

ICYS

Ipswich Community Youth Service

Annual Impact Report

2023/2024



ICYS acknowledges the traditional owners of the lands on which we work, and on which this report is being viewed.

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

ABOUT US

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

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



OUR PEOPLE



46 **STAFF**
ACROSS **56** POSITIONS



5 **MANAGEMENT COMMITTEE**
MEMBERS



9 **NEW POSITIONS CREATED**

OUR YEAR IN NUMBERS



3,796

YOUNG PEOPLE SUPPORTED

24

LOCATIONS

\$4,796,976

INCOME

This is an increase of 35% on last financial year,
and a 73% increase over 2 financial years

CHAIRPERSON REPORT

It's an honour to have completed my first year as Chairperson of the ICYS Management Committee – another year of tremendous growth and performance for the organisation. I work proudly beside Kathryn, Felicity, Alexandria and David and thank them all for their ongoing voluntary support of ICYS.

A large focus for the Management Committee this year has been to ensure that the organisation is equipped to continue to be a leading provider of critical support for our most vulnerable and at-risk young people in the region. To do this, we have held bi-monthly meetings that focused solely on strategic planning, followed by an intensive strategic planning workshop to identify organisational priorities and develop a plan to achieve these. ICYS has continued to earn, and deserve, the respect and recognition of our community and sponsors. The Management Committee are committed to ensuring that staff will have access to the resources and infrastructure needed to support their work and sustain this reputation into the future.

I thank the many State Government departments who provide the funding to ICYS that is essential to delivering services and programs – for housing, response and diversion, employment and training, and youth support. To the 46 staff who came to work at ICYS throughout the year to provide guidance, support, mentorship and care to young people – thank you. This year has continued to prove challenging and unpredictable, in particular with the high cost of living and ongoing housing crisis we face. We understand the complexity of issues you deal with every day. Your work is seen, valued and appreciated. As I said last year, YOU are the heartbeat of ICYS and I am immensely proud to hear the many stories of the difference you are making.

To Amanda, in the lead up to your 20th year at ICYS and 15th as CEO – Management Committee maintain great confidence in your management of the organisation. Thank you for your invaluable contribution, your relentless advocacy for young people and your positive leadership. Together, we can continue to make a genuine difference to the lives of young people within our community.

VANESSA PARRY
CHAIRPERSON



CEO REPORT

Whether it is the numbers, the stories or the photos, however you digest it, this annual report demonstrates the resilience of our young people, the professionalism of our team and the connectedness of our community to impact change. As CEO of this amazing organisation, I am once again bursting with pride as we present our 2023/24 Annual Impact Report.

Change is the one constant at ICYS and the 2023/24 financial year was no different. What was shaping up to be a year of stability and consolidation quickly escalated when we were requested to stand-up an additional Specialist Homelessness Service in July 2023, immediately doubling our Youth Housing and Support team. Throughout the year we welcomed five new school contracts and a second homelessness contract later in the year, in total contributing to a \$1.25M increase in income over the 2023/24 financial year. Our income grew, our physical housing options for young people and young families grew from 5 properties and 7 motel rooms, to 11 properties and 13+ motel rooms, our school partnerships grew from 14 to 19, our staffing grew, as did our reach. We were grateful that in addition to our new housing & homelessness contracts, the Queensland Government Department of Housing provided a 20% uplift in funding to all specialist homelessness services across the state, in recognition of the increased housing pressures on our community and our frontline homelessness services. In our growing region, this injection assisted to meet increased demand and I thank the Queensland Government for acknowledging this.

I can proudly say that we have been intentional about our growth, ensuring our services meet the needs of our changing community. This has resulted in a 637% increase in funding over the past 10 years, and a connected organisation, both internally across programs and externally across our amazing sector. I am grateful for the trust our funding bodies and partner-schools place in us to deliver critical services in housing and homelessness, youth justice intervention, education engagement, employment & training, specialist youth support, after-hours street outreach and diversion, wellbeing and connection programs, community events, sector development and more. It is our partnerships with our funding bodies that enrich the outcomes for our young people, and we never underestimate the importance of our role fulfilling this.

While our annual report outlines the amazing work of our frontline teams, I do acknowledge there is still a lot of work not reflected within these pages including the local and statewide reference groups that are represented by myself and other leadership team members at ICYS, sector development activities including the Ipswich & West Moreton Youth Interagency meetings which I Chair and are attended by 50-80 sector stakeholders each month, creating a more joined-up and collaborative sector. The many multiagency stakeholder panels, local community action groups, local housing network, place-based response teams, local & statewide reference groups, and more that are either chaired or attended by ICYS staff. We are a connected organisation and I acknowledge the many sector stakeholders that work with us on a daily basis. Our community sector colleagues, our government agency stakeholders, our local school partners and our local business community all contributed to the outcomes achieved at ICYS over the past financial year. Our success is your success.

As ICYS grows in grant income, staffing and reach, so does my pride for this special place. A place filled with the most committed and passionate team – a team that is unwavering in their dedication to go the extra mile, to do more, to change every young person's story. Thanks to Programs Manager David Lonne, Team Leaders Emily, Georgia, Andrew and Bella, operational support from Karen, Jodie, Kahli and Dina, and to the entire team of the most amazing human service professionals you could ever compile, I thank each and every one of you for all you bring and all you are.

The ICYS Management Committee of Ness, Felicity, Kathryn, David and Alexandria never back down from a challenge, and are as committed to the outcomes for our community as our frontline staff. The strength of having a Management Committee working behind the scenes that truly understands and supports what happens on the front end is evident in all we do.

We already know that the next 12 months will see more growth, exciting opportunities and new partnerships. We are committed to progressing work on our whole-of-organisation program logic, data capturing and data systems improvement, and furthering our work ensuring our current office facilities meet the needs of both our team and those who access us - this report is evidence that they, and the wider community, deserve it.



AMANDA MARGERISON

CEO



FINANCIAL SNAPSHOT

	2023/2024	2022/2023	2021/2022
Income/ Operating Revenue	\$4,796,976	\$3,552,239	\$2,777,389
Grant/ Program Income	\$4,611,900	\$3,447,453	\$2,702,728
Assets	\$3,761,179	\$3,028,088	\$2,708,638
Liabilities	\$526,518	\$501,564	\$428,395
Equity	\$3,234,661	\$2,526,523	\$2,280,243
Overall Consolidated Net Surplus	\$579,676	\$139,733	\$87,169

IPSWICH YOUTH SUPPORT SERVICE

IYSS

The Ipswich Youth Support Service (IYSS) is funded by the Department of Child Safety, Seniors and Disability Services and provides support to young people 12-21 years old who live in the Ipswich local government area who are at risk of:

- Disconnection from family, community, prosocial or recreational activities or informal support networks;
- Disengaging from school, training and/or employment;
- Harm, including self-harm or suicide;
- Cultural disconnection;
- Homelessness, or who are already experiencing homelessness;
- Entering, or are already involved in, the Youth Justice system.

IYSS delivers three service types: Access services and Support services.

1. Access services provide information, advice and referral to services the young person needs (e.g. drug or alcohol, mental health, housing, legal, education, and domestic and family violence services)
2. Support services provide case management and case coordination, one-on-one support and assistance, including referrals for young people who need additional or specialised interventions
3. Community support programs, delivered in line with community needs and designed for groups of young people. The groups are often targeted at social and practical needs for young people, identified through assessment and intake.

IYSS also share a team leader with the Regional Youth Support Service.



752

Young People

supported with Enquiries and
information, access and support



850+

Outreach and Home Visit Appointments



6,738

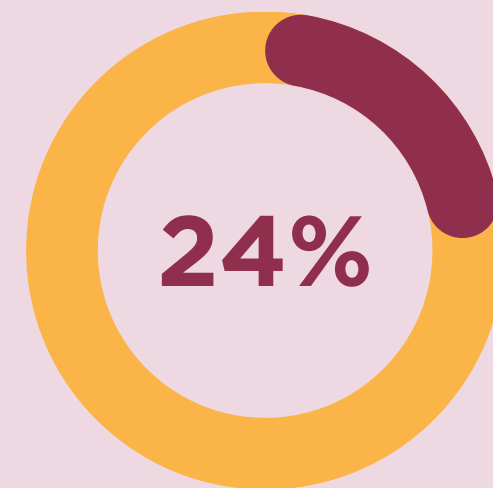
phone and digital contacts with
young people and their support
networks

TOP 5 PRESENTING ISSUES

1. School Engagement
2. Mental Health
3. Family Conflict
4. Homelessness or at Risk of
5. Financial Difficulties

530

young people were
supported in community
support programs
including Social ID,
Adulting 101, Rainbow
Chaos and Healthy rules in
relationships



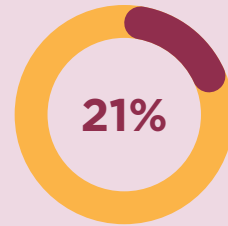
of case managed young people
were reengaged back into
school or connected to work

1 OUT OF 3

young people required support with
school/ education

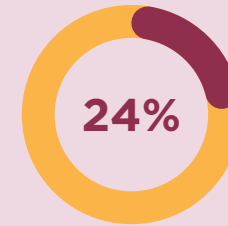


TOP 3 REFERRERS



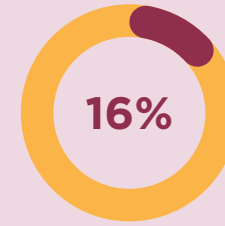
21%

QPS



24%

other
government
departments



16%

NGOs

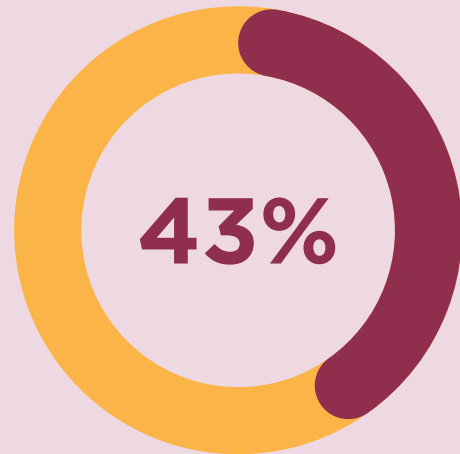
over

5,759

hours of support in work on
or on behalf of young people
and

17,000

direct contacts with young
people



43%

of all case managed young
people were in the age group of
15-17 years old

MOST SUPPORTED SUBURBS



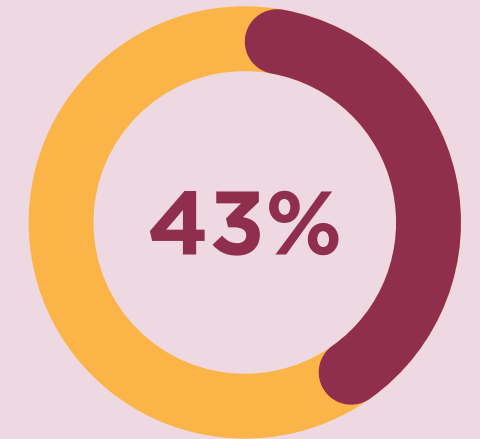
Goodna



Springfield



Redbank Plains



43%

of all young people identified as
Aboriginal and/ or Torres Strait
Islander

OUR IMPACT, IN THEIR WORDS



“ICYS, especially my case worker, I personally believe went above and beyond the support she was required to provide. My worker was connected with me for well over three years even when I would message her every day with a new issue or problem of some sort, she never judged me or made me feel like I was worth any less than the people who weren’t in need of help.

My worker provided me with employment support, housing support, mental health support including transportation and support to and from every single appointment or meeting. She helped me get into Diploma of Nursing and she helped me leave my long term DV relationship and provided me support with starting fresh and safe. She helped me with drug addiction and basic day to day life issues. She genuinely saved my life, she helped me gain self-esteem and self-confidence in myself to want to keep going.

When my worker met me, I was at the absolute lowest point of my life and she never gave up on me, even when I pushed her away and lied and told her to leave me be. She saw the potential I had, never let me waste it but she never ever let me give her the credit. She always told me I did everything myself, which we both knew was a lie.

I genuinely cannot wait to prove to her I am everything she believed I am, and am so appreciative that she saw more in me and did more for me than any family I’ve ever had. I cannot wait to come and show her who I can be”

REGIONAL YOUTH SUPPORT SERVICE

RYSS

The Regional Youth Support Service (RYSS) is funded by the Department of Child Safety, Seniors and Disability Services and provides support to young people 12-21 years old who live in the Somerset and Lockyer Valley local government areas who are at risk of:

- Disconnection from family, community, prosocial or recreational activities or informal support networks;
- Disengaging from school, training and/or employment;
- Harm, including self-harm or suicide;
- Cultural disconnection;
- Homelessness, or who are already experiencing homelessness;
- Entering, or are already involved in, the Youth Justice system.

RYSS delivers two service types: Access services and Support services.

1. Access services provide information, advice and referral to services the young person needs (e.g. drug or alcohol, mental health, housing, legal, education, and domestic and family violence services)
2. Support services provide case management and case coordination, one-on-one support and assistance, including referrals for young people who need additional or specialised interventions

The RYSS program is also closely linked with IYSS, ensuring consistent support for young people across the Western corridor and shares a team leader.

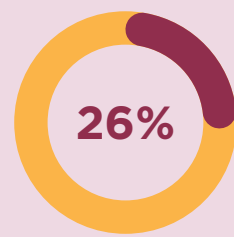


1 IN 5

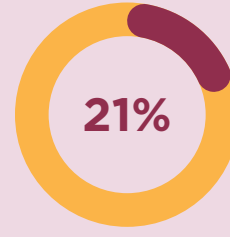
young people presented with
mental health conditions



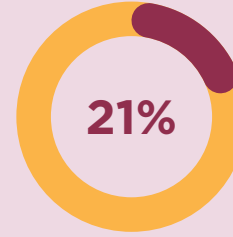
TOP 3 REFERRERS



GOVERNMENT
DEPARTMENTS



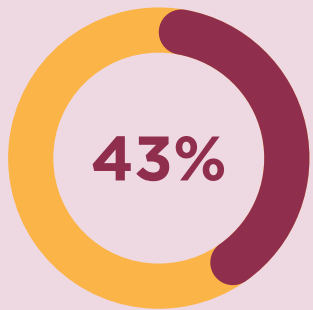
NGOs



QPS

TOP 5 PRESENTING ISSUES

1. School/ Education Related
2. Mental Health
3. Family Conflict
4. Homelessness or at Risk of
5. Identification Needs



of young people
aged 15-17



of young people
aged 18-20

Additionally, this year saw an increase in the
12-14 age group, making up **25%** of young people
supported with a case management service

224

YOUNG PEOPLE



including
132 enquiries,
36 access and
56 support

MOST SUPPORTED REGIONS

📍 Lowood

📍 Gatton

📍 Laidley

📍 Fernvale

📍 Plainland

OUR IMPACT, IN THEIR WORDS




**“I appreciate what
U do for me U are a
good one.”**

**“ICYS has offered a lot of security
for me over the years. Someone
to help me when I felt like I had
no one else and to advocate for
me in situations I didn’t know how
to navigate. [My worker]
especially has been a big support
in my life.”**

YOUTH HOUSING AND SUPPORT PROGRAM

YHAS

The Youth Housing and Support Program (YHAS) is funded under a joint State and Federal government partnership agreement and provides:

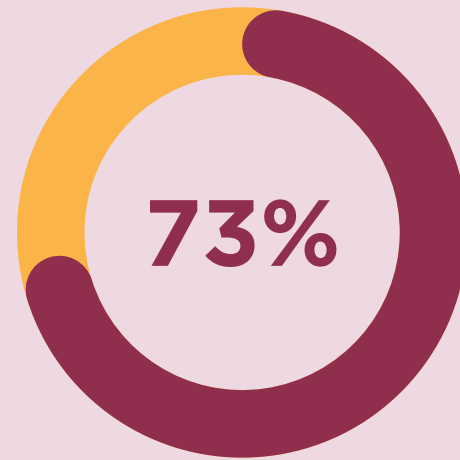
- **Support to any young person aged 16 to 25 who is homeless or at risk of homelessness to address barriers to accessing safe, suitable and sustainable housing, through case management.**
 - **Immediate temporary supported accommodation in 11 ICYS properties for young people and/or young families (young people aged 16-25 with children in their care) who are homeless. YHAS team members provide intensive case management to address barriers to accessing safe, suitable and sustainable housing.**
 - **Motel accommodation for families in the most complex of housing and homelessness distress, while working closely with the local Housing Service Centre to case manage transition into longer-term accommodation outcomes.**
- 

1,060



Young People

20.45% increase from last year



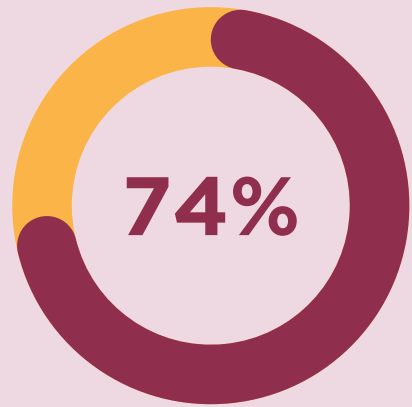
increase of rough sleepers from last year's presentations



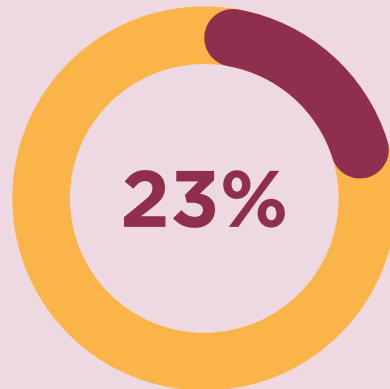
9,378

nights of accommodation provided

Motel Accommodation 3,355
Crisis Accommodation for families 2,332
Transitional Accommodation 3,691



FEMALE

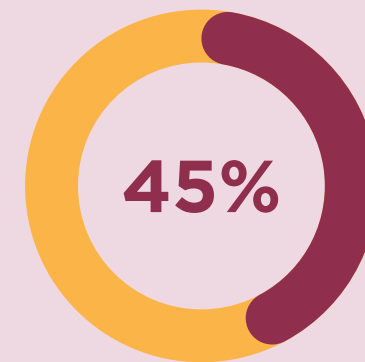


MALE

12,550

sessions of support

37% increase from last financial year
(4,612 extra sessions)

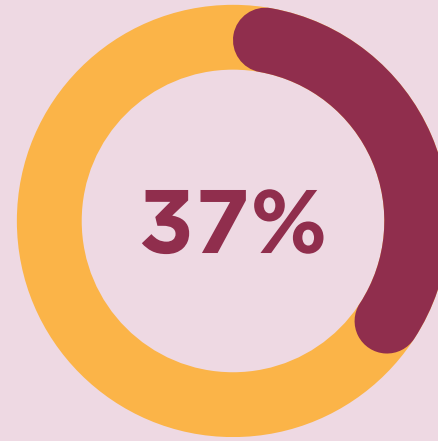
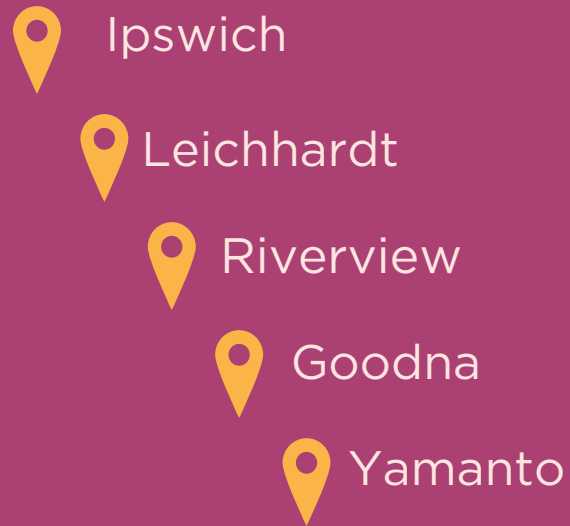


were young people aged 21-25 years old



were young people aged 18-20 years old

MOST SUPPORTED SUBURBS



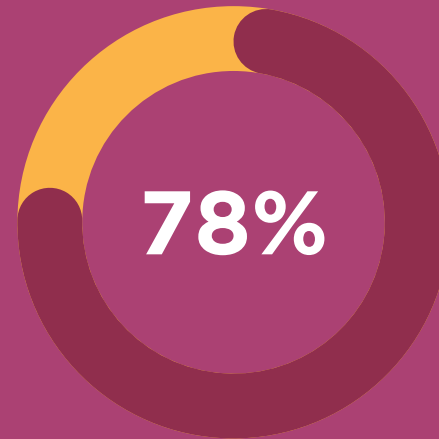
of all young people identified as
Aboriginal and/ or Torres Strait
Islander

TOP 3 PRESENTING ISSUES

1. Relationship Breakdown
2. Housing Affordability
3. Inappropriate Dwelling

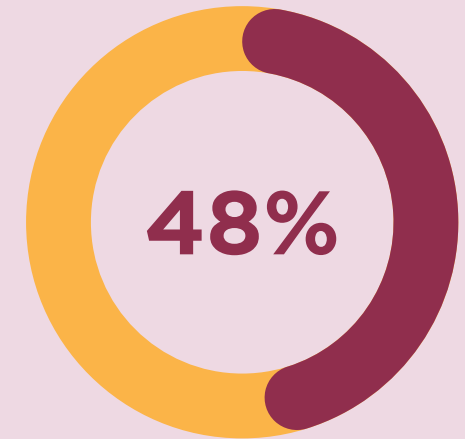


of young people were couch
surfing on presentation. At
conclusion of support this
reduced to **24%**



of young people accessing support were in
receipt of a government allowance

11% received income in the form of wages
15% presented with no income

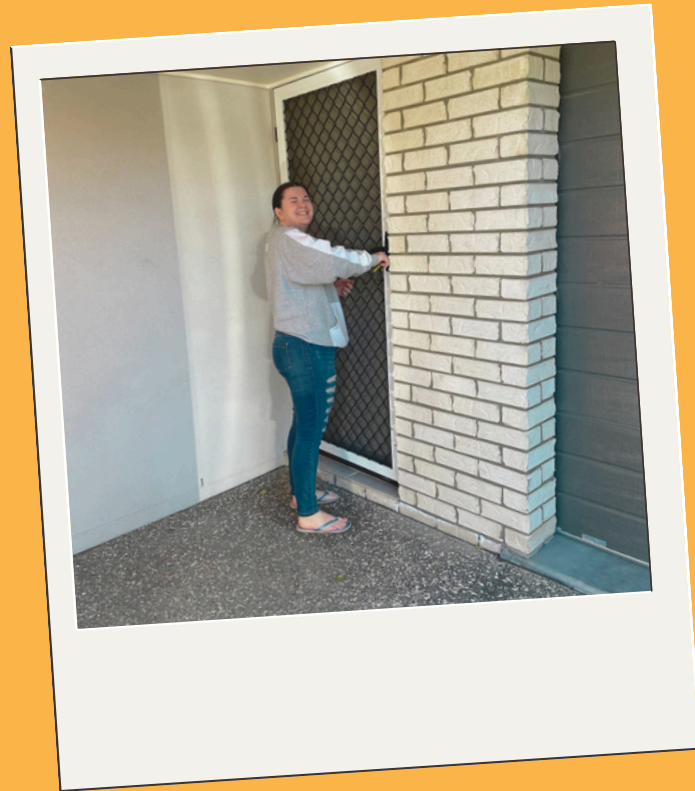


of clients had a diagnosed
mental health condition, of
which **65%** had never received
support for their mental health

At commencement of support, 10% presented with a lease in place which they were named on. At the conclusion of support, this increased to 26% showing a number of young people were able to secure tenure with support.



OUR IMPACT, IN THEIR WORDS



“thank you for helping me it means a lot and I really appreciate it for all the help you and ICYS and the housing department thank you for the help you guys gave me I’m grateful”

“I just wanted to reach out and offer a huge thank you to one of your Housing Support Workers. They recently assisted a young couple and their baby to secure a 12-month lease on a property when they were a week away from homelessness. They were proactive, friendly and helpful in supporting the family and finding them a home. This took a significant amount of stress off the family and for the rest of the stakeholder team.”
- Community Stakeholder

“A massive thank you to you and your amazing team. It is incredible that ICYS have enable [the young person] to have agency and be an active decision maker in this transfer”

COMMUNITY YOUTH RESPONSE AND DIVERSION

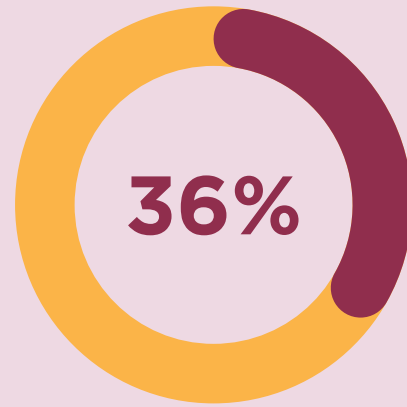
CYRD

The Community Youth Response and Diversion (CYRD) program is funded by the Department of Youth Justice and aims to provide a culturally appropriate, alternative intervention to police charging and/or remanding young people in custody. CYRD is targeted at young people aged 10 to 15 (up to 17) who are at high risk of offending or re-offending and who present with multiple complex issues that increase the likelihood of offending. CYRD programs focus on those that are disproportionately represented in the Youth Justice system, in particular Aboriginal and Torres Strait Islander young people. The program consists of 4 elements, of which ICYS provides 3, including:

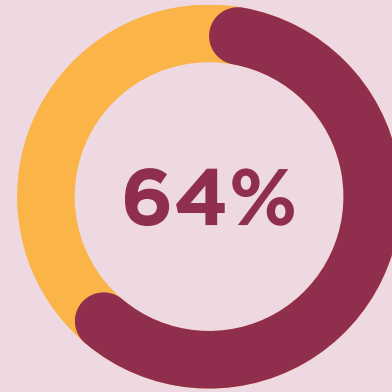
- Intensive case management support to address multiple barriers in their lives impacting on their engagement with the youth justice system. This support is goal driven and often family focused, aiming to reduce structural drivers of offending behaviour.
- Bridging to Education, Training & Employment recognises that young people in contact with the youth justice system have often had limited engagement with the education system and aims to assess their educational barriers, before linking them into appropriate education, training and employment outcomes.
- Diversion services aim to move young people from “hot spots” and environments where they are at higher risk of coming into contact with Youth Justice and QPS. Diversion seeks to maintain a safety focused approach to ensuring that young people are making safe decisions in their communities.

43%

reduction in
offending behaviour



FEMALE



MALE

MOST SUPPORTED SUBURBS

📍 Riverview

📍 Raceview

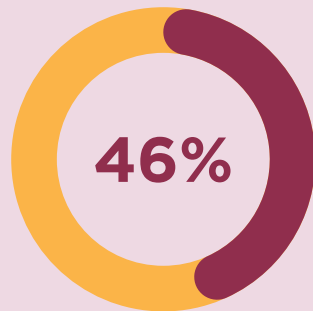
📍 Goodna

INTENSIVE CASE MANAGEMENT



79

case managed
young people



14-15
years old

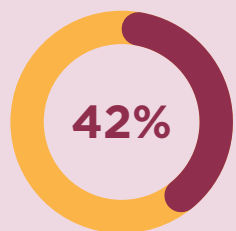


10-13
years old

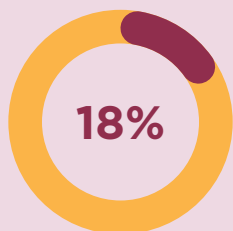
45%

of young people receiving a
case management service also
engaged in the outreach space

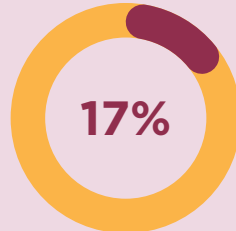
TOP 3 REFERRERS



Government
Departments

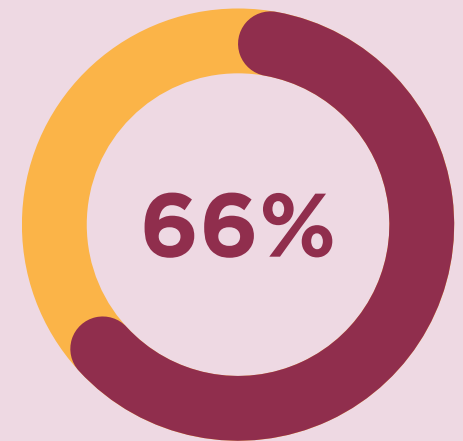


Other
NGOs



YJ co-
responder
and YJ
service
centre

On average, young people
accessing Intensive case
management were engaged
with the program for **7.3**
months which is considerably
longer than the trend across
org. This may reflect the level of
needs young people present
with



of all young people identified as
Aboriginal and/ or Torres Strait
Islander

AT THE TIME OF REFERRAL:

17%

of young
people were on
bail

32%

had no youth
justice
involvement at
all*

11%

were on a
conditional bail
program

13%

remanded in
custody

7%

were on a
supervised
order

4%

had other YJ
involvement
such as restorative
justice processes
underway

*No involvement perhaps reflects the shift in program guidelines to focus on early intervention and those with no formal engagement to date.

48% of young people engaged in intensive case management achieved an education outcome, such as attending flexible learning or other education program, reengagement in mainstream education, or attending ICYS BETE program

61% saw some or significant improvement in family relationships following engagement with ICM

25% were able to complete YJ orders and finalise court matters

94% were assessed to have better links to community following support from CYRD

66% saw improved access to health services



BRIDGING TO EDUCATION, TRAINING & EMPLOYMENT

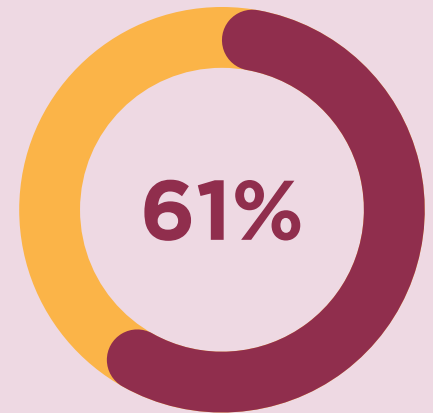


23

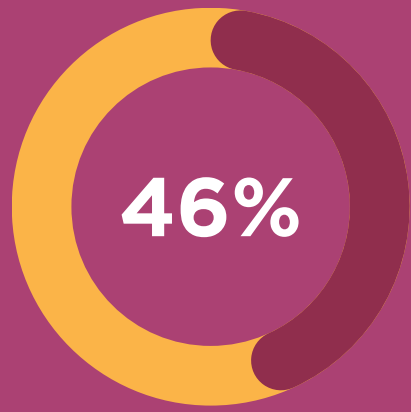
young people engaged with our
teacher in Bridging to Education,
Training & Employment

Average time
of sessions
were **27**
minutes per
young person

young people
accessed the
program for
5.2 months on
average



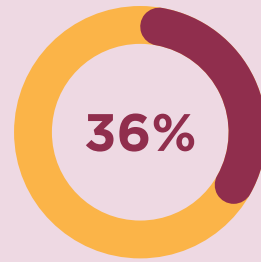
of those engaged in BETE
were successful in gaining
an education or
employment outcome.



46%

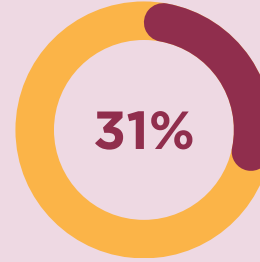
14-15 years old

39% were aged **16-17**, as opposed to the young cohort accessing intensive case management. This could represent changing attitudes to education and training as young people age



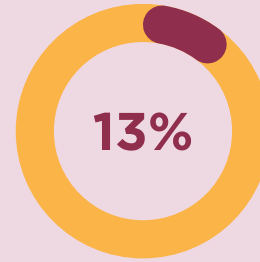
36%

YJ
Co-Responder



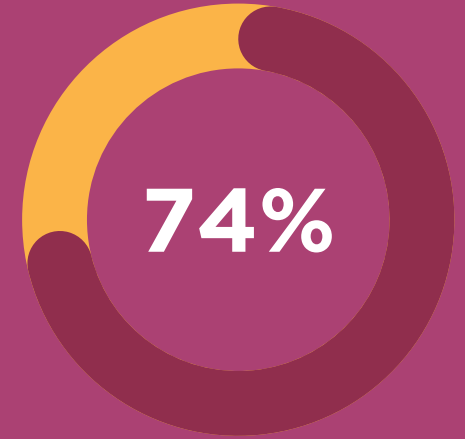
31%

Self-
Referral



13%

YJ Service
Centre



74%

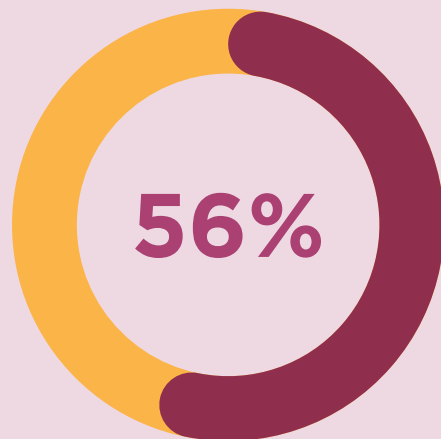
of all young people identified as
Aboriginal and/ or Torres Strait
Islander

After-Hours Diversion

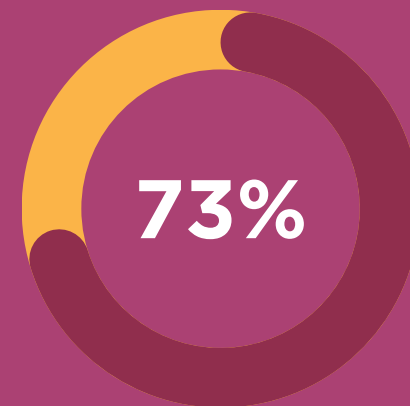


1,773

engagements with
young people via after-
hours street outreach



of all young people
identified as Aboriginal
and/ or Torres Strait
Islander



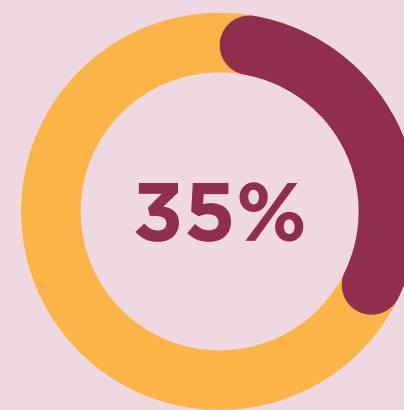
12-17 years old

41

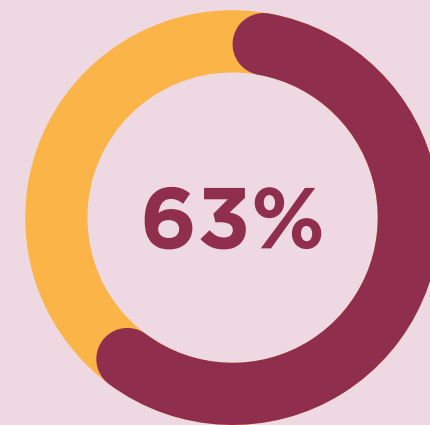
drop-in activities
were held

207

young people
attended the drop in
activities



FEMALE



MALE

CYRD GOOD NEWS STORY



An intensive case support worker supported a young person for an ongoing period from early 2024 and during this period worked with them towards significant improvements in their engagement and attitude. This young person has been transient and difficult to locate due to intermittent periods of homelessness. Since building rapport with this young person, they have consistently remained connected to ICYS and has built relationships with the team. This process has resulted in the young person attending all appointments and court dates and furthermore, this particular young person transported themselves to Brisbane Magistrate Court on a day where their worker was unavailable to provide transport/support. To date, this young person has not engaged in any further illegal activity and has expressed motivation to get their life on the right track in the aspects of housing, work and education. This is credited to a sustained period, building trust, rapport and accountability with the young person.

STUDENT WELLBEING WORKER

SWW

The role of the Student Wellbeing Worker (SWW) is funded by the Department of Education via our SWW partner schools to provide social, emotional, practical support and linkages to the broader community. The roles are based within a variety of school settings, including primary, high and special school campuses across Ipswich, Lockyer Valley, Somerset and the western suburbs of Brisbane. The roles are broad and varied, offering diverse supports in response to school identified needs.



TYPES OF GROUP WORK INCLUDED:

Cultural groups, social skilling and friendship groups, cooking, wellbeing sessions, conflict resolution and zones of regulation, community events such as Day for Daniel, RUOK, Think U Know and RACQ Streets Ahead plus many, many more.



16

Schools Total

14 Primary schools

1 High school

1 Special school

TYPES OF SUPPORT INCLUDED:

Group work

In class and touch point individual support

Parent and family support

Developing, designing and facilitating community projects

OUR IMPACT, IN THEIR WORDS



“Having this role in our school enables cultural programs with Police Liaison Officers to run, increasing student wellbeing and connection to culture”

“Gosh, you’re so calming to be around. Any person who I’ve spoken to have had nothing but kind things to say about you”

YOUTH SUPPORT COORDINATOR

YSC

The Youth Support Coordinator (YSC) Program is funded by the Department of Education via our YSC partner schools and assists education & training providers, communities and families to create an effective framework to support young people to remain engaged in education.

The program supports retention and attainment of young people in grades 10 to 12 (and grades 7 to 9 where required) who are at risk of disengaging or who are newly disengaged from learning, through case management and referral to relevant services. The role can involve support through individual case management, group work and community project work.





397

Young People received
individual support

TOP 5 PRESENTING ISSUES

1. School Refusal/ Non Attendance
2. Bullying, Harassment/ Conflict with Peers
3. Difficulties in Family Relationships
4. Mental/ Health Concerns
5. Social and/ or Peer Links

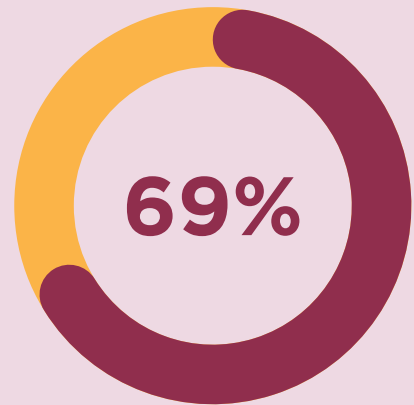
18

group work
projects run with
132 young people

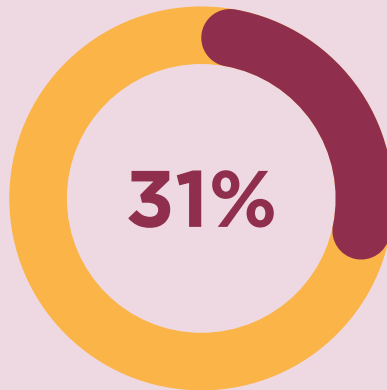


11

community projects
3230 young people



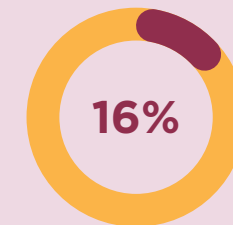
FEMALE



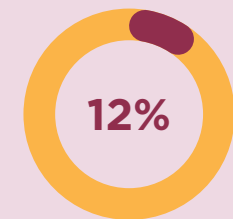
MALE

TOP 3 REFERRERS

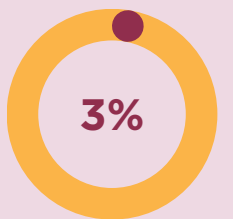
1. School Admin
2. Self-referrals
3. School Support Staff
and Wellbeing Teams



of young people
identified as
Aboriginal
and/or Torres
Strait Islander



of young
people
identified as
Pacific
Islander



of young
people
identified as
being from
CALD
backgrounds

Percentages of multiple needs presenting are considerably higher this year, indicating an increase in complexity for young people seeking support



YSC GOOD NEWS STORY



A young person was referred by a family Mental Health Case worker. The family was living together, though their parents were divorced, and mum presented with significant mental health challenges. The young person was struggling with their own mental health and sexuality, which in turn had impact on their school attendance and engagement whilst at school. Collaboratively, the YSC and Mental Health Case worker worked together to support the young person and improve their wellbeing which resulted in improved attendance and overall well-being. School attendance consequently reached 85% which the young person had never previously attained. The young person is now ready to start looking for part time employment and working on employment goals as they look to finalise year 12 at the end of the 2024 school year.

YOUTH EMPLOYMENT AND TRAINING

GSFW

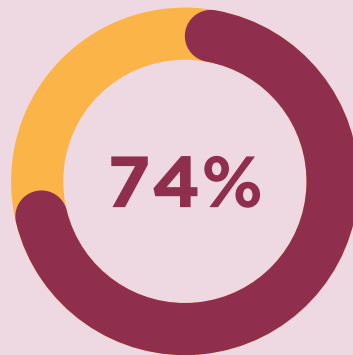
The Get Set for Work (GSFW) Program is funded by the Department of Small Business and Training under the Skilling Queenslanders for Work initiative and is designed for young people aged 15 to 19 years old. GSFW offers intensive support over 12 months for participants to engage in further education and training, or gain employment.

The program is run in partnership with TAFE QLD with young people supported to learn necessary skills and knowledge for the workplace, whilst gaining a certificate II in Kitchen Operations. The program also offers support following the completion of TAFE to link into further education and training and address any barriers the young person may present with.

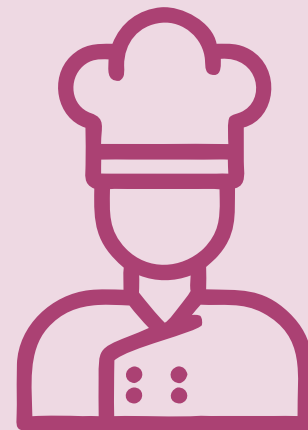


38

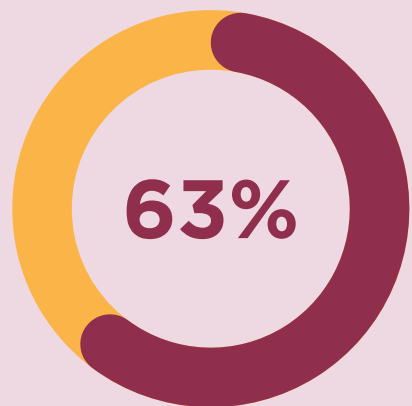
Participants



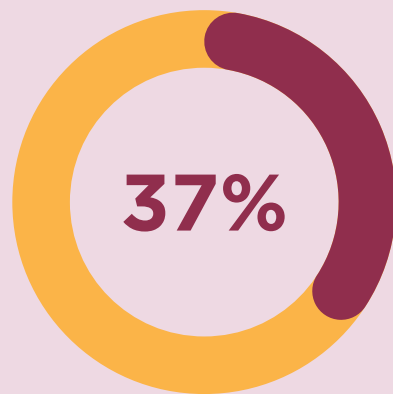
obtained full
certificate II in
cookery



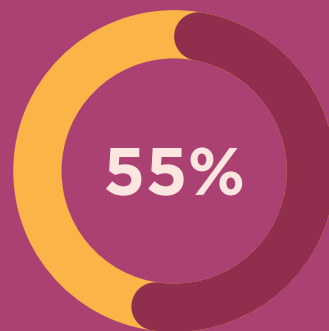
At commencement,
23% of young people
were enrolled in
education, but not
attending regularly.



FEMALE



MALE

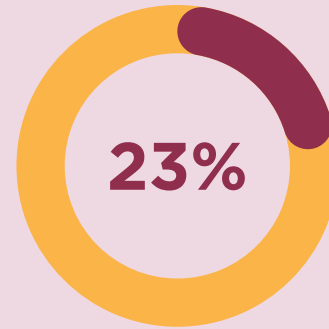


had a diagnosed
disability

Only **10%** of
those enrolled
in GSFW had
completed year
12

MOST SUPPORTED SUBURBS

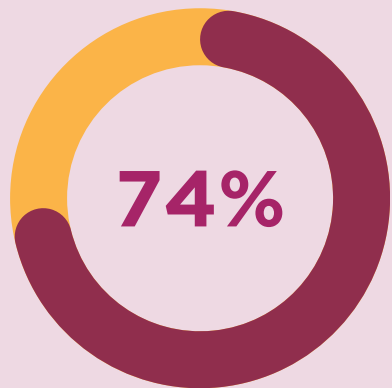
- 📍 Bundamba
- 📍 One Mile
- 📍 Camira
- 📍 Springfield
- 📍 Rosewood
- 📍 Walloon
- 📍 Marburg
- 📍 Goodna



of all young
people identified
as Aboriginal
and/ or Torres
Strait Islander

42%

enrolled in further
training at
completion of the
course



aged
16-17

47%

gained
employment
following the
course

3

young people
gained a fulltime
apprenticeship

GSFW GOOD NEWS STORY



A young person with Level 2 ASD was supported during the course to complete a resume and submit it to a number of employers. One of these employers was a large local club with close links to ICYS and the staffing team. The day the club received the resume from the young person, they were offered a trial shift.

At the end of the shift, the young person was employed and has since moved into further training as an apprentice chef.

Some other outcomes for young people enrolled in the program have included kitchen hand and hospitality work in a number of local Ipswich restaurants, a number of apprenticeships as chefs, further training in Cert III Hospitality, Beauty, Interior Design and many, many more.

Care 2 Work– Community Work Skills

Care 2 Work was a Skilling Queenslanders for Work initiative funded by the Department of Employment, Small Business and Training and delivered in conjunction with TAFE QLD and the Springfield Regional Jobs Committee. The program was delivered to an intended target group of 18 – 28 year old's with the goal of increasing participation in the Child Care industry in the Springfield region as a response to growing predicted need.

Participants were supported to gain a Certificate II in Community Services (Early Childhood) whilst learning theory and knowledge necessary for entry level roles in the Early Childhood industry. The program was delivered in partnership with TAFE Springfield, with course work completed 3 days per week over a 10 week period. Participants also undertook 50 hours of vocational placement in an early childhood setting. Ongoing employment and training support was provided by ICYS Youth Employment and Training Support workers.

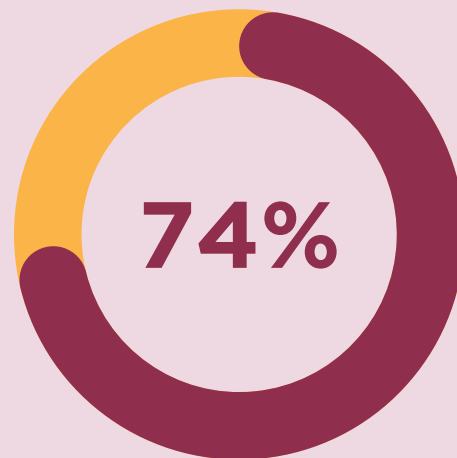
The program was delivered from April 2023 through to March 2024.





23

Participants



completed a certificate or
gained a statement of
attainment

8

young people enrolled in a
further certificate III in
Early Childhood Education
and Care through TAFE or
another RTO

2

young people enrolled
in other Certificate III
qualifications

4

of the young people
gained a full-time
traineeship in childcare
centres, with a further

2

commencing work in
outside school hours
care

5

young people gained
employment through the
course of the program

CWS GOOD NEWS STORY



“She has completely changed in the 10 weeks since starting this course. Before she had no motivation to get a job or work towards getting her licence, she wasn’t doing well at school and was basically asked to leave. Now she goes to placement every day, she wants to study the Cert III and wants to work in a childcare centre, she has also logged all of her driving lessons and booked her P’s test (she was successful!). She is just a completely different person and all of our friends and family have noticed a huge change in her.”

-Feedback from a parent of a 16 year old participant

ACTIVITIES

ICYS Activities worker provides a range of activities for young people and the community, year round. The activities seek to provide a diverse range of opportunities for young people to engage with others in the community in a safe, fun and supportive environment. Activities can also focus on larger events such as Youth Week and Child Protection Week and often attends community events as a linkage for the community to connect with ICYS as an organisation





204
attendees

17

school holiday
activities

20

events with
stalls

events include:

Child Protection Week,
Career Expos,
Under 8s days,
Assisting with planning for
Lowood Youth Fest,
Mad Hatter's Tea Party
(Lowood),
Youth Expo (Laidley),
Queerswich Expo,
The 'Swich Speaks Out DV
Summit,
The Base Christmas Party
and Ipswich Mental Health
and Wellbeing Expo

activities included:

NAIDOC events including Tidda
Tings,
Digeridoo workshops with
outreach worker Jordan and
attending NAIDOC community
events
Graffiti workshop, gaming
trailer,
Christmas activities and DIY
gifts workshops,
Wet n Wild event,
multiple music drop-in sessions,
Get Set for School book pack
donation day,
Beat the Police 2.0 Basketball
event,
Emerging Artist competition,
Easter Hunt,
"Winter Wheelies" Skatepark
drop in **much, much more**

OUR FUNDING BODIES

Department of Child Safety, Seniors and Disability Services

Department of Employment, Small Business and Training

Department of Housing

Department of Education

Department of Youth Justice



OUR SWW PARTNER SCHOOLS

Goodna Special School

Jindalee State School

Ipswich West State School

Toogoolawah State School

Riverview State School

Camira State School

Glenore Grove State School

Milpera State High School

Forest Hill State School

Pullenvale State School

Amberley District State School

Patrick Estate State School

Bundamba State School

Harris Fields State School

Raceview State School

Serviceton South State School

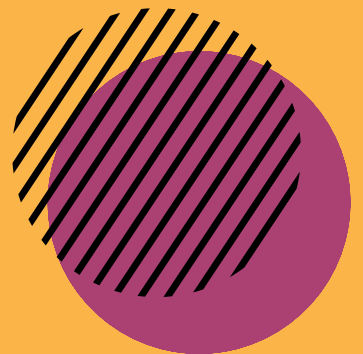


OUR YSC PARTNER SCHOOLS

Ipswich State High School

Bundamba State Secondary College

Woodcrest State College



THANK YOU

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QLD 4305

REGIONAL OFFICE

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PHONE NUMBER

(07) 3812-1050

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