

Ipswich Community Youth Service Annual Report

2017/2018



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Management Committee

Chairperson:	David Martin
Secretary:	Aaron Athorn
Treasurer:	Katrina Mackenzie
Members:	Dianne Charman Kathryn Cassidy David Lonne Troy Salton

Management & Administration

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

Program Staff

YSC:	Bree Mansell (c) Skye Leo (c) Rosalind Sapolu (c) Jo Buzza Ryan (c) Marley Butler (c) Megan Harbeck (c)
YHAS:	Teagan Craig Melissa Pedersen (c) Kirsty Charles (c)
YARI:	Kristen Marler (c)
RYSS:	Katrina Althaus (c) Josh Steele (c) Kym Berry Jasmine Starr Toni-Maree Zwolinski (c)
GSFW:	Andrew Tipping (c) Carlotta Graham (c)
SWW:	Lucinda Smith (c) Carlotta Graham (c) Jacinta Drury

* (c) = current as at November 2018

Volunteers

Narelle Tyler	Trent Townsend
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Funding Bodies



Funded by ICYS acknowledges funding support from the Queensland State Government in 2017/18. 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.



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



ICYS acknowledges the Yamanto and Ipswich branches of the Commonwealth Bank for their extremely generous Centenary Grant provided in this financial year. This grant has allowed ICYS to continue to support the wellbeing of Australian youth, as well as continue to support education for disadvantaged young people in our region.

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)

ICYS acknowledge elders past, present and emerging, for they hold the memories, the traditions, the culture and hopes of Aboriginal & Torres Strait Islander peoples across the land in which we work, live and play.

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Chairperson

David Martin

It is an honour and pleasure to be the chairperson of this great organisation and gives me great pleasure to bring my annual report. ICYS has a great name throughout our community and it is exciting to hear good news about our workers and great work, and it is with great pride we can say we are a part of this.

In my other life I had the opportunity to visit schools and I know our staff, in particular our school-based workers are held in high regard by staff and more importantly the young people they work with.



This year has been a year of growth for the organisation, picking up another couple of schools and having Get Set for Work extended. I believe we have 13 funded contracts over a variety of areas and this is a testimony to the great name we have. The growth of our organisation is due in no small part to our manager AMANDA who lives and breathes ICYS. She is passionate about our reputation, programs, brand, staff and deserves credit for the reputation we have. No organisation would be a success without a good team, and Amanda does have a pretty good crew, with Kat as her faithful assistant through 19 staff to Trent and Narelle as volunteers, we have a good team. The staff work over 2 offices, Lowood and our Ipswich location and do a great job to empower our most vulnerable to make good decisions. I would like to thank all of our staff and volunteers for their input to this organisation.

The management committee meets on a monthly basis and we ensure that the service has good ordinance and governance. Whilst we don't get involved in the day to day dealings, we have a handle on what happens to ensure best practice. We are a pretty stable committee and have had the same committee for the last couple of years. It was a tragedy, earlier in the year when our new recruit Troy Salton had an unexpected and all too young death and I would like to pay tribute to him as an all round great guy and advocate for our cause. Our MC comprises Katrina as treasurer, Aaron as secretary and we are ably supported by David, Di and Kathryn. This year we successfully had our HSQS audit and are constantly reviewing best practice and our policies. We have seen a good year of consolidation and growth and have had good robust discussions about a number of governance areas including conflict of interest and it is good to know that our policies are sound and robust. I would like to thank the MC for their work and support this year.



Whilst we don't overstep our mark, I'm particularly proud that our YSC program award a scholarship at each of their schools and this was recently highlighted at the Awards nights and was posted on our FB page.

Each year in the not for profit sector brings challenges and hiccups as there is no concrete guarantee of any funding, and most organisations in the field we are in rely heavily on government funding. We would like to acknowledge our local State Members Jennifer Howard, Jim Madden and Charis Mullen and Federal Member Shayne Neumann who work for us behind the scenes lobbying on our behalf and I'd like to acknowledge their support.

Lastly, without the support of this community and so many services we would not be able to deliver what we do, so I say thank you and I look forward to working with you and having your continued support.

Once again, it is a privilege to be part of ICYS and I look forward to the year ahead and working with the committee to see great outcomes for our organisation and city.



Service Manager

Amanda Margerison

This is my 9th annual Service Manager report, and my 14th year as an ICYS employee. Almost 14 years ago I interviewed for a Youth Support Coordinator position at ICYS, having never been to Ipswich before. The role sounded amazing ~ supporting disadvantaged young people to remain engaged in school by addressing their barriers to engagement ~ “but Ipswich”? I accepted the position with every intention of looking for other employment closer to home in Brisbane; little did I know about the power of the Ipswich community. This Annual Report is why “but Ipswich” is now proudly “yes Ipswich”.

Professionally I am surrounded by the most amazing staff and a community of passionate service providers, community leaders and socially-conscious businesses. Our partnerships extend beyond the community service sector to include schools, training providers, government agencies, councils, banks, large businesses, small family-run businesses, gyms, churches, community groups, community volunteers and individual locals donating items or funds to assist those less fortunate. I chair the Ipswich & West Moreton Youth Interagency network which has over 500 people on the mailing list; people who are all committed to improving the outcomes of our community’s young people. My role allows me to represent ICYS on many reference groups and committees alongside people committed to improving social outcomes for our communities. We partner with some amazing schools and training providers who do everything within their power to support young people to graduation. Our community service partners bend over backwards to afford young people the assistance they need.

In the 2017/18 financial year, 19 ICYS staff supported 2148 children and young people through direct support and changed the future life trajectory of those we assisted.

Although we are not funded as an official Emergency Relief provider, and with the assistance of many of our community donors, ICYS provided over 300 support items to children, young people and families in need including over 100 food hampers, over 70 hygiene/toiletry packs and close to 50 Go Cards. ICYS assisted students with school fees and school uniforms, assisted our training students with clothing, provided lunch when there was none, a safe place to stay when a concrete floor was the only other option, transport when there was no other means to access domestic violence / mental health / medical assistance, a safe place to hang when the outside world got too much, a learning space when the alternative was school suspension, a listening ear and reassurance that things would improve. To my staff, your dedication is inspirational and your impact on those you support immeasurable.

This year we increased our school-based Youth Support Coordinator (YSC) contracts, commencing in Bundamba State Secondary College and Lowood State High School in April 2018 and increased to two YSC’s at Ipswich State High School. There is so much that can be achieved through school-community partnerships when we collaboratively work to provide holistic

“To my staff, your dedication is inspirational and your impact on those you support immeasurable”





wrap-around support to our young people, and we are proud to partner with nine schools across the Ipswich and Somerset regions.

We said farewell to ICYS YHAS Housing Support Worker Teagan this year who was with us for almost five years. Teagan has left a lasting impact on our organisation and the young people she assisted and can now be found enjoying her sea change lifestyle. Another sea change seeker, Regional Youth Support Worker Jasmine, swapped Lowood for North Queensland and we said 'see you in the sector' to Regional Youth Support Worker Kym who is now a community stakeholder rather than ICYS colleague.

The hardest goodbye of all was to our long time friend, stakeholder and recently appointed ICYS Management Committee member, Detective Senior Sergeant Troy Salton, who suddenly and unexpectedly passed away in February 2018. I have known his wife, Yvonne, since 2005 when she was a teacher/HOD at Woodcrest State College when I was in my first year as a YSC at ICYS. Troy became a close stakeholder of ours a few years later when he sat alongside ICYS Kat and myself on the Ipswich District Child Protection Week Committee. His tireless dedication to the QPS, the Ipswich & Lowood communities and our region's young people will have benefits far beyond his short 46 years. We are blessed to have his daughter, Montana, as one of our organisation's Youth Ambassadors; she is just as impressive as her father. While only a short tenure, his time on the ICYS Management Committee was valued. We lost a good one.

"Anyone who met Troy knew he was a top bloke, one of the kindest and most genuine people you would ever meet, with a cheekiness that you couldn't help but laugh at or with. A generous soul taken far too soon" ~ Amanda

To the ICYS Management Committee, your enduring support is appreciated. ICYS is lucky to have a committee who supports creative, constructive and over-ambitious initiatives; our children and young people are better for it.

Please enjoy the contents of this report, the many amazing stories of young people succeeding in the face of adversity and take a moment to reflect on your role in their achievements. We are an amazing community, thank you.

ICYS 2017/18 Financial Snapshot

Total income / operating revenue:	\$1,276,197
Grant / program income:	\$1,137,608
Overall consolidated net surplus:	\$15,592
Total assets:	\$1,869,203
Total liabilities:	\$353,273
Total equity:	\$1,515,930





Vale

Detective Senior Sergeant Troy Salton



ICYS Facebook post
26th February 2018

It is with the heaviest of hearts and with the utmost respect that we acknowledge the sudden passing of our dear friend Senior Sergeant Troy Salton on Friday.

Troy is a respected Police Officer of 26 years, a colleague, friend, son, brother, father and husband to our friend Yvonne. Troy has been a friend to ICYS for many years, sitting alongside us on the Ipswich Child Protection Week Committee, as Officer in Charge at the Lowood Police Station, as Acting Detective Inspector in Ipswich and more.

In November, Troy joined the ICYS Management Committee to contribute further to this community in which he dedicated his life, professionally and personally. This dedication included Troy's 18 years in the Ipswich Child Protection and Investigation Unit where he changed the trajectory of so many at risk and vulnerable children and young people.

Anyone who met Troy knew he was a top bloke, one of the kindest and most genuine people you would ever meet, with a cheekiness that you couldn't help but laugh at/with. A generous soul taken far too soon.

Our deepest condolences to Troy's family, Yvonne & children and all the Queensland Police Service community.

★ With Honour He Served and forever in our hearts ★

From all of us at ICYS, we will miss you Troy ♥

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
 - Bundamba State Secondary College
 - Lowood 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



Program Snapshot

In the **2017/18** financial year, ICYS employed **19** staff to deliver **13** individual Government contracts in **5** program areas



School Based Programs

Youth Support Coordinator Program (YSC) (7 schools)
Student Welfare Worker Program (SWW) (2 schools)



Housing & Homelessness

Youth Housing and Support Program (YHAS)



Youth Support & Referral

Youth Assessment Referral & Information Program (YARI)
Regional Youth Support Service (RYSS)



Employment & Training

Get Set For Work Program - Ipswich (GSFW)



Activities & Event

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



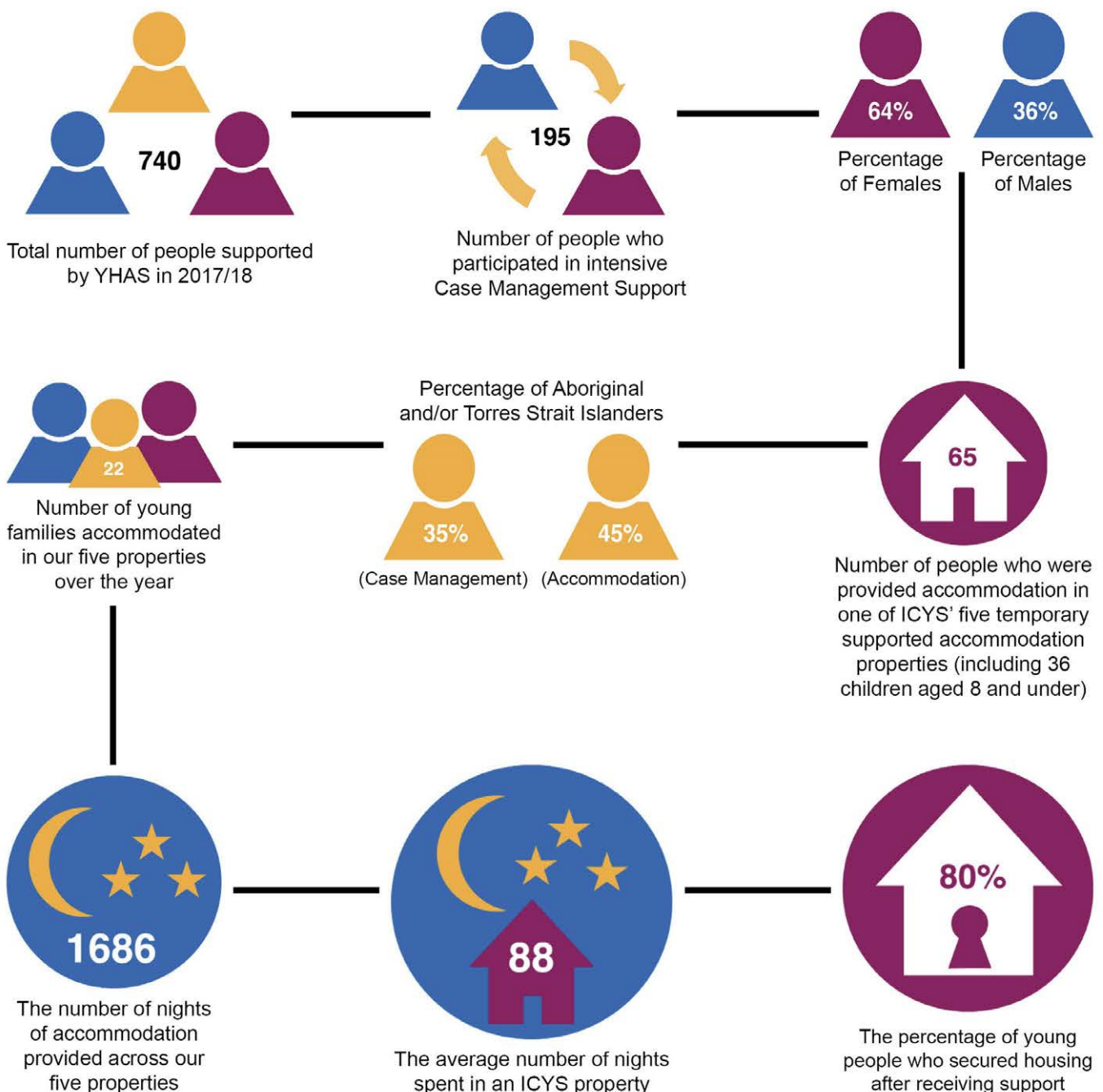
YOUTH HOUSING AND SUPPORT PROGRAM (YHAS)

Funded by the Queensland Department of Housing and Public Works

What We Do

Provides 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 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.





**“Making her dream of
having a safe house to
raise her baby in come
true”**



Good News Story

Youth Housing and Support Program (YHAS)

Centre based support

A young person, aged 24 years, who was 12 weeks pregnant presented to ICYS after couch surfing, sleeping on lounges in severely overcrowded houses with family and friends. She had previously been living with the father of her unborn baby, however the relationship had broken down once she fell pregnant. She had finished high school and gone on to further studies despite some challenges growing up.

She engaged very well in the ICYS YHAS program, always maintained communication with her Housing Support Worker (HSW) and was open and honest about her living situation and any questions around her circumstances that arose during her time with ICYS.

She attended every appointment and lodged her social housing application to try and gain

permanent housing for her and her unborn baby and was open to any housing options available.

A transitional property became available through another community organisation and the HSW referred her over to this. She was successful in gaining an interview and did an amazing job of showing the worker her maturity and maternal instincts to protect her baby and have a safe and stable environment.

At 14 weeks pregnant, she was successful in being offered the transitional property. She could not express her gratitude enough to the ICYS HSW for all of their help and making her dream of having a safe house to raise her baby in come true.

80% of young people who received support from YHAS achieved their housing goals

GET SET FOR WORK INCREASING OPTIONS PROGRAM (GSFW)

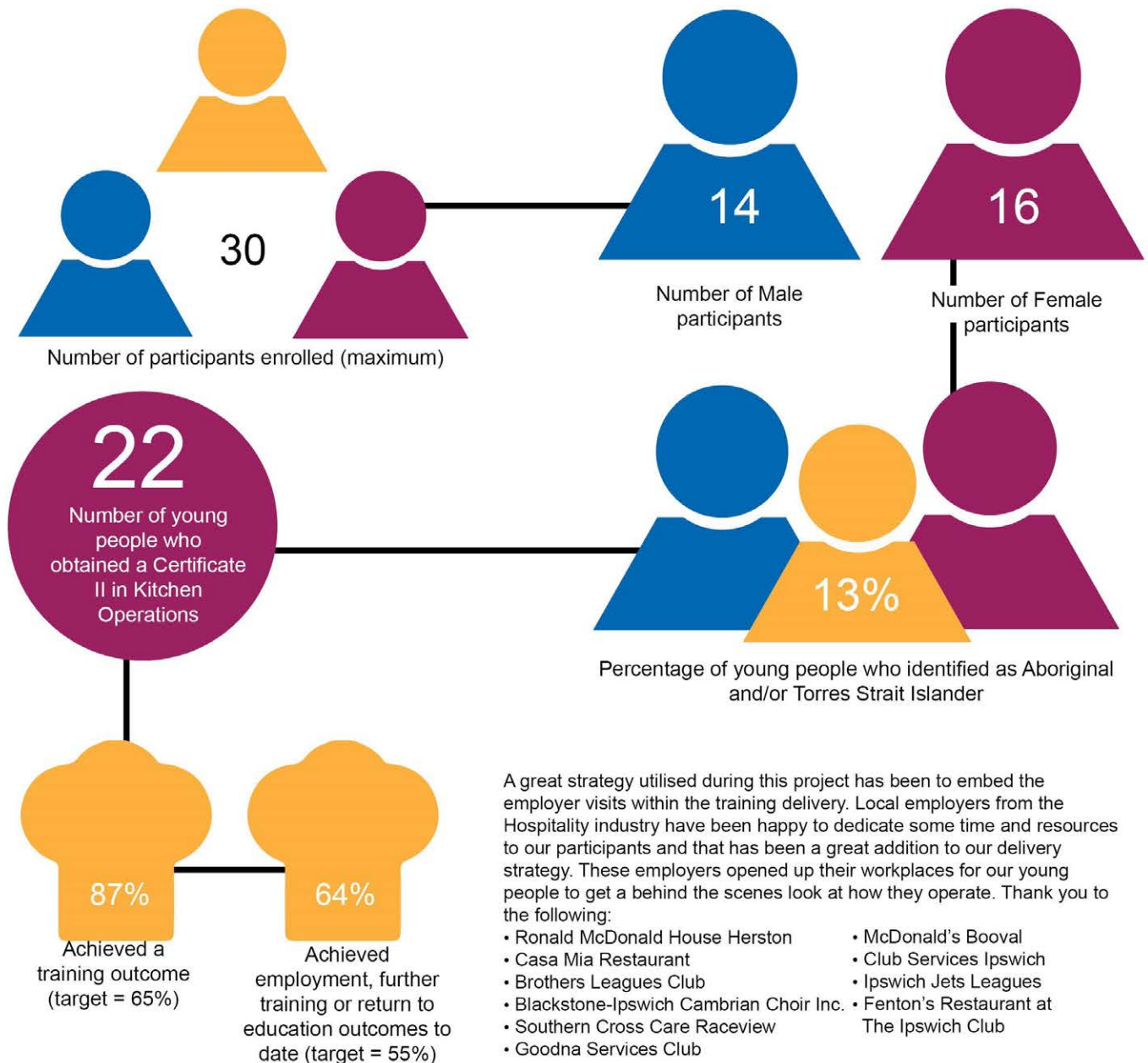
Funded by the Queensland Department of Employment,
Small Business and Training

What We Do

For the third consecutive year, ICYS was successful in securing funding through the department's Skilling Queenslanders for Work initiative to deliver the 'Get Set for Work' Program in the 2017/18 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 in Kitchen Operations course with our community partner TAFE Queensland Ipswich alongside delivering life skills workshops and activities to build personal and career capacity and holistic case management support.





Working For A Better Future

The Queensland Times - 6 November 2017

JOB READY: 18-year-old Mackenzie is participating in an employment program at TAFE Queensland Ipswich campus.

YOUNG, confident, well spoken and ready to work.

Ipswich 18-year-old Mackenzie has it all going for her, except for one thing she can't find work.

After completing year 12 and taking up several temporary positions, Mackenzie has been on the unemployment queue since mid-way through last year.

In that time, she has applied for 22 different jobs, all without success.

Not being one to sit on her hands, the keen show-jumping horse rider has taken up an Ipswich Community Youth Service program to help get her ready for the workforce.

Mackenzie is now confident of finding work pretty soon after completing her Get Set For Work program in a fortnight.

"I had just been applying for administration jobs or anything to do with horses," Mackenzie said.

"Unfortunately there is not much out there for someone like me. They are all looking for people with experience.

"It's frustrating because I'm a person that wants to work and earn my own money."

It was Mackenzie's mum who found out about the program and signed her up.

Funded through the State Government, the ICYS program is aimed at 15-19-year-olds who have found themselves disengaged from the education system and/or unable to find work.

ICYS manager Amanda Margerison said the program provided individualised assistance for job seekers by addressing any personal barriers to getting a job.

"It's not a case of putting them into training and hoping for the best," Ms Margerison said.

Mackenzie is one of about a dozen job seekers completing a Certificate II in Kitchen Operations at Tafe Queensland Ipswich campus, which incorporates cooking for functions and Responsible Service of Alcohol. With her resume updated and apprenticeship options being considered, Mackenzie is looking forward to turning her fortunes around.

"This course has boosted my confidence so much," she said.

"Preparing food for large groups of people can be stressful but that is good experience.

"I'm confident of getting a job after this is finished."

Any Ipswich region businesses looking to employ one of the job-ready young people from the program can contact ICYS directly on 3812 1050.



“ICYS has empowered Henry to make positive decisions for his future”



Good News Story

Get Set For Work Program (GSFW)

Henry, 16 years

Henry's Mother was desperate to get her son back into education when the ICYS Get Set For Work Coordinator met with them in early 2018. Henry had been on the ICYS list of potential participants since late 2017 and prior to the referral, disengaged from school for a number of years.

Henry had been to three different high schools between 2013 and 2016. He had struggled to fit into mainstream education and by the time he met with the ICYS team he had not been participating in education for two years.

Henry's passion for culinary creations was evident from the beginning of the Certificate II in Kitchen Operations training. His passion for cooking started at home when he began regularly preparing home cooked meals for his dogs; roast chicken seemed to be a favourite. Henry also prepared dinner for his mother when she was going to be home late from work.

The Chef at TAFE noticed Henry's potential straight away. His ability to follow instructions precisely and efficiently, along with his capability with numbers and his great attitude towards work was evident. Many of the employers also noticed Henry's passion when he was with the group on employer visits.

Following a block of work experience at The Ipswich Club, Henry gained casual employment as a Kitchen Hand. This has now earned him an apprenticeship there doing a Certificate III in Commercial Cookery.

Henry has set himself some goals; he plans to save money to go on a trip to America with his Uncle at the end 2018, and he would love to start his own business in the future.

Henry has excelled because of an opportunity to explore his passion.

ICYS has empowered Henry to make positive decisions for his future.

22 young people obtained their Certificate II in Kitchen Operations through ICYS' GSFW Program

YOUTH SUPPORT COORDINATOR PROGRAM (YSC)

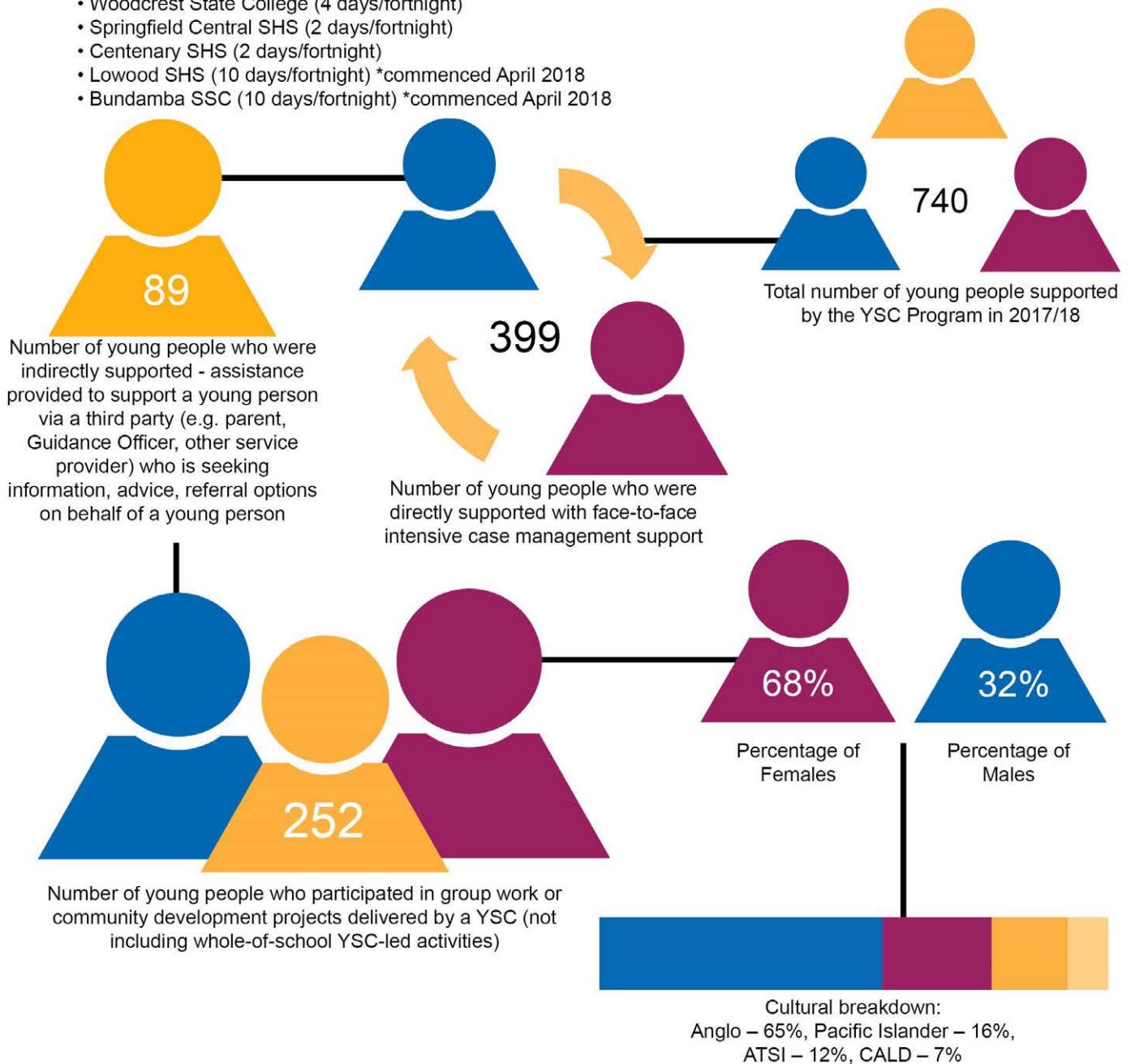
Funded by the Queensland Department of Education

What We Do

Youth Support Coordinator (YSC) Program supports students primarily in years 10, 11 and 12 who are at risk of disengaging from school to address barriers to engagement or to assist with transition to further education / training and employment. ICYS has been delivering the YSC Program since 1997 and in its 22nd year of delivery we increased our partnership from five to seven schools to assist those young people in our education system that are most at risk.

Our 2017/18 partner schools:

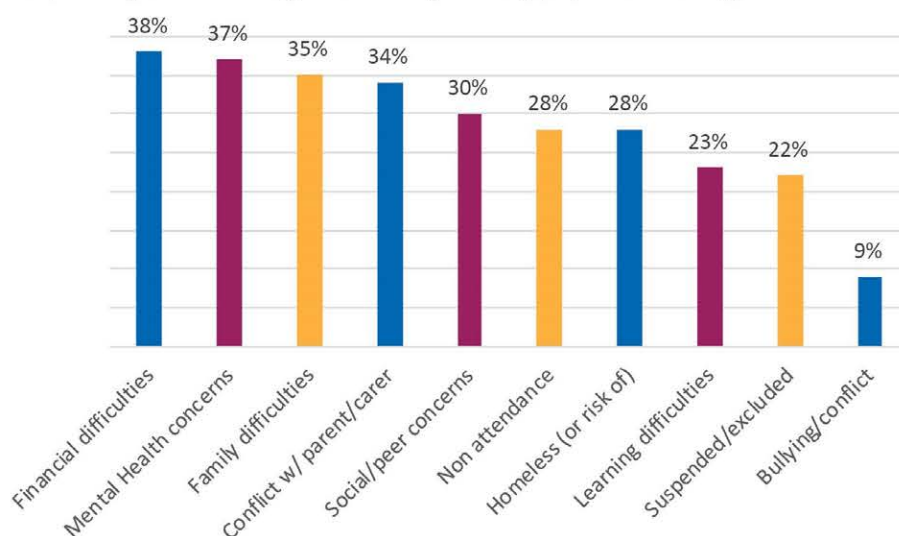
- Ipswich SHS x 2 staff (9 days/fortnight and 6 days/fortnight)
- Redbank Plains SHS (10 days/fortnight)
- Woodcrest State College (4 days/fortnight)
- Springfield Central SHS (2 days/fortnight)
- Centenary SHS (2 days/fortnight)
- Lowood SHS (10 days/fortnight) *commenced April 2018
- Bundamba SSC (10 days/fortnight) *commenced April 2018



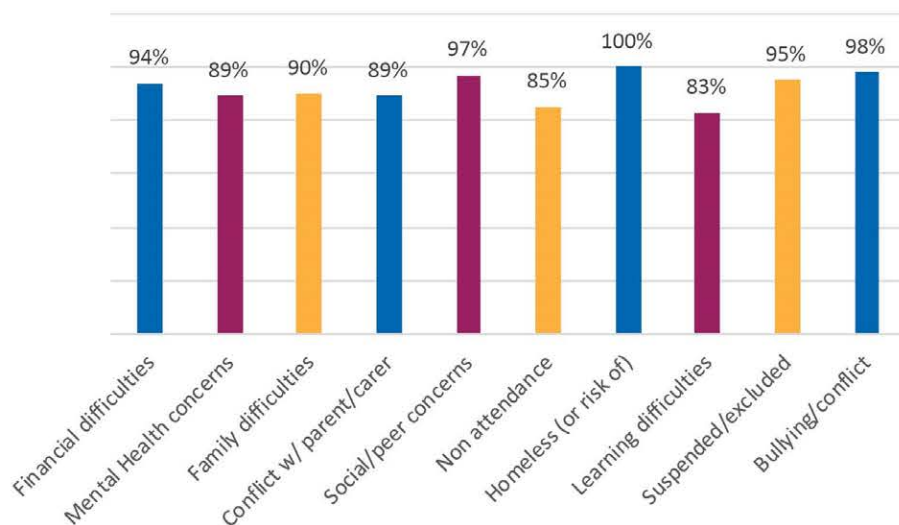
YOUTH SUPPORT COORDINATOR PROGRAM (YSC)

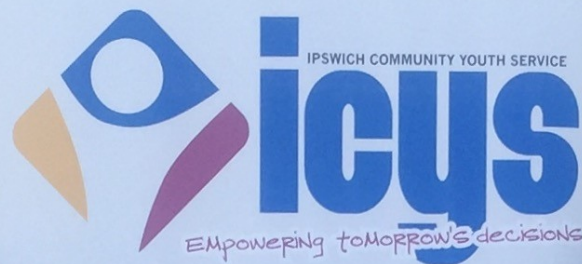
Funded by the Queensland Department of Education

Top 10 presenting issues (% of yp presenting with need)



% of yp who had their presenting issue improved or resolved





Providing assistance and support to children and young people, their families and their communities since 1983

Information and Referral

Intensive Case Management

Housing and Homelessness

Education Engagement

Employment and Training

Disability

Events and Activities

Volunteering and Active Citizenship

Phone 07 4200 0000
www.icys.org.au



“The YSC Program has helped me improve on my self-worth”



Briley's* Story, 17 years

Youth Support Coordinator Program (YSC)

Before my engagement with the ICYS YSC, a lot had been happening in my life, things that I felt I couldn't voice or share with anyone. I suffered from severe anxiety disorder and could finally get help from someone real. The ICYS YSC helped me through a lot of personal and school related situations and introduced me to a new group of people going through similar situations (Girls Group) which made a massive change in my perspective of life overall. This helped me mentally, improving my situation since I found a new confidence in talking to my teachers and friends about my anxiety.

Nat's* Story, 15 years

Youth Support Coordinator Program (YSC)

I was depressed and sad, feeling I wasn't good enough and I wanted to run away from here all the time. The support I received was that I'm not alone and I could see the ICYS YSC anytime. The YSC also gave me advise on how to figure others and to be aware of others feelings. I was taught how I could control my anger and deal with situations as the better person. The YSC saved me from falling into complete hate and helped me save my friendship.

15 year old female

Youth Support Coordinator Program (YSC)

"I have learnt:

- **how to look after myself before looking after other people I love and care about**
 - **to just be myself**
 - **to forgive and forget**
 - **to find self-worth"**
-

YOUTH ASSESSMENT REFERRAL & INFORMATION PROGRAM (YARI)

Funded by the Queensland Department of Child Safety,
Youth and Women

What We Do

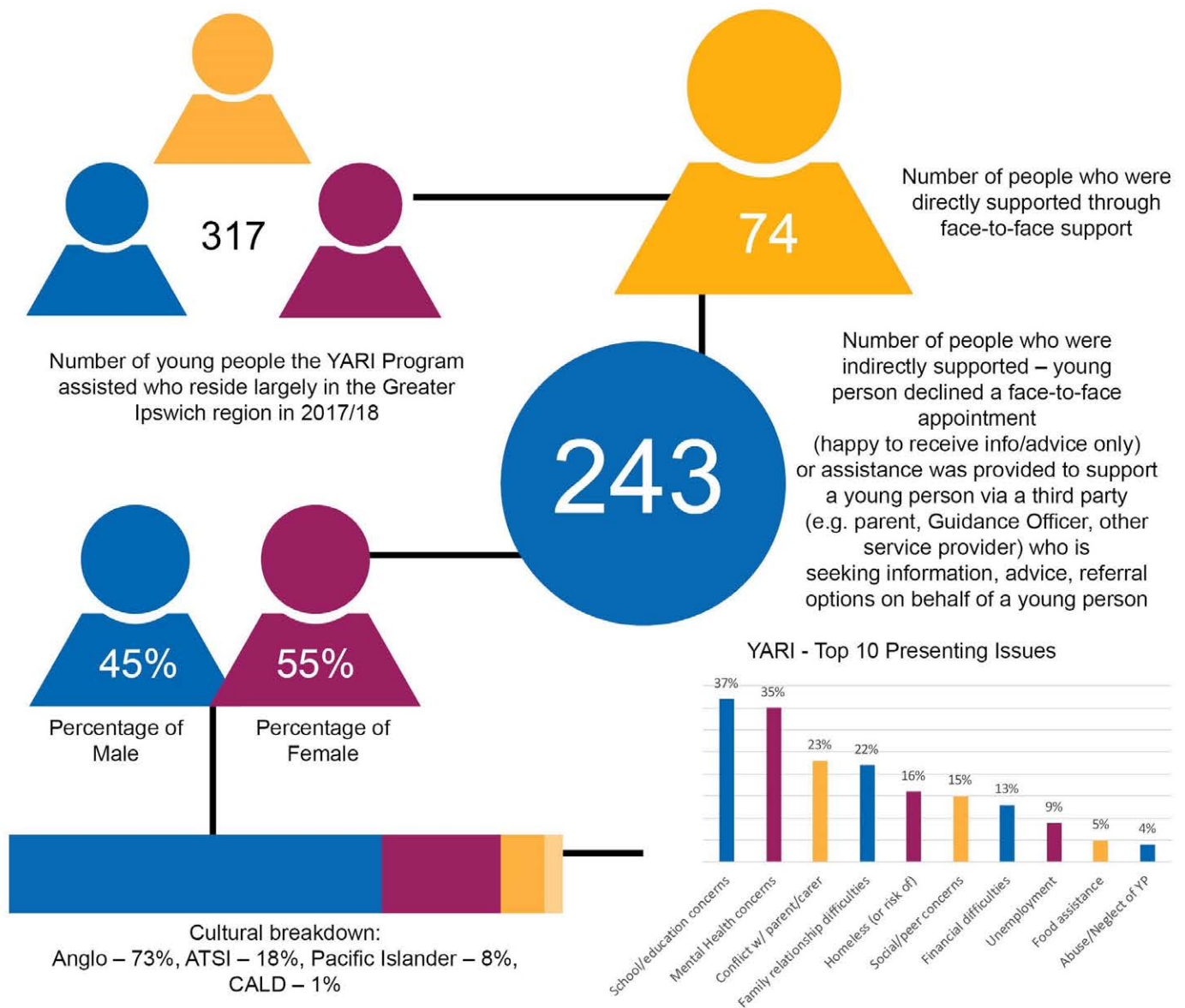
YARI supports young people aged 12 to 18 in the Greater Ipswich region utilising a two-tiered service delivery model:

1. Access - information, advice and referral
2. Support - case management support

YARI focuses on four key areas, to assist young people to:

- 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

YARI provides individualised support to young people and their families at the ICYS Head Office in Ipswich, in home, at school, in public places, over the phone and can be accessed directly by young people seeking assistance, by family members or carers of the young person or by support services/agencies/schools.





Client Case Study

Youth Assessment Referral & Information Program (YARI)

Female, 13 years

Young person was referred to the Youth Assessment Referral & Information Program (YARI) seeking support transitioning from mainstream education into alternative schooling, as well as engagement in social activities with other peers. Young person was 13 years old at the time of engagement and was attending weekly counselling sessions in relation to suicidal ideation, self-harm, conflict with others and displaying aggression.

Young person was living with her Mother and another family member, and their relationship was extremely problematic and at times described as volatile. This living arrangement was unhealthy for the young person. Young person and her Mother were hoping to move to their own house in the coming year, however this would take a lot of private planning and assistance from the Police due to the other family member's extreme behaviours.

At the time of engagement young person was enrolled in Grade 8 at a mainstream high school, however had academic/learning difficulties and

very poor attendance. The YARI program assisted the young person to transition into an alternative school where she felt better supported and her behaviour and learning improved.

Young person had very few friends and found it difficult to maintain friendships due to her mental health concerns. The YARI program worked with the young person to identify her hobbies and interests and provided her with information of activities which were in line with her interests.

Since linking in with the YARI program the young person has been able to achieve all of her goals. She successfully transitioned into an alternative schooling program and is maintaining regular attendance.

The young person's counsellor reported that the young person was doing exceptionally well and is a lot happier and self-confident. Young person is engaged in social activities recommended by the YARI program and is developing and maintaining more healthy friendships.

51% of YARI clients are aged 16 and 17 years



“Staff from ICYS are professional and polite as well as compassionate and caring in their approach”



Stakeholder Feedback

Regional Youth Support Service (RYSS)

Over the last several months it has been my great pleasure to work with members of the ICYS team in the capacity as partners with shared clients and as providers of support to young people with varying needs.

During this time, I have thoroughly enjoyed working with ICYS staff members and found them to always be open, engaging, cooperative and proactive in their approach to collaborative practice. In my experience, all staff from ICYS are professional and polite as well as compassionate and caring in their approach, and it is always a pleasure to work together with a young person.

One of the most important parts of collaborative practice is keeping the pathways of communication open and clear. I have found that all staff I have worked with from ICYS have been forthcoming, open and expedient with providing feedback and information around shared clients, which has made it so much easier to ensure each client's support needs are met to a high standard, and that meetings and conversations are productive and proactive.

I always enjoy working with staff from ICYS and look forward to future collaborations.

**46% of young people referred
to RYSS were experiencing
conflict with parents/carers
and
43% had mental health
concerns**

REGIONAL YOUTH SUPPORT SERVICE (RYSS)

Funded by the Queensland Department of Child Safety,
Youth and Women

What We Do

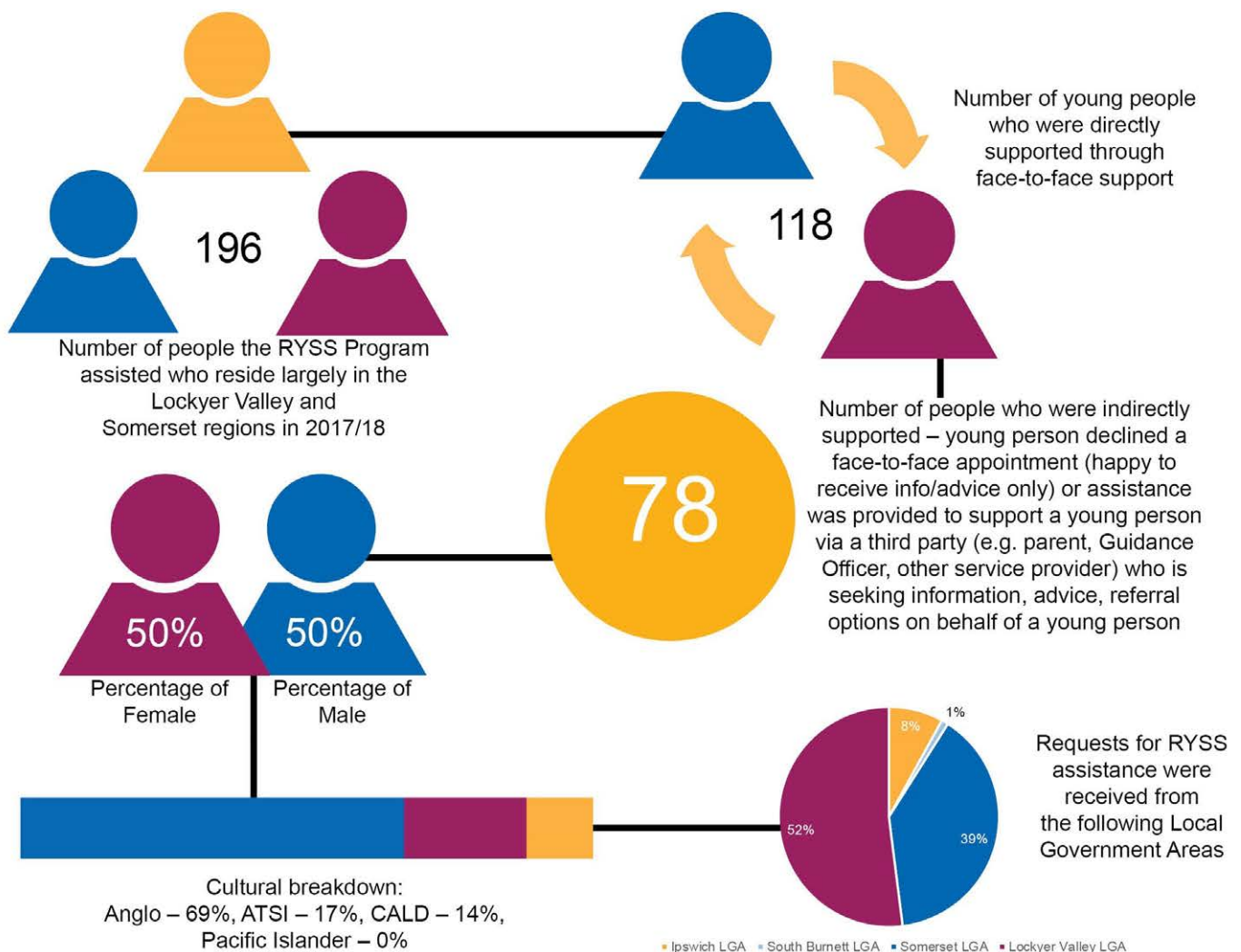
RYSS supports young people aged 12 to 18 in the Somerset and Lockyer Valley regions utilising a two-tiered service delivery model:

1. Access - information, advice and referral
2. Support - case management support

RYSS focuses on four key areas, to assist young people to:

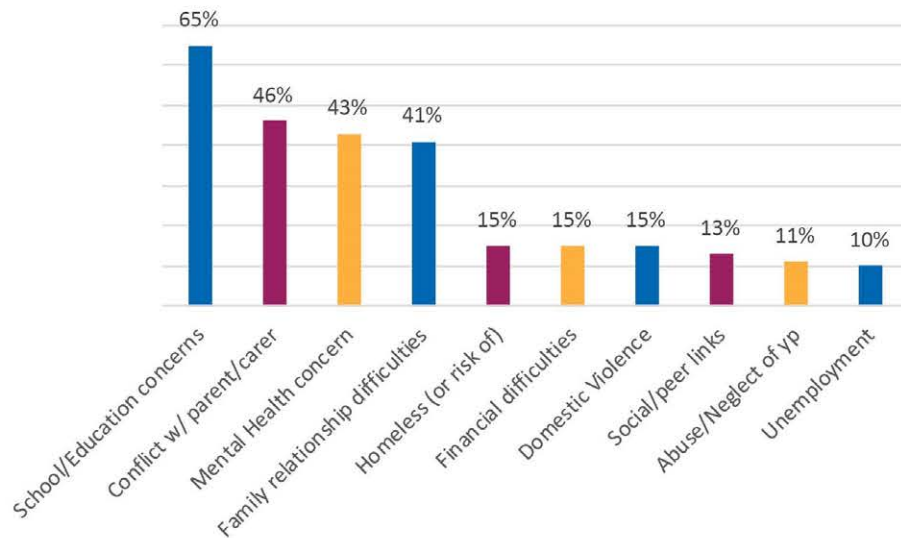
- connect to positive family support
- get a job or engage in education or training
- lead a healthy and violence-free life
- have a safe and stable place to live

RYSS provides individualised support to young people and their families at the ICYS Regional Office in Lowood, in home, at school, in public places, over the phone and often during transportation to specialist appointments. Due to the large geographic area the RYSS program supports, the staff are often found tripping around the glorious hills and valleys of the region to assist young people. 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/schools.



REGIONAL YOUTH SUPPORT SERVICE (RYSS)
Funded by the Queensland Department of Child Safety,
Youth and Women

RYSS - Top 10 Presenting Issues



Cathy's* Story, 17 years

Regional Youth Support Service (RYSS)

ICYS has helped me out a lot. They introduced me to a youth worker who is an awesome dude. When I needed help with understanding things the ICYS worker would explain things and make it easy to understand. When I needed help setting up a resume they were able to come to my house with a book and pen and explain what needed to be in my resume and wrote me one then gave me 10 copies I was able to hand out and even offered to help me hand them out. When I have been low on food ICYS would give me boxes of healthy, tasty food for me and my family to last us a week or two till we could buy ourselves more, and delivered the boxes of food to my house. I am very thankful to ICYS for helping me and making things easier – Thanks for your support.





“With support, I was able to complete my studies as well as juggle the rest of my life”



Chelse's Story, *17 years*

Youth Support Coordinator Program (YSC)

Before engagement with the ICYS YSC, I had some major traumatic events in my life as well as increasing tension between the members of my household. I had to support my parents financially and emotionally, while keeping the house liveable and attempting to complete senior studies. To say the least, it was chaotic and affecting me negatively.

I then met the ICYS YSC at my school and I received an ear to my tale of woe as well as advice. Due to financial difficulties, I also received food hampers, a scholarship and supporting documentation for several things.

With the support, I was able to complete my studies as well as juggle the rest of my life with slightly less burden. I am able to continue my studies into tertiary education, as well as find comfort in the fact that there is support if I ever need it.

Staff Reflection

Youth Support Coordinator Program (YSC)

YSC worked intensively with a year 12 student whose situation was very complex with multiple barriers. YSC arranged mediation to attempt to resolve the dispute between the young person and family, which unfortunately resulted in homelessness and financial concerns. This young person had ongoing substance abuse and mental health issues, which majorly affected her schooling and relationships. With the support of other school staff, this young person was successfully transitioned to Queensland Pathway College (QPC) where she is completing her QCE in a safe, flexible and more suitable environment than mainstream school. She is excelling at this school and YSC was informed that she is will complete her QCE in 2018, is drug free and back living at home. A great outcome for this young person; not only will she graduate year 12 but she will do so healthy, sober and with her family beside her.

Did you know ICYS employs 6 YSC's who work in 7 high schools



**ICYS has been delivering
Student Welfare Services
since 2015**

STUDENT WORKER WELFARE PROGRAM (SWW)

Funded by the Queensland Department of Education

What We Do

Since August 2015, ICYS has been supplying a Student Welfare Worker (SWW) to Goodna Special School and Ipswich West State School. In the 2017/18 financial year, ICYS delivered the program three days a week in Ipswich West State School (and only at Goodna Special School for a period in Term 4, 2017), hence for the purpose of this report, the Student Welfare Worker Program at Ipswich West State School will be highlighted.

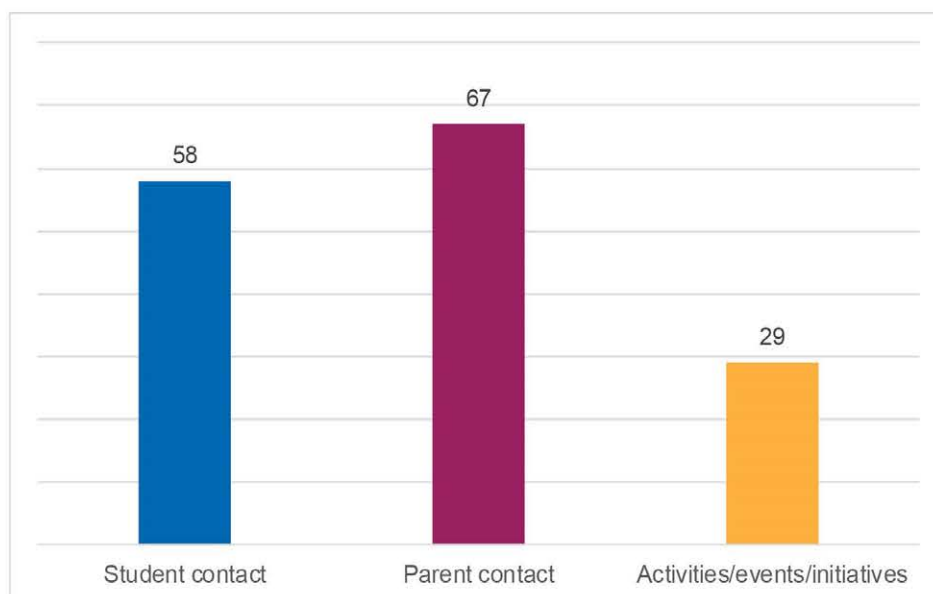
During the 2017/18 financial year, the Student Welfare Worker at Ipswich West State School continued to support individual students and families with emotional, financial and/or social difficulties. The role allows the SWW to directly assist families to secure housing or food and refer them to external agencies that can provide additional services. The main focus is the students in the school environment and the program works collaboratively with the Principal and teachers to help minimise the impacts of personal, family and school difficulties and where possible, help break down the barriers to learning. The program also refers to and liaises with community services and community programs.

Aims include:

- Providing emotional support for families going through difficult times
- Referring them to appropriate agencies

The focus this year was on healthy eating, physical activity, social skills, health, road safety and child safety, allowing implementation of some wonderful programs into the school. A selection of the 29 activities/events/initiatives are listed below:

- Successful application of the Jamie Oliver Foundation who funded a nutritionist to deliver cooking lessons in term 1 for our junior students
- Organising and facilitating whole class counselling sessions with Kids Helpline
- Working alongside a colleague to run an autism support group for parents
- Organising and participating in the annual Day For Daniel Walk and raising child safety awareness
- Coordinating the Say No to Bullying program, including working with students to submit posters for the campaign competition. One of our students was awarded a national prize for their contribution
- Successfully obtained a small grant which allowed us to purchase school stationery supplies for families in need
- Continued running the uniform voucher program after obtaining a grant. This allowed families in need, the opportunity of having their child kitted out with full uniform at no cost
- Developed a free second hand uniform service for families in need
- Organising a donation drive of toiletries to donate to ICYS to make up youth care packs
- And so much more.



ICYS Initiatives and Collaborations



Youth Homelessness Matters Day Brekky

On 18/04/18 ICYS hosted our annual Youth Homelessness Matters Day Community Brekky. Over 100 people attended to show their support of the SleepOut participants and assist to raise awareness of youth homelessness.



YSC Scholarship

ICYS' YSC partner-school's year 10 or 11 students, have the opportunity to qualify for a \$500 scholarship to assist them to complete their senior phase of learning.



Youth Homelessness Matters Day Sleepout

On 17/04/18 participants were provided an opportunity to sleep rough while raising funds and awareness for Youth Homelessness. All donations go towards assisting homeless young people. In 2018 just over \$6500 was raised.



Day for Daniel

On 27/10/17 ICYS co-hosted the Ipswich Day for Daniel Community Walk for the 7th 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.



Braking The Cycle

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



Regional Youth Mental Health Forum

'Talkin' It Up'
On 27/07/17 young people from local High schools and Youth organisations attended the 2nd annual RYMHF at the Somerset Civic Centre in Esk. ICYS is an organising partner.



Australia's Biggest Morning Tea

Ipswich Flexible Learning Centre and ICYS partnered again in 2018 to raise funds for the Cancer Council by hosting a morning tea on 06/06/18.



Child Protection Week Symposiums

The Ipswich District CPW Committee hosted two education engagement events addressing relevant practice issues relating to child protection on 31/08/17 at Fernvale and on 05/09/17 at Ipswich.



CPW Gala Dinner & Awards Presentation

The Ipswich District CPW Committee hosted it's 6th annual black tie event to raise awareness and highlight the importance of child protection, at the same time recognising the efforts and achievements accomplished in our community on 08/09/17.



Real Estate Networking Breakfast

ICYS co-hosted a real estate networking brekky on 26/07/17. Over 100 real estate agents and community sector staff were in attendance which resulted in improved relationships and positive results for people seeking tenancies.



ICYS Young Parents Playgroup

Playgroup continued this financial year with the remainder of the community development grant from ICC, then funded for a term by ICYS. We had 16 parents with 14 children (0-4 years).



ICYS School Holiday Activities

ICYS funded and hosted school holiday activities this financial year in Lowood & Ipswich:
Jun/Jul 17
Dec 17/Jan 18



Ipswich says
#YouthHomelessnessMatters

YHMD SleepOut Challenge 2018

On Tuesday night the 17th of April, 72 SleepOut participants became the face of the ICYS Youth Homelessness SleepOut in 2018, and with the help of everyone who donated, raised over \$6500 to support ICYS to assist children and young people who are homeless in our community.

The week was a community effort from our SleepOut participants representing their respective organisation / school / business, YHMD Community

Breakfast attendees, community leaders and our wonderful businesses and sponsors (as listed below).

As an organisation we are regularly heartened by our amazing community of supporters. Each and every one of you who attended, donated, provided a prize and shared our social media posts to raise awareness of youth homelessness, have contributed to the success of this event. YOU ALL have assisted to raise the profile of the **28,000 young people aged 12-24 who do not have a safe place to call home each night in Australia.**

Thank YOU!



Special thanks to our SleepOut participants representing:

- headspace Ipswich
- Challenge Employment and Training
- UnitingCare Community
- Kambu Health
- Ipswich City Council
- Cr Kylie Stoneman - Division 4
- Access Community Services
- yourtown
- Sunnybank State High School
- Empire Health & Sports Nutrition
- Jim Madden MP - Member for Ipswich West
- Bags and Backpacks of Kindness
- Department of Human Services
- Lynn Arnold Training and Support
- Dalase Shilling Real Estate
- Uni Gals
- Ipswich South Child Safety
- Ipswich North Child Safety
- Mercy Community Services
- Ipswich Youth Justice
- Redbank Plains State High School

Thanks to:

- Project Booyah Ipswich for the much needed 'real' coffee
- Rotary Club of Ipswich North for volunteering to BBQ
- Vinidex for the donation of boxes
- Challenge Employment and Training for your sponsorship of the Community Brekky

Thank you to our wonderful local businesses for their donation of prizes, please support our local businesses that support us:

- Big W Redbank
- Urban Day Spa
- Zarraffas Coffee Booval
- Puckles Family Backhouse Booval
- KC carpet & pest
- Providence, Ripley Valley
- Partylite Consultant Karen McComiskie
- The Oil Sisters
- Brisbane Bowen Clinic Jindalee
- Stefans
- Coles Ipswich

Acknowledgements

Thank you to all our partners and supporters who have contributed to all we've achieved from July 2017 - June 2018



Funding Partners

Department of Child Safety, Youth and Women
Department of Housing and Public Works
Department of Employment, Small Business and Training
Department of Education
Ipswich State High School
Redbank Plains State High School
Bundamba State Secondary College
Lowood 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
Ipswich City Council
Somerset Regional Council
Lockyer Valley Regional Council
Lowood Police Station
headspace Ipswich
Ipswich Flexible Learning Centre
Anglicare Southern Queensland
Open Door Gallery/Lowood Lions
Lowood CWA

Community Supporters

CityHope Care
Knitting for Brisbane's Needy
Ipswich in Need - Care Packs
Share The Dignity
QT Adopt-a-Family Appeal
Givit
Formally Yours
Salvation Army Soundpoint Goodna
Project Booyah Ipswich
Rotary Club of North Ipswich
Mother's Day Alliance Campaign - Qld Community Care Network
Harvest Angels
Southern Cross Care
Footsteps to Freedom
Access Community Services
Department of Human Services
yourtown
Sunnybank State High School
UnitingCare Queensland
Bags and Backpacks of Kindness
Kambu Health Ipswich
Child Safety staff
Challenge Employment & Training
Ipswich Youth Justice Service Centre





Business Supporters

Brothers Leagues Club
Beacon Realty
Llewellyn Motors
McDonalds Ipswich & Booval
Ipswich Hospital Foundation
Eagle Claw Cleaning
Ripley Valley Pest Control
Cool 4 Kids
Providence South Ripley
Empire Health and Sports Nutrition
Ipswich Jets Leagues
Ipswich Pro Drive
Goodna Services Club
Vinidex Pty Ltd
Gawdy Green Copy & Print
Lynette Budd Desktop Publishing
Daniel Turner Formal Care Hire
Ronald McDonald House Herston
Blackstone-Ipswich Cambrian Choir Inc.
Southern Cross Care Raceview

Business Supporters

Southern Cross Transit
KC Carpet & Pest
PartyLite Consultant - Karen McComiskie
Oil Sisters
Big W Redbank Plaza
Taylor Mansell @ My Skincare Business
Urban Day Spa
Brisbane Bowen Clinic
Stefan's Hair
Coles Ipswich
Body Bare Beauty
Zaraffas Booval
Lynn Arnold Training and Support
Casa Mia Restaurant
CSI - Club Services Ipswich
Lash'd on Fairways
JackieD Photography
Puckles Family Backhouse Booval
Fentons Restaurant @ The Ipswich Club

General Donations

headspace Ipswich HYPA group
Heart Out Muay Thai
Students from Centenary State High School
Jindalee Newsagent
Staff and students from Redbank Plains State High School
Busy At Work
Ipswich Eagles AFC
Jim Madden MP
Jennifer Howard MP
Mayor Andrew Antonioli
Cr Wayne Wendt
Cr David Morrison
Cr Kerry Silver
Cr Kylie Stoneman
Cr Cheryl Bromage
Cr Sheila Ireland
Cr David Pahlke
StreetSmart
Officeworks Ipswich
Bill Warwick
Barbara Kane
Brittney Kenward



Thank you!

Ipswich Community Youth Service

Empowering Tomorrow's Decisions



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