was the young person who had found their Mother passed away. Not something a 15 year old should have to experience.

Thankfully this young person had a sibling, only a few years older, which took them in and supported them financially and emotionally. As you could imagine, financially this was a struggle particularly with the certified courses that this young person had started at school.

This financial year, the YSC program was able to assist financially with the YSC 'Your Success Counts' Scholarship. The \$500 scholarship assists students who may have experienced unique or difficult circumstances during high school.

This young person used their scholarship towards helping to pay off their Certificate II in Hairdressing Certificate. A skill they have even earnt some money on the side with this year, as the young person did hair for a bride and her bridal party.

Apart from the financial help this young person commented that one of the things they loved the most about the YSC support was their involvement in the Holiday Program where they were able to just have fun.

At the end of 2017 this young person will have successfully graduated Year 12 with a certificate to support their future career goals.

"I reckon the YSC at my school was good, better and knew more than other workers. Got to know me better to be able to help me, and didn't just write me off"

~ anonymous school student

Student Welfare Worker Program

(Funded by DET)



The Student Welfare Worker (SWW) 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).

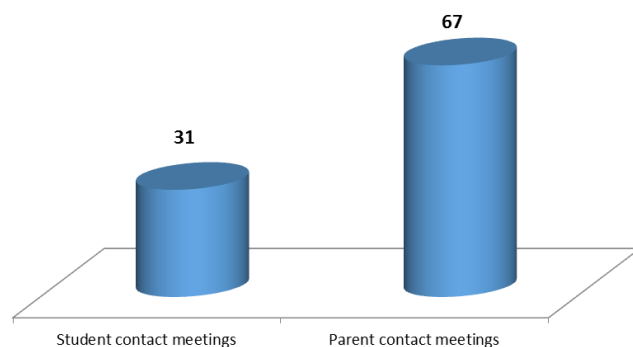
Since August 2015, ICYS has been supplying a Student Welfare Worker to Goodna Special School and Ipswich West State School (IWSS). In the 2016/17 financial year, ICYS delivered the program two days a week in Ipswich West State School only (ICYS will resume delivery of the program in Goodna Special School in the second half of 2017) and hence for the purpose of this report, the Student Welfare Worker Program at IWSS will be highlighted.

The SWW role at IWSS aims to:

- Promote the emotional, social and physical development of each student
- Promote the idea that student welfare is intrinsic to the education process
- Initiate and integrate programs into the school that help maximise student development and produce a broader based welfare network within the school
- Implement policies including, child protection, anti-bullying, anti-racism, healthy eating and road safety.

During the 2016/17 financial year, the Student Welfare Worker (SWW) role at Ipswich West State School (IWSS) continued to be one of support to students, parents/carers and the community. Students and parents can self-refer and speak with the SWW about a vast range of issues including; students coping with personal life issues, parents coping with family dysfunction, financial and housing issues, domestic violence and many other issues. The SWW offers a referral and advocacy service to parents/carers and refer to services outside of the school, a benefit of the SWW being employed by ICYS.

SWW - Student / Parent Support Meetings



The main focus this year concentrated on health, road safety and child safety, allowing the implementation of some wonderful programs into the school. A selection of these programs will be showcased below:

Day for Daniel

IWSS proudly walked as a whole school on 28th October 2016 to promote awareness and support on the Ipswich Day for Daniel Walk, collaboratively organised by ICYS, QPS and Ipswich City Council. The lead up included educating students about how to keep safe.

There are many factors involved in school safety, health, and resilience for students. A safe, respectful, and positive school environment communicates caring and minimises fears that might interfere with learning. A safe school encourages healthy behaviours that help students learn about physical activity, nutrition and healthy choices.

Eat Smart B Active

The SWW registered IWSS into the Eat Smart B Active program last year and began promoting the importance of healthy eating and how to pack an economical, healthy lunch box every day. The hard work paid off as Ipswich West State School was announced the Healthiest School in Ipswich for 2016. The Ipswich Mayor and sponsors awarded IWSS with a \$500 gift card to assist the school continue and develop the healthy eating education plan.

Healthy Active School Travel (HAST) Program

This year, IWSS was successful in being selected to join the Ipswich City Council's Healthy Active School Travel (HAST) program, affording the school the opportunity to work closely with the Council and Ipswich Police Adopt-a-Cop program. The HAST program is designed to teach children the importance of keeping healthy and safe by making good, healthy life choices and focuses on personal safety and well-being, physical exercise and a healthy diet. Four students were also chosen by Ipswich City Council to have their artwork included in the 2018 HAST school calendar.

Safe Parking Program

To keep students, parents and staff even safer, the school worked closely with Ipswich City Council this year to deliver the Safe Parking Program, which monitors safe parking practices at the school rather than purely relying on a compliant response. This includes the use of patrolling officers and aims to improve road safety, especially around the pick up and drop off zone. The underlying theme behind this initiative is education of the school community rather than focusing on enforcement.

Fundraisers for this year have included:

- The World's Greatest Shave
- Save the Bilby
- Animal Welfare League

ICYS would like to acknowledge our partner schools: Ipswich West State School and Goodna Special School for your partnership to deliver the Student Welfare Worker Program and your commitment to ICYS Ipswich Community Youth Service.

Get Set for Work Program (Funded by DET)



ICYS Ipswich Community Youth Service was successful in securing funding under the Queensland Government's Skilling Queenslanders for Work initiative to deliver 'Get Set for Work' Programs in the 2016/17 financial year.

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.

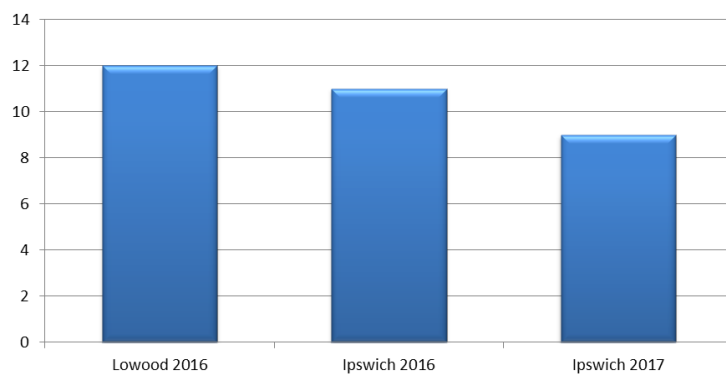
As part of the GSFW Program, ICYS coordinated the delivery of Certificate II courses with our community partner TAFE Queensland Ipswich alongside delivering life skills workshops to build personal and career capacity and holistic case management support. There were three intakes in 2016/17:

1. Lowood
 - Certificate II Hospitality
 - Delivered June to October 2016
2. Ipswich
 - Certificate II Kitchen Operations
 - Delivered July to November 2016
3. Ipswich
 - Certificate II Kitchen Operations
 - Delivered March to June 2017

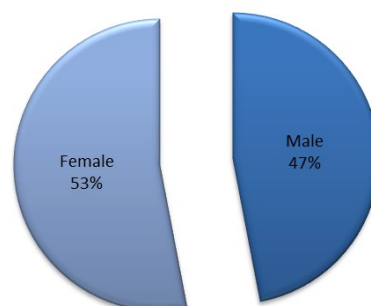
PARTICIPANT DEMOGRAPHICS

The three intakes had a total of 32 young participants:

2016/17 Participant numbers per intake



Gender of participants



Participant backgrounds were diverse across all three intakes, with young people identifying a cross-section of learning and social barriers to engagement, including:

Social relationships and peer pressure	Homelessness and at risk of
Financial poverty and social disadvantage	Limited social inclusion and stimulation
Alcohol and other drug dependency	Diagnosed and undiagnosed mental health conditions
Lack of ID	Low levels of literacy
Transport barriers	Youth Justice involvement

What is unique about ICYS' delivery of this program is the holistic model which enables us to assist our GSFW participants by collaboratively engaging with other ICYS programs including the Youth Support Coordinator (YSC), Regional Youth Support Service (RYSS), 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.

Considering the learning and social barriers many of these young people face, it is fantastic to reflect on how far they have all come and what they have achieved through this program.

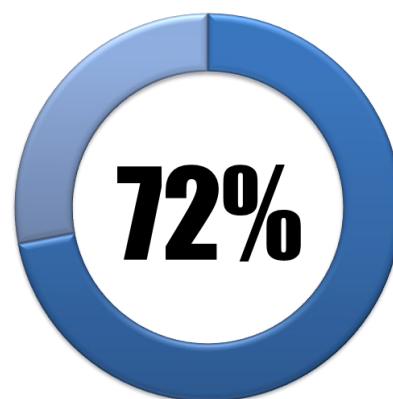
PROGRAM OUTCOMES

The Program outcomes have a focus on two main participant outcomes:

- 65% of enrolled participants successfully gain the qualification
- 55% of participants gain employment, transition into further education or training (including return to school).

A reality of these types of programs which target a cohort of young people who for many have a history of disengagement, means there will always be a natural attrition rate of participants. While every effort is made to continue to engage young people, in some cases the barriers to engagement are just too dominant.

We at ICYS are proud of every young person who gave their all to the Get Set for Work Program, regardless of the outcome.



The percentage of enrolled participants who completed a Certificate II in Hospitality or a Certificate II in Kitchen Operations



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

ICYS would like to acknowledge TAFE Queensland Ipswich for your partnership and support of ICYS and our young people.

Lowood Youth Hub Project (Funded by DSS)



The ICYS Lowood Youth Hub Project was a two-year program funded by the Federal Department of Social Services under their Strengthening Communities Programme. The 30th June 2017 marked the culmination of this project.

The overarching aim of the project was to establish a designated Youth Hub in Lowood to work alongside the community and existing services to provide increased opportunities and supports for young people in the Lowood SA2. The project achieved the following results in its final 12 months to June 2017:

Initiative	Participants	Collaborating partners
Official opening of the ICYS Lowood Youth Hub Delivered: 2 nd September 2016 (the space was operational from 28 June 2016)	59 stakeholders 12 young people	-
Regional Youth Mental Health Forum Delivered: 4 th August 2016	144 young people 81 stakeholders	Headspace Ipswich, WMHHS, Lockyer Valley Regional Council, Ipswich City Council, Somerset Regional Council, Schools, Ipswich Hospital Foundation, Busy At Work
School Holiday activities Delivered: July, September, December 2016 and January, April, June 2017	49 young people	-
Lowood GSFW program Delivered: June to October 2016	12 young people	-
RAGE Anger Management Group Work Delivered: August 2016 and April 2017	16 young people	Anglicare
Boot Camps for young people Delivered: All year	12+	U-nique Health & Fitness
Braking the Cycle Delivered: All year	29 young people	PCYC Ipswich and Somerset Regional Council
Visiting services operating from the ICYS Lowood Youth Hub Delivered: All year	multiple	Toowoomba Youth Justice, Anglicare, PCYC Ipswich, TAFE Qld Ipswich, Orion Training

Cooking Programs Delivered: All year	multiple	CWA Lowood, Lowood & Fernvale Branch of the Bendigo Bank, Anglicare
Youth Drop in Delivered: All year	multiple	-
Training (Cert II and Cert III) Delivered: July 2016 – April 2017	16 young people	TAFE Queensland Ipswich, Orion Training
Lowood based Youth Interagency meetings Delivered: September 2016 and April 2017	42 stakeholders	-
Grant writing assistance for community groups	1 community group	-
Lowood young people participated in ICYS Youth Homelessness SleepOut Delivered: April 2017	4 young people	-
ICYS suspension program for Lowood SHS students Delivered: February – June 2017	3 young people	Lowood SHS
Stall holder and attendance at various meetings and events across the Lowood community Delivered: All year	multiple	-
Community access and support seeking information and advice Delivered: All year	multiple	-

The ICYS Lowood Youth Hub Project achieved its vision, the establishment of a designated space in Lowood where young people can access various support services, activities and new opportunities in a safe and welcoming environment. ICYS will continue to base its Regional Youth Support Service from the ICYS Lowood Youth Hub and work alongside our collaborative partners to deliver existing and new opportunities to the community of Lowood and surrounds.

This project would not have been made possible without:

- Department of Social Services (Federal) – funding body
- Lowood & Fernvale Branch of the Bendigo Bank – ICYS Lowood Youth Hub sponsor
- Somerset Regional Council – provider of in-kind space for initial nine months of project
- Our funding application supporters: Somerset Regional Council, Lowood SHS, Jim Madden MP, Shayne Neumann MP
- Beacon Real Estate
- Collaborative partners

Aunty Betty

In 2012 we were contacted by a lady named Vicki, who was hoping she could visit our office in Ipswich with her Aunty who would be visiting from NSW. We were told Aunty Betty was 87 and had lived in our building/house as a child. Of course we said “yes”, but little did we know it would bring newfound appreciation and respect for our office building.

Aunty Betty and Vicki visited ICYS in 2012 and we instantly fell in love with Aunty Betty’s wit and charm. She told stories of how her father would smoke his cigars in his chair at night, how her Mother would play the pianola while Aunty Betty danced on soap flakes on the front balcony of the house, and how she and her siblings were birthed in the front room of the house (yes, birthed). It was an emotional return to the house of her childhood and we instantly warmed to our new adopted Aunty.

Late the following year, in 2013, we commenced an internal renovation of our office building including floors, walls, light fittings and furniture. This was our way of respecting the building we now had a new appreciation for. This wasn’t just an office, this house had history and stories and love from almost a century ago which we needed to honour.

Also in 2013, Aunty Betty knitted Christmas toys for the children living in our crisis accommodation properties.

“She not only shared her heart with us, but also with children who needed it most”

Well the story doesn’t end there! In June 2017 we were again visited by Aunty Betty, her niece Vicki and Aunty Betty’s daughter Judy. Aunty Betty was able to see the new internal and external upgrades we had completed since her last visit almost 5 years earlier. It was a visit filled with lots of laughter, more stories of Aunty Betty the Socialite who regularly found herself in the pages of the QT - Queensland Times newspaper alongside her sister (Vicki’s mother), and lots of wonderful memories of the house and surrounding properties which were filled with friends from a time gone past.

How privileged we are to have met this wonderful woman almost 5 years ago, who now resides along the beachside on the mid-north coast of NSW. Aunty Betty goes to the gym 3 days a week and has the stamina, wit and charm we should all aspire to.


On the 30th June 2017 Aunty Betty celebrated her 92nd birthday. What an amazing milestone for this amazing woman.



Staff Reflection

Youth Housing and Support Program

Jane, 18 years & Molly*, 7 months*




After having engaged ICYS' Youth Housing and Support Program (YHAS) on two separate occasions in the past as a single young person, Jane re-engaged with the YHAS program after the birth of her first child, Molly. She had become homeless again, this time with her daughter in tow. This occurred after the relationship with her Mother again deteriorated to a point where they could no longer live together. Not being able to stay in her family home any longer she had begun couch surfing, moving frequently between five different households, none of which were able to offer her long term accommodation due to existing overcrowding. Sadly, this is a situation that is all too common to me in my role as Housing Support Worker (HSW) in the YHAS program. As these were not safe or stable places for a young Mother and her 7 month old daughter, Jane approached ICYS for help. Because of her previous positive experience, Jane knew that ICYS was somewhere she could turn and because of the relationship built in her previous interactions with the HSW, she felt comfortable to contact again when things got bad. At our first meeting this time around, Jane was feeling pretty low, at a loss with what to do about her situation as she couldn't see a way forward out of her housing crisis.



As a new Centre Based Support client, I worked with Jane to assess her current needs and devise a case plan to achieve her goals. Together we identified her housing barriers and made steps to address them so that we could work to achieve the ultimate goal: stable housing. I began assisting her to look at options in social and community housing, in the rental market and in the crisis accommodation sector. After two weeks of intensive case management we had had no success with obtaining any housing options and I was thrilled to be able to offer Jane and Molly a tenancy with the ICYS YHAS Crisis Accommodation Program and Jane was relieved to accept.

Over several months in the YHAS property, Jane and I worked intensively to overcome her housing barriers and try to achieve a long term accommodation option. I assisted with transport to attend various appointments and countless rental viewings and helped to complete lengthy tenancy applications. Jane became disheartened by the continuous application rejection but continued on with my encouragement and finally received good news. To both of our excitement, Jane and Molly were accepted for a private rental and transitioned from the supported YHAS property to the new independent rental tenancy. I assisted with the application for a bond loan and rental grant via Dept. HPW to help with the financial costs of beginning a new tenancy.



Thanks to our community supporters I was also able to refer her to receive donated furniture items that she required to make her new house a home. The young mother is now settled and feels confident with sustaining her tenancy independently but also knows she can contact ICYS in the future if she ever needs support or guidance again. Jane says that she can now focus on completing her high school studies, which was difficult to achieve previously when she was experiencing housing stress. Jane is looking forward to enrolling her daughter in day-care two days a week and finding part time employment and is also looking into tertiary study options in order to continue to build a stable and independent future for her and her daughter.

Jane was able to make huge steps in a positive direction during her engagement with the YHAS program and she learnt skills that allow her to continue to do so independently now. Being able to walk with Jane and so many others like her throughout their journey from homelessness to stable housing is what makes the Housing Support Worker role so rewarding. It is so pleasing to see the resilience of the young parents we work with who persevere through difficult times and achieve such positive outcomes by accepting help and working to change their situation so they can make a better life for their young children.

ICYS Initiatives and Collaborations

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



Youth Homelessness Matters Day Brekky

On 05/04/17 ICYS hosted it's annual Youth Homelessness Matters Day Community Brekky. Over 80 people attended to show their support of the SleepOut participants.



ICYS Jazz in the Vineyard 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. The event raised over \$1600 in 2016.



Youth Homelessness Matters Day SleepOut

Provides participants with an opportunity to sleep rough while raising funds and awareness for Youth Homelessness. In 2017 just under \$7000 was raised.



Day for Daniel

On 28/10/16 ICYS co-hosted the Ipswich Day for Daniel Community Walk for the 6th consecutive year. The community came out wearing red to walk the streets of Ipswich, to show their support for the safety and protection of children and young people.



Community Safety Forums

ICYS Service Manager was invited to be a Guest Speaker at the North Ipswich (29/03/17) and Rosewood (18/04/17) Community Safety Forums run by Jim Madden MP.



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 to remain engaged in education.



Australia's Biggest Morning Tea

Ipswich Flexible Learning Centre and ICYS partnered again in 2017 to raise funds for Cancer Council by hosting a morning tea on 25/05/17.



Child Protection Week Symposiums

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



CPW Gala Dinner & Awards Presentation

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



Boot Camp

Get fit with U-Nique Health & Fitness and ICYS. Free boot camp classes at Lowood State High School for anyone 12 - 18 years.



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.



Cooking in Lowood

Do you find it hard to keep to a budget when you have a family to feed! \$5 gets you a recipe and a meal to take home, along with a chance to meet new people.

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Regional Youth Mental Health Forum

‘Talkin’ It Up’

Young people from 6 high schools and 3 youth organisations attended the inaugural RYMHF on 04/08/16 at the Somerset Civic Centre in Esk.



ICYS Young Parents Playgroup

Thanks to a funding grant received from ICC, ICYS was able to establish a young parents playgroup for female &/or male pregnant &/or parenting young people aged 16 - 25.



YSC Student Conference

On 29/07/16, ICYS hosted it's 8th annual Student Conference where 250+ Year 10 students from our five YSC serviced schools attended to learn more about their post schooling options.



ICYS School Holiday Activities

ICYS this year hosted school holiday activities:

June/July 16 - Lowood

Sep 16 - Lowood

Dec 16/Jan 17 - Lowood

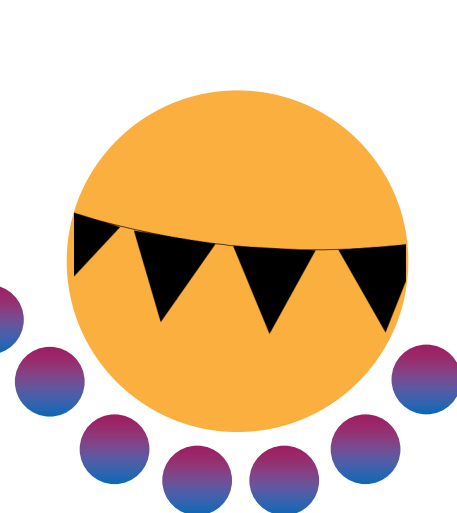
Apr 17 - Lowood

Jun/Jul 17 - Lowood & Ipswich



ICYS Lowood Youth Hub Launch

As part of our Federally funded Lowood Youth Hub Project, Friday 02/09/16 saw the official opening of the ICYS Lowood Youth Hub in Walters Street.



Colours of Somerset Arts and Culture Festival

ICYS participated in the ancient ways in modern days arts and culture festival, Saturday 18/03/16 Clock Park in Lowood.

ICYS Awards and Donations

ICYS awards and donations shine a light on some of the extraordinary friends we have made, along with highlighting some of the organisational awards won, over the year.



headspace HYPA charity drive for ICYS

The young volunteers of headspace advisory group hosted a donation drive for young families residing in ICYS' emergency accommodation. They collected baby goods and non-perishable food items.



Ipswich District Community Safety Crime Prevention Award WINNER

On 17/11/16 ICYS won the Youth Engagement Category in the Ipswich District Community Safety Crime Prevention Awards hosted by QPS.



Ipswich in Need - Care Packs Donations

Ipswich in Need - Care Packs is a local charity that collects toiletry items from the general public and turns these into gender specific health packs. They are a welcomed regular donation to ICYS to distribute to those "in need".



Australia Day Award WINNER

In January 2017 ICYS received an Australia Day Award recognising our contribution to the City of Ipswich. Nominated by Andrew Antonioli.



Heart-Out Muay Thai Donation

Thank you to Heart-Out Muay Thai gym for their continued support and amazing community spirit, doing quarterly non-perishable food drives for ICYS.



Redbank Plains SHS SleepOut

At one of our YSC partner schools, a group of 40+ students and staff gave up their beds in the name of YOUTH HOMELESSNESS! \$800 was raised and donated to ICYS to assist young people who are homeless in our community.

Acknowledgements

Thank you to all our partners and supporters who have contributed to all we've achieved from July 2016 - June 2017



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
Ipswich City Council



Collaborative Partners

TAFE Queensland Ipswich
PCYC Ipswich
Queensland Police Service
Child Safety Services (DCCSDS)
Ipswich City Council
Somerset Regional Council
Lockyer Valley Regional Council
Lowood Police Station
headspace Ipswich
Ipswich Flexible Learning Centre
CWA Lowood
Anglicare Southern Queensland
U-Nique Health and Fitness
Toowoomba Youth Justice
J Bell Farm
Lowood State High School
Laidley State High School
Lockyer District State High School
West Moreton Hospital and Health
Service
Open Door Gallery/Lowood Lions



Community Supporters

CityHope Care
Knitting for Brisbane's Needy
Ipswich in Need - Care Packs
Harvest Angels
Share the Dignity
QT Adopt-a-Family Appeal
Givit
Salvation Army Bundamba
Apprenticeships Queensland
Challenge Employment
Mylestones Employment
University of Southern Queensland
Fairy Godmother Project
North Ipswich Tigers
Salvation Army Soundpoint Goodna
Bags and Backpacks of Kindness
Busy at Work
GoldenWest Apprenticeships
Life Without Barriers
Department of Human Services
Ipswich South Child Safety Staff
Ipswich Girls Grammar group of young
people
Access Community Services
Ipswich Youth Justice Service Centre
Challenge Employment and Training
Youth Insearch
yourtown
Kambu



Business Supporters

Brothers Leagues Club
 Beacon Realty
 Llewellyn Motors
 McDonald's
 Ipswich Hospital Foundation
 Eagle Claw Cleaning
 Ripley Valley Pest Control
 Cool 4 Kids
 Providence South Ripley
 Heisenberg Haus
 Beauty on Levi
 Jade Kids
 Birch Carroll & Coyle Cinemas
 Ipswich
 Body Bare Beauty
 Arcadia
 St George Bank
 Gawdy Green Copy & Print
 Lynette Budd



Business Supporters

Red Chair
 Southern Cross Transit
 Paradine Estate Wines
 Normanby Wines
 Village Roadshow Theme Parks
 KC Carpet & Pest
 Jenny Murray PartyLite Consultant
 Sizzler
 Vinindex
 Bunnings West Ipswich
 Taylor Mansell Seacret Consultant
 Behind Our Picket Fence
 Limelight Cinema's
 Masters of Mowing
 Bendigo Bank Ipswich Mall Branch
 Australian Defence Force
 Orion Training
 Fentons Restaurant at the Ipswich Club



General Donations

Heart Out Muay Thai
 Jennifer Howard MP
 Jim Madden MP
 Shayne Neumann MP
 Staff and student from Redbank
 Plains State High School
 headspace Ipswich HYPA group
 Mayor Paul Pisasale
 Cr Andrew Antonioli
 Cr Kylie Stoneman
 Cr David Morrison
 Cr David Phalke
 Cr Paul Tully
 Cr Kerry Silver
 Rebecca Doyle
 Limestone Emporium
 Lynn Arnold
 Bill Warwick

Thankyou



young people

empowering tomorrow's decisions

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