

Annual Report

2018/2019



ICYS staff for 2018/19 financial year

Management Committee

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

Management & Administration

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

Program Staff

YSC:	Bree Mansell (c)
	Skye Leo
	Rosalind Sapolu
	Jo Buzza Ryan
	Marley Butler (c)
	Megan Harbeck
	Dina Shaw (c)
	Brenda Moore (c)
YHAS:	Melissa Pedersen (c)
	Loren Williamson (c)
	Skye Leo
	Kirsty Charles
	Teagan Craig
YARI:	Kristen Marler (c)
RYSS:	Katrina Althaus (c)
	Josh Steele (c)
	Toni-Maree Zwolinski (c)
	Jasmine Starr
GSFW:	Andrew Tipping
	Michelle Killen (c)
	Toni-Maree Zwolinski (c)
	Carlotta Graham
SWW:	Lucinda Smith (c)
	Carlotta Graham (c)
Volunteers:	Narelle Tyler
	Trent Townsend

* where (c) indicates current staff as at 30 June 2019

ICYS would like to acknowledge the traditional owners of the land on which we work, and on which this report was created.

We acknowledge and pay respect to the voices of elders past, present and emerging and the invaluable input that they contribute to our communities, and the guidance they can provide to our service.

Funded by



ICYS acknowledges funding support from the Queensland Government in 2018/2019. Without your continued funding we would not have been able to support the children, young people, their families and their communities across the Ipswich, Somerset, Lockyer Valley, Scenic Rim and western Brisbane regions.



ICYS thanks Officeworks Ipswich and the Commonwealth Bank Yamanto Branch for their generous monetary donations this financial year.



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



Contents

4

Chairperson Report

6

Service Manager Report

8

About ICYS

12

Program Reports

26

Acknowledgements

Chairperson Report



It is with great pleasure that I present my last AGM report to you as Chairperson as I will be standing down to concentrate on my political career. I have been affiliated with this great organisation since it started back in the early 80s in the Hilda DesArts offices behind Lifeline. Over the years we have grown from the original one staff member, Alf Kalamafoni, to 21 funded staff positions in this financial year.

ICYS has long held a good name in the community as a leader in empowering our young people to make good decisions. As a school teacher I often receive feedback from colleagues about the work of our organisation in schools and out in the community. ICYS also has a great reputation amongst other organisations and groups. More importantly than that our staff has a great name within our client group, and we regularly have an abundance of clients wanting to engage with us.

Our Management Committee meets every second month to discuss governance and management issues and how to support our workers on the frontline. Whilst primarily involved in strategic management and not the day to day operations of the organisation, we keep abreast

of the regular program work of ICYS. Our committee includes: Aaron our secretary; Katrina our Treasurer; and not so ordinary members Dianne; David and Kathryn. We are a stable committee who have served together for several years, and I'd like to thank each of you for your input, support and what you bring to the table. It is a pleasure to work with such a dedicated team with a complementary range of diverse skills and experiences.

Any organisation is only as good as its staff, and we have a great crew. They are well led by our Service Manager Amanda, who goes above and beyond to promote, protect and preserve our good name and work ethic.

Our staff continues to work over 2 sites, with our Head Office in Ipswich and an office in Lowood. Additionally many of our programs work off site in schools and in the community. Our programs cater to community needs and include re-engaging young people in school, family intervention, employment and skills training, housing and accommodation support, budgeting and much more.



David Martin

By and large our staff are working with marginalised and troubled young people to empower them to make better decisions, which leads to a better life. We believe in the ethos of 'giving a hand up, not a hand out'.

Our organisation has also begun negotiations to secure a new funded program for the next financial year, so watch this spot! The future is certainly looking bright for our organisation and I know we are heading in a good direction.

I'd like to take the opportunity to wish the new executive all the best in the coming year, and say once again, what an honour and privilege it is to be part of this amazing organisation.





Service Manager Report

Amanda Margerison

I am privileged to present the 2018/19 Annual Report, my 10th as ICYS Service Manager. Ten years on, I thought it timely to revisit my very first Annual Report. In 2010, as the fifth Manager in as many years to write the Manager's annual report for ICYS, I was enthusiastic and optimistic, committed and motivated, and confident that "My journey as Service Manager has only just begun and has many years ahead". I was acutely aware of the need for stable organisational management and spoke about the need for growth, "2010 is the first year of a new decade, and what I hope will be the first year of a new decade of growth for ICYS".

Ten years on, and only a couple of months from the turn of a new decade, I am proud to say that we have delivered on the hopes of my younger self. ICYS continues to increase our organisational income, staff numbers and government contracts. We have renovated our Thorn Street office and expanded to a second office in Lowood (the ICYS Lowood Youth Hub was opened in 2016). We rebranded, stepped into the digital age with website and social media presence (Facebook, Instagram, Twitter and LinkedIn) and upgraded our fleet of vehicles (now numbering 12), our IT systems and infrastructure. We have developed consistent client management systems across the organisation, ensuring that regardless of how people access ICYS, they receive consistent intake, assessment and support. We have strengthened our reputation in the sector and have forged many genuine partnerships with key stakeholders across our region, including our amazing partner-schools, community partners and local businesses for the betterment of our children, young people and community. My staff are second to none; they are professional, passionate and unwavering in their commitment to supporting those most vulnerable in our community. This year, my staff supported over 2700 children and young people; I am proud of them every day and in every way.

I am grateful for the journey I have been afforded over the past 10 years in the role of Service Manager, and like the young people we support, the journey was not travelled alone. At ICYS, we are privileged to be invited into the lives of our young people and walk alongside them in their journey, to inform, mentor and support. I have been privileged to walk alongside many amazing people on my journey, including Management Committee, staff and our community partners and friends, all of whom have contributed to the success of ICYS over the past decade.

We have yet another exciting year of growth ahead and I look forward to sharing our journey with you, together, and in partnership.



**Support to over
2700 children
and young
people in 2018/19**

ICYS 2018/19 Financial Snapshot

Total income / operating revenue:	\$1,417,701.13
Grant / program income:	\$1,315,996.26
Overall consolidated net surplus:	\$64,070.33

Total assets:	\$1,887,136.53
Total liabilities:	\$307,136.05
Total equity:	\$1,580,000.48



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.

In 2018/19 ICYS was funded by four Queensland Government departments to deliver 13 individual contracts.

Program Information

In the 2018/19 financial year, ICYS employed staff in 21 positions to deliver 13 individual contracts across 5 program areas.

Service delivery 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
- Centenary State High School
- Bundamba State Secondary College
- Lowood State High School
- Springfield Central 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

ICYS snapshot



Youth Support Services

Youth Assessment Referral and Information Program

Regional Youth Support Service



School Based Programs

Youth Support Coordinator Program
(7 schools)

Student Welfare Worker Program
(2 schools)



Activities & Events

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

Child Protection Week Awards

Child Protection Week
Symposium

Day for Daniel Community Walk

Regional Youth Mental Health
Forum

SleepOut for Youth
Homelessness

School Holiday Programs

YSC Student Scholarships



Housing & Homelessness

Youth Housing and Support
Program



Employment & Training

Get Set For Work Program

Heart & humanity at the core

I joined ICYS in 2011 and have seen the organisation tackle a variety of challenges over the years, be it navigating changing government funding opportunities or having a new program up and running in a matter of days. I've been fortunate enough to work across a number of different programs ranging from case management to compliance.

What I love about this organisation is the dedication of staff and management. For example, in one instance where funding for a program providing needed support to the community was no longer available, ICYS hosted a fundraiser to continue the service while other possible funding opportunities were explored. Other times when staff helped beyond their programs include special community event being held for youth homelessness and school based staff holding a fundraiser to support an LGBTIQA+ organisation. It is a privilege working for an organisation that puts heart and humanity at the centre of its core business practice.

Kahli

Support to grow and flourish

Before I began working for the Ipswich Community Youth Service, I was amazed by all of the incredible programs and support they offer to young people, across such a large region. All of my networks spoke so highly of ICYS and I knew it was a team I'd love to be a part of, as I too have the same goal to support young people.

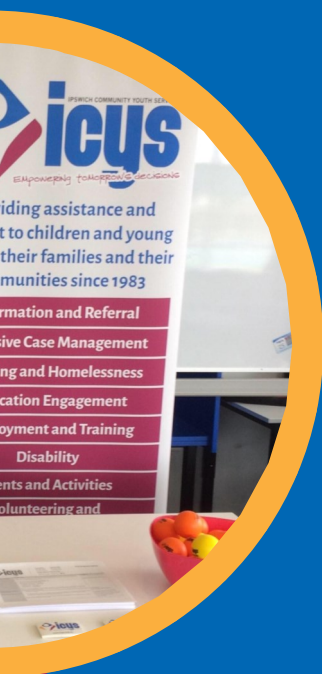
Within this organisation, I love working with such diverse young people and being able to be a part of their journey, as well as being a mentor for them. I love working within such a supportive team that help you grow and flourish through on-going training, support and the sharing of resources. I feel like I have been with the organisation for years although I have only been here a short while. I'm excited to continue my journey with ICYS.

Emily



"With ICYS, I can talk to someone who has felt like I have been alone. I feel much better now compared to what I was a year to





Guidance leads to a home

"Thank you so much to the Housing Team for all of the help you have given me and the guidance I needed to get my little family into our wonderful home. I hope this year treats you great as you truly deserve it after all the work you have done and do for others and myself. I have had all of my needs met and was helped beyond what I thought I would be.

Thank you again."

I felt like I
someone. I
was not
feel much
comparing
as like last
now"



Youth Support Services

**Funded by
DCSYW**

The Queensland Department of Child Safety, Youth and Women fund Youth Support Services across the State. Youth Support Services are targeted specifically at young people aged 12 to 21 utilising a two-tiered service delivery model:

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

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.

Extremely helpful and very persistent

"My ICYS worker has been the biggest support throughout this year, from me having nothing at the start of the year to now being as happy as I could be. She has gone above and beyond to help me out and I greatly appreciate everything she has done for me. I have found my worker to be outgoing, extremely helpful and very persistent. she always wants the best for the youth she supports and luckily I was one of those people. My worker helped me get my birth certificate, helped me get Centrelink and built a very strong personal relationship with me over the previous year"

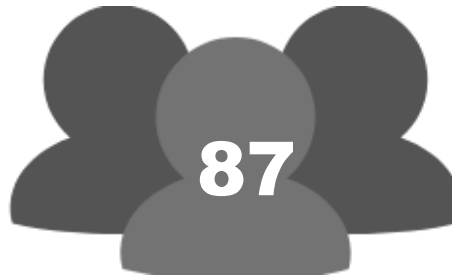
YARI

Youth Assessment, Referral
and Information program

The YARI program is a specialist intake, assessment, information, support and referral service that links young people aged 12 to 21 with information and services that can support them. The program can provide individualised case management support.

264

Young people assisted through
the ICYS YARI program

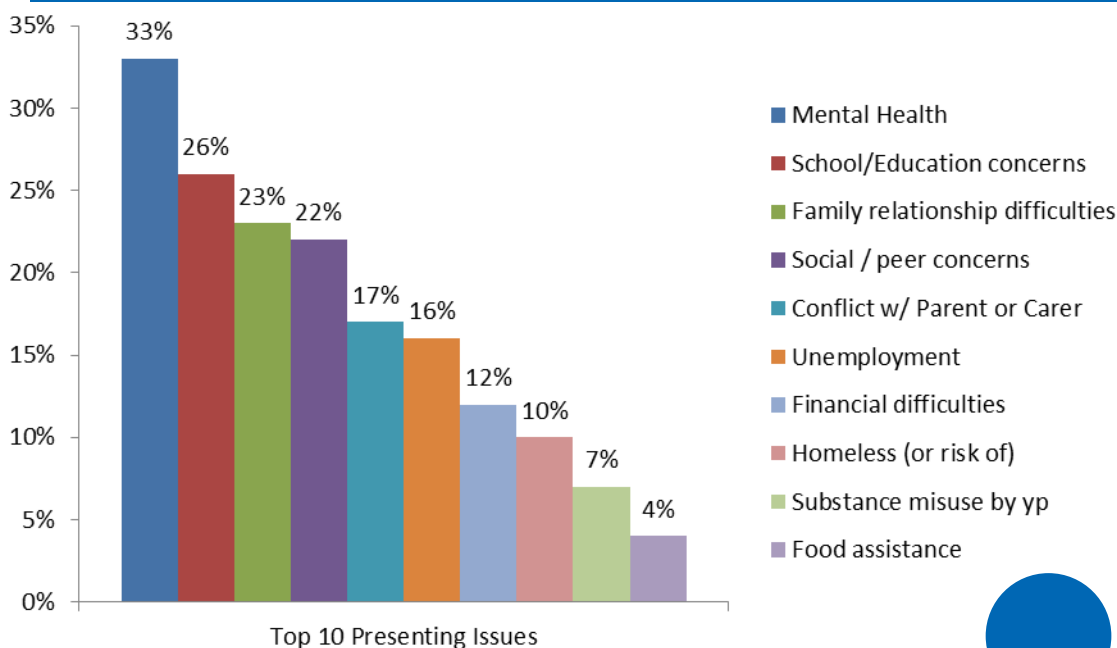


Young people
directly supported
by YARI

Young people
indirectly supported
through information
and/or advice



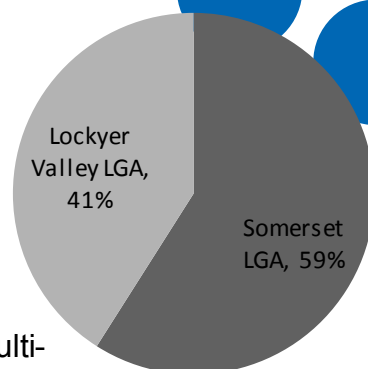
During the reporting period more than half of the referrals received by YARI were for young people aged 15 to 17 years (57%). While referrals for support came from a range of stakeholder groups including parents, Government and non-Government sectors, it is interesting to note that the highest number of referrals came from the Queensland Police Service (30%).



RYSS

Regional Youth Support Service

The RYSS program provides individualised support to young people aged 12 to 21 within the Somerset and Lockyer Valley regions by providing local level responses including information, advice, referral, supportive case management and coordinated multi-service case management.



Referrals by Local Government Area

145

Young people assisted through the ICYS RYSS program



Young people directly supported by RYSS

58% female 42% male



Young people indirectly supported through information and/or advice

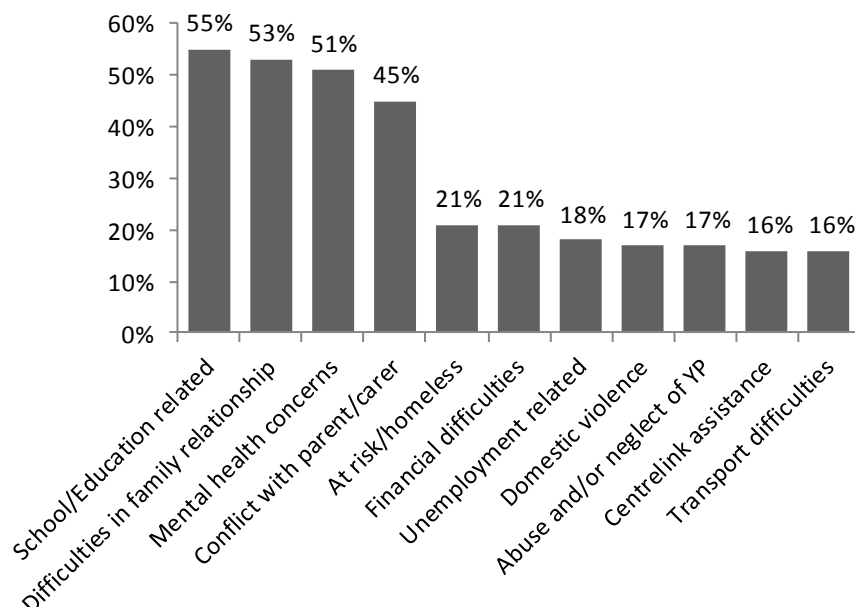


Support for Aboriginal and/or Torres Strait Islander young people

In the 2018/19 reporting period, 22% of the young people supported by the ICYS RYSS program identified as Aboriginal and/or Torres Strait Islander. This is an increase on the number of Aboriginal and/or Torres Strait Islander young people who sought support in the previous year. This number represents almost a quarter of the young people supported through RYSS and is seen as significant given that the percentage of the Somerset LGA and Lockyer Valley LGA who identified as Aboriginal and/or Torres Strait Islander in the 2016 census was 3.7% and 3.9% respectively.

Top 10 presenting issues for young people accessing support through RYSS in 2018/19

Note: 11 issues are presented as there is equal number of young people presenting with issues 8 & 9 and issues 10 & 11.



The RYSS team is based at the ICYS Lowood Youth Hub



Confidence and achieving goals

"With the RYSS team I achieved a lot of confidence, achieved a couple of my goals like being able to get my learners licence and getting counselling for a personal matter.

They were a great help in opening up my eyes and heart knowing that I can achieve things in life"

Housing & Homelessness

**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.

Independence

"I achieved a sense of independence. My Housing Worker went above and beyond to help and support me. They left a long term impact in myself"

YHAS

Youth Housing and Support Program

This financial year saw the ICYS YHAS team provide assistance to 693 people including intensive case management support to 280 clients. The number of young people requiring intensive support to secure housing is an increase of 44% on the previous financial year. This rise in complex housing barriers is consistent with the rise in youth homelessness that was identified in the last three Census Reports (2006, 2011 and 2016).



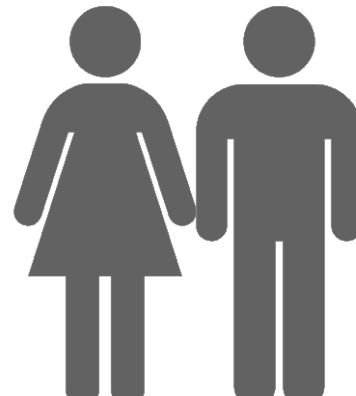
ICYS YHAS team manage five temporary supported accommodation properties in the Ipswich Region.

21 young families were accommodated in these properties during the 2018/19 financial year. Case management support is provided by the YHAS team to address barriers to obtain sustainable housing.

80%

The percentage of young people who secured sustainable housing after receiving support.

62%
female



38%
male



One third of all young people receiving case management support from YHAS, including those in our properties, identified as Aboriginal and/or Torres Strait Islander.



Support makes a difference

My partner and I came to ICYS not too long ago, we had no idea what we wanted or what we were doing. We got an amazing Housing Support Worker.

She has helped and supported our decisions. Not only has she done that but she's been an amazing person in general. She has given her time for us and we couldn't be more appreciative. She has been so supportive.

She has helped me get back into school, she helped me get Centrelink payments to support myself, she helped my partner and I get a house and we couldn't be more thankful for her.

She took me to get my learners permit and she worked with me so I could become a better person.

We made a set of goals to achieve over a certain amount of time, at the start I did not think we would finish that much in so little time but with the help of my Housing Support Worker we did it.

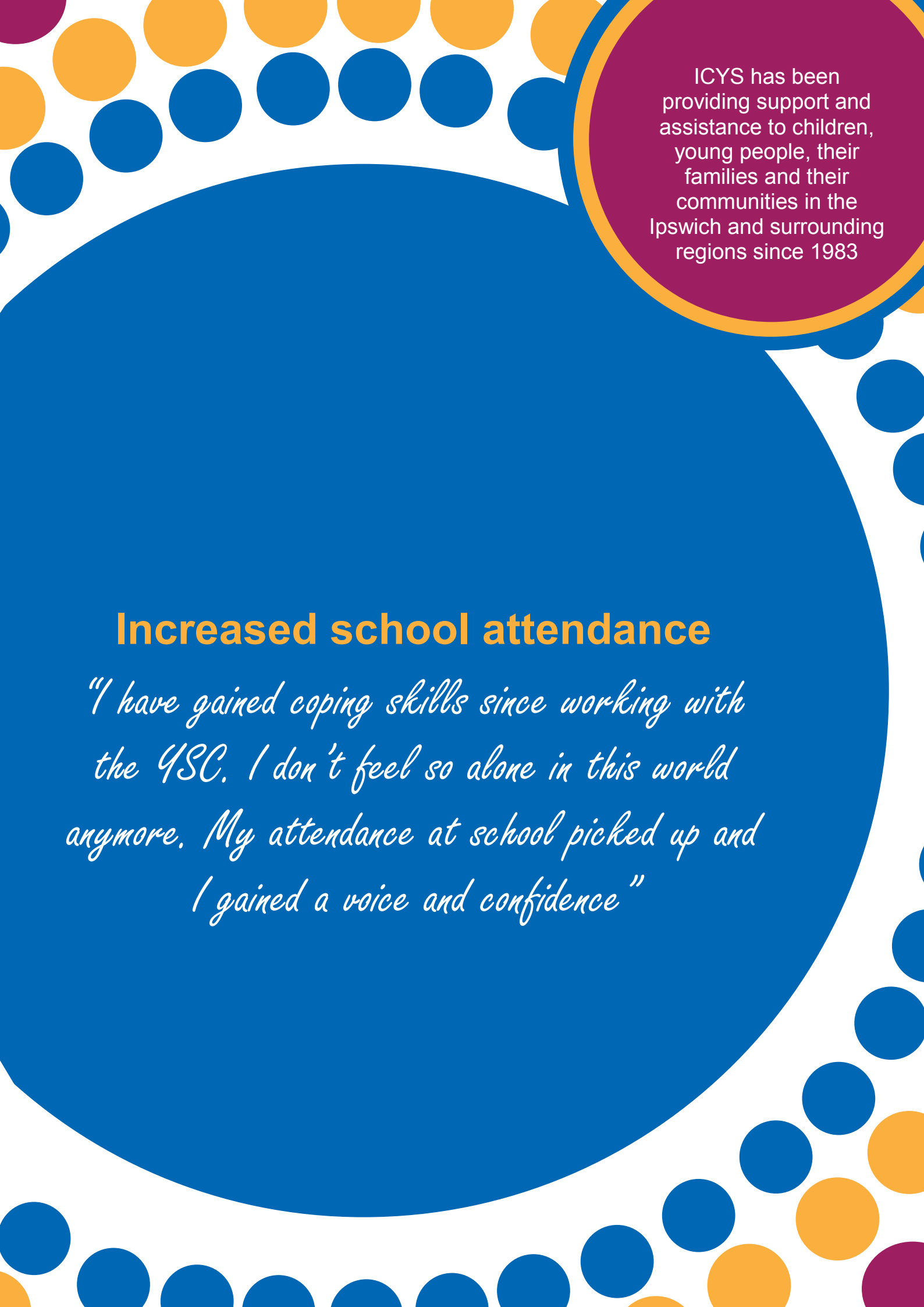
If we had an appointment that we could not get to, she would come and help us, she would come and pick us up, and she is like a guardian angel that will do everything to help anyone.

My partner and I can happily say we are where we are because of the Housing Team and we are happy with the outcome of what they have helped us with.

Thank you.

**Good news
story**





ICYS has been providing support and assistance to children, young people, their families and their communities in the Ipswich and surrounding regions since 1983

Increased school attendance

"I have gained coping skills since working with the YSC. I don't feel so alone in this world anymore. My attendance at school picked up and I gained a voice and confidence"

School based support



**Funded
by DoE**

During the reporting period, ICYS delivered two school-based support programs in the Ipswich and surrounding regions, funded by the Queensland Department of Education. These are the Student Welfare Worker (SWW) program and the Youth Support Coordinator program. Both programs aim to complement existing services within our partner schools.

In 2018/2019 the partner schools were:

- SWW program: Ipswich West State School and Goodna Special School
- YSC program: Ipswich State High School, Redbank Plains State High School, Woodcrest State College, Centenary State High School, Springfield Central State High School, Lowood State High School and Bundamba State Secondary College.

Changed my life and direction

"Thank you is not enough to say to you. For the past 3 years with your selflessness, compassion, understanding, non-judgmental, professional but REAL advice you have given me, has helped get myself and my little family through some of the most difficult times we have ever encountered. You have changed my life and direction."



SWW

Student Welfare Worker program

The Student Welfare Worker Program is funded through the National School Chaplaincy & Student Welfare Worker Initiative via the Queensland Department of Education. The staff work in schools to complement their existing student welfare teams.

Ipswich West State School

The SWW based at Ipswich West State School continued to work closely with students and their families through the 2018/19 reporting period to help resolve personal issues while identifying resources to meet their needs.

An active and visible presence has been maintained through participation in a wide range of activities supporting the school community. These activities include fund raising initiatives, workshops, and participation in a range of social awareness activities.

The integration of the SWW role within the school community has enabled the staff member to support the emotional wellbeing of the families they work closely with. This effort has seen a significant increase in the number of parent contact meetings which forms part of the support provided. These meetings have more than doubled since the 2017/2018 reporting period.

Goodna Special School

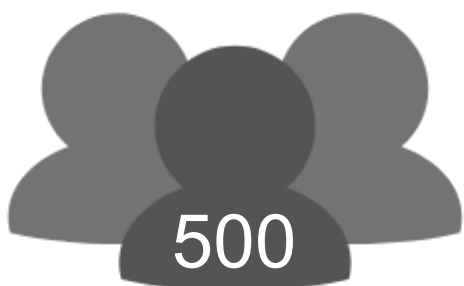
The SWW based at Goodna Special School works with young people in the lower secondary cohort and has developed a strong relationship with the school staff, including the wellbeing/welfare team, and the students. Through these important school-based relationships the SWW is able to work holistically in a setting dedicated to supporting the social, emotional, physical and educational needs of each student.

While the range of activities and supports provided within the school setting changes across the school year, the SWW is able to be responsive to identified emerging needs within the cohort of young people they support. This has led to the development of individual and group sessions utilising conversation, worksheets and games to cover topics such as personal development, friendships, personal hygiene, relationships, emotional wellbeing and social skills. The resources, social stories and activities will continue to be a useful resource within the school.

YSC

Youth Support Coordinator
Program

The 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 and employment pathways.



Number of young people who were directly supported through intensive case management

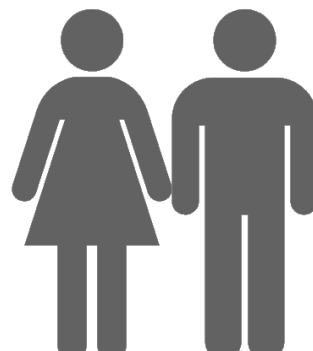


Number of young people who were indirectly supported (for example, YSC provides information and guidance to other adults supporting a young person)



1598 young people accessed the YSC program via support, group and community projects

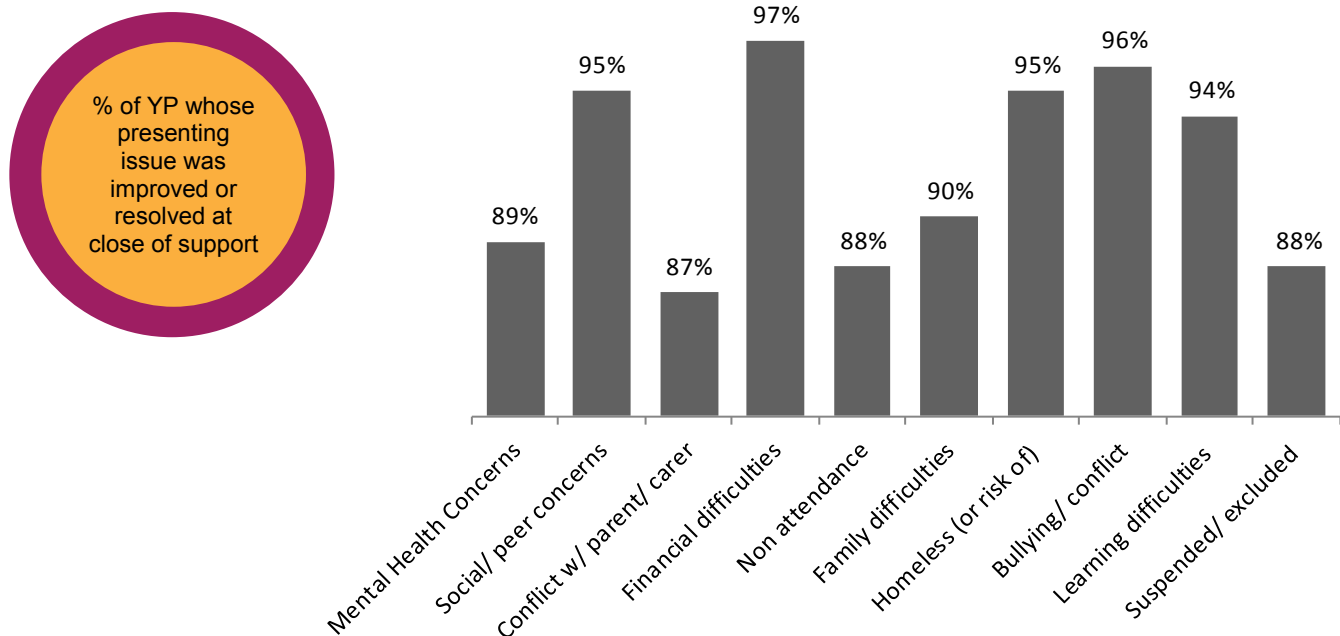
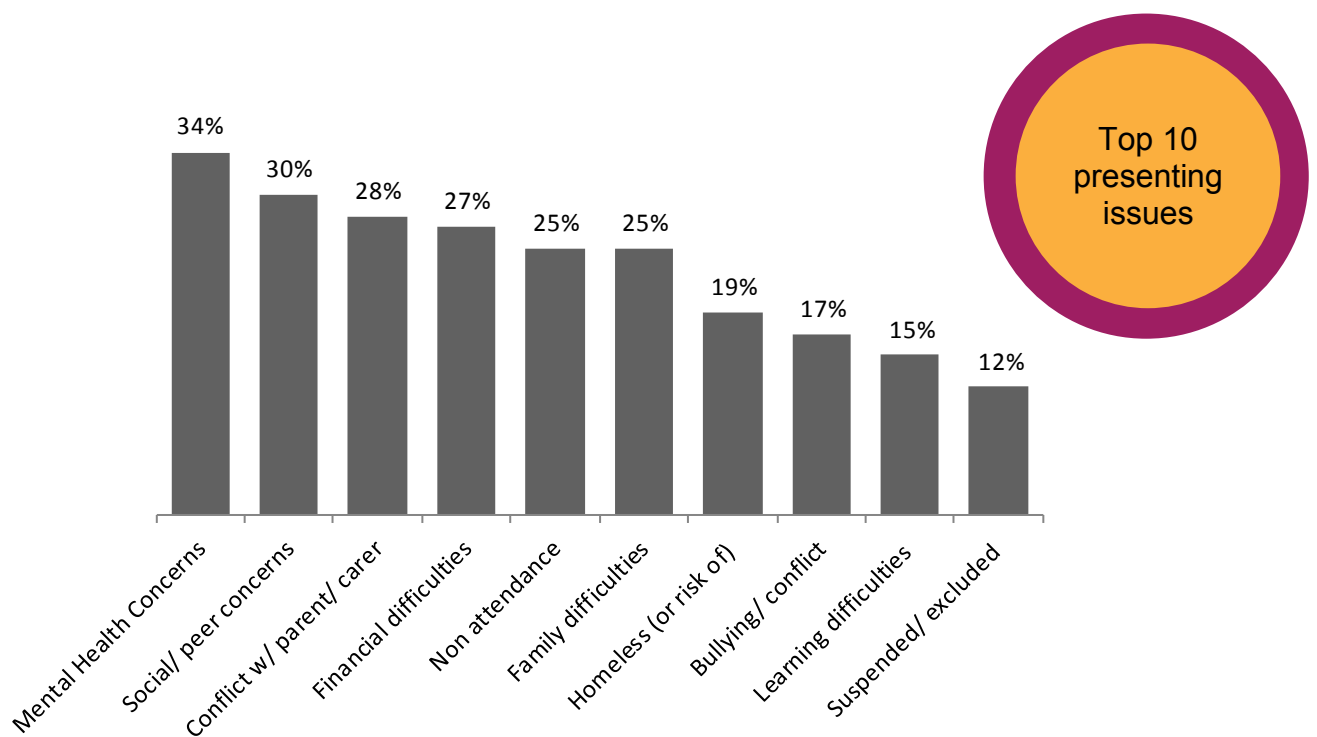
74% 26%



Percentage of females and males supported



11 Group Programs
26 Community Projects



Group work and community projects

Group programs were facilitated across the partner schools covering a range of topics including anger management, mental health, mindfulness, confidence and resilience.

Staff were also involved in organising a number of community projects including the Regional Youth Mental Health Forum, Day for Daniel, R U Ok Day activities, Mental Health Week activities and the White Ribbon Colour Run.

A total of 869 young people were supported through these initiatives.

Employment & Training

Funded
by
DESBT

For the fourth consecutive year, ICYS was successful in securing funding under the Queensland Government's Skilling Queenslanders for Work initiative to deliver 'Get Set for Work' Programs in the 2018/19 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.

For the 2018/19 reporting period the ICYS GSFW program supported 23 young people across two intakes to access a qualification while participating in program aimed at assisting them to address barriers to employment.

Support and a friendly environment

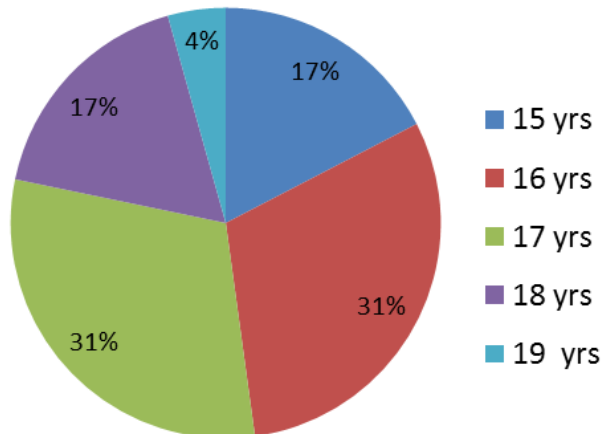
"I came to ICYS because I was not dealing with every day life. I was offered support, a friendly environment and social skills. Get Set for Work helped me be more confident and people friendly, and gain further education and skills"

In June 2019 ICYS was announced as one of three finalists in the 'Community Training Initiative of the year' (GSFW) for the Metro region

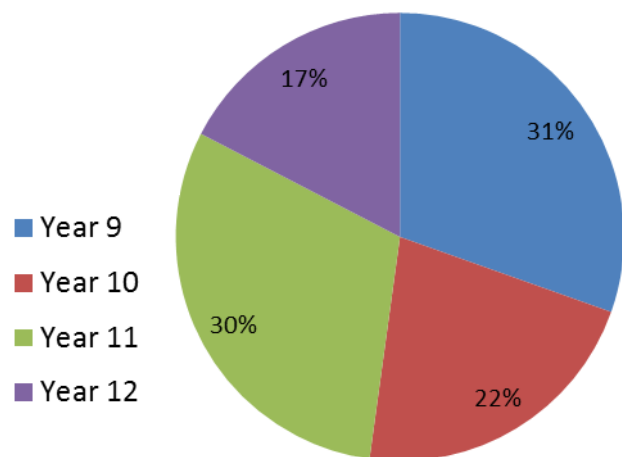
GSFW

Get Set for Work program

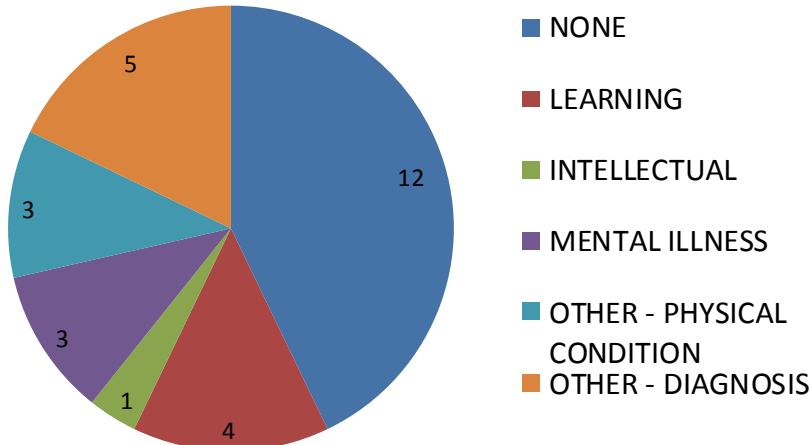
Age at time of commencing the program



Highest school level completed



Identified disability and/or long term condition



Note: a number of participants identified as having more than one disability or long term condition

Understanding barriers to education and employment

One key aim of the ICYS Get Set for Work program is to understand the individual challenges and barriers faced by participants as they transition to the world of work. For example, approximately half the participants in 2018/19 identified as having one or more disability or long term condition and, for almost a third of participants, year 9 was the highest completed year of schooling. Successfully completing an industry-recognised qualification enables participants to demonstrate to potential employers that they have a capacity to successfully commit to, and complete, a program of study through TAFE.

Acknowledgements

Thank you to all our partners and supporters who have contributed to all we've achieved from July 2018 - June 2019



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

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

Salvation Army Soundpoint
Goodna

Ipswich Youth Justice





Business Supporters

Brothers Leagues Club
 Eagle Claw Cleaning
 Ripley Valley Pest Control
 Providence South Ripley
 Ipswich Jets Leagues Club
 Ipswich Pro Drive
 Goodna Services Club
 Southern Cross Care Raceview
 Lynn Arnold, Training and Support
 Casa Mia Restaurant
 CSI - Club Services Ipswich
 Fentons at The Ipswich Club
 Greg's Refrigeration
 Scripture Union Queensland Chaplaincy
 Queensland Times
 The Greater Springfield Times
 Smile & Move Personal Training
 Rafter & Rose
 Hilton Hotel
 Ada & Rudy Café
 Hairport Yamanto



General Donations

Officeworks Ipswich
 Commonwealth Bank - Yamanto
 Gate 1 Chance Charity
 headspace Ipswich
 HYPAs group
 Heart Out Muay Thai
 Ipswich Eagles AFC
 Mortgage Choice Ipswich
 Urban Medi Spa
 Body Bare Beauty
 Fiorella's Nails
 Flinders Peak Winery
 Jennifer Howard MP
 Providence Ripley Valley
 Limestone Emporium
 Lash'd on Fairways
 Masters of Mowing
 JackieD Photography
 Grange Road Dental Group
 Smart Start Early Learning Centre
 Ipswich City Council - Youth Advisory Council
 Southern Cross Transit
 KC Carpet & Pest
 Made by Miss Molly
 Storm and a Teacake
 Formally Yours
 Suited to Success
 Deb Shaw & Michelle McCoombes
 Hollie Sanders
 Indian Mehfil
 Amaze Education - Silkstone
 The Hair Garage by Shauna
 Daniel Turner
 Bill Warwick
 Barbara Kane
 Various community member donations



Community Supporters

CityHope Care
 Ipswich in Need - Care Packs
 Share the Dignity
 QT Adopt-a-Family Appeal
 Givit
 Rotary Club of North Ipswich
 Mother's Day Alliance Campaign - Qld Community Care Network
 Footsteps to Freedom

"I am glad that my
 future isn't as
 unclear as it was
 originally - and that
 is because of ICYS"



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