

GLEBE YOUTH SERVICE

ANNUAL REPORT

2015 - 2016



Glebe Youth Service

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Visit us on Facebook:

<https://www.facebook.com/Glebe-Youth-Service-Inc-154207308008260/>

In Memory of Robyn Kemmis

Glebe Youth Service was deeply saddened by the sudden and unexpected passing of Robyn Kemmis in late December, 2015. Robyn was an extraordinarily talented person who had a driving passion for Glebe and Glebe Youth Service. As Deputy Lord Mayor, she was a tireless advocate for the Glebe Community. At GYS we felt particularly fortunate to have a voice at City Hall who would raise our concerns and advocate for our needs. Her commitment and passion for social justice and fair go for everyone in our community will be a source of continued inspiration for the GYS team. Her grace, wisdom and ability to get things done will be sorely missed. We are grateful for having known Robyn and been fortunate to benefit from her many wonderful qualities. Sadly missed, always remembered.



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ABOUT US

Glebe Youth Service recognises that we work on Aboriginal land and we pay our respects to the Gadigal people of the Eora nation who are the traditional owners of this land. We extend this respect to all Aboriginal peoples. We recognise and celebrate the fact that Aboriginal people are the longest continuing human culture in history.

Our Mission

To develop in young people a sense of dignity and personal responsibility so they may achieve their goals and contribute positively to their community.

Our Objectives

- To provide community services for young people to reduce the effects of being disadvantaged;
- To assist individuals and groups of young people to access appropriate resources effectively and take action to meet needs;
- To encourage youth to participate in planning and developing all GYS activities;
- To inform, educate and resource the local community about young people and their issues and concerns with a view to build community support for, and participation in, initiatives to improve quality of life for young people;
- To develop formal and informal networks with government/non-government NGO agencies in the metropolitan area for the purpose of developing and implementing strategies in the local community to assist disadvantaged young people;
- To support and work with a range of organizations, workers and decision makers to assist in the co-ordination of services to young people at risk of poverty, sickness, suffering distress, misfortune, disability or helplessness.

Our Approach

To provide a safe and responsive environment in which young people are supported by trained and professional staff.

In Practice

GYS is funded by NSW Department of Family and Community Services (FaCS) and the City of Sydney. Further contributions are received from small grants fundraising and donations. Glebe Youth Service delivers a range of programs and services for young people aged 12 to 24 years who live, work or play in the Glebe area.

The primary target group for our programs are the young disadvantaged people living on the Glebe Estate, an area of public, social and Aboriginal housing which has approximately 2000 residents, many of whom are amongst the most disadvantaged in the country. The young people from the Glebe estate, while resilient, face a wide range of issues. These can include: poverty, family and domestic violence, early school leaving, alcohol and drug use, poor literacy, limited or no access to

technology, limited role models, a lack of self-belief and limited access to safety, support and opportunity. The majority of young people who use the service are Aboriginal and frequently experience complex and interrelated social challenges.

Despite the challenges faced by many in the Glebe community, Glebe is characterised by a rich and vibrant social fabric. We see on a daily basis the strength, humour, loyalty, creativity and resilience that exists in the people and the community has a whole. We are privileged to work alongside such people and participate in the many and varied activities that contribute to Glebe's unique character.





Comments from our Partners and Supporters

‘Glebe Youth Service is an asset to the Glebe community with dedicated staff working on effective programs with children and young people. The children at Centipede love visiting Glebe Youth Service and the partnership between Glebe Youth Service and Centipede with the Tweenies program has assisted in the development of strong relationships with our children and Glebe Youth Service staff and provided some fun, innovative experiences the children have really enjoyed’.

Vic Brown
Centipede (Glebe After Hours School) Director

‘The outstanding work of GYS is a critical part of what makes our community so special. GYS changes lives, builds community and provides genuine leadership. I'm delighted to continue my strong support for this essential service and I am so proud of the work they do’.

Jamie Parker MP
Member for Balmain

‘GYS is a vital part of the glue of Glebe. We stick together’.

John Gray
Vice President, The Glebe Society

‘Ultimo TAFE Community Services department has had a close relationship with GYS for many years. We have worked in close partnership with GYS with our Youth Work and Community Services Work Placement program.

GYS has provided our students with meaningful placement experiences from doing Drop in programs, Art projects and research in the area of youth needs among many other valuable learning experiences.

TAFE values this partnership a great deal. It's services like GYS that assist in the crucial workplace learning to our students that is invaluable to them. Many of our students have gone on to work with GYS after completing placement. A great result all round.

A great service doing great work in the community. Keep it up GYS!’

Madalena Minutillo
Community Services/Youth Work Part time Teacher
TAFE NSW – Sydney Institute

‘Since my times at FACS, my relationship with GYS has been one of collaboration, professionalism and achieving great outcomes for children and young people. Working with vulnerable families, I have seen first-hand, the importance & significance of GYS's role within

the Glebe Community; the staff are committed and devoted to enabling those who are marginalised in accessing the supports that are needed to move forward. I feel privileged to have worked alongside GYS.'

Laura Towns

A/Manager Casework, NSW Department of Family and Community Services

GYS Barista Program

'This is a very worthwhile initiative in which the Balmain Campus of Sydney Secondary College has been involved, and is very happy to continue their ongoing participation. The delivery of identified work related skills programs such as The Pop Up Project (Business Skills Workshop) are pertinent to the range of students and their interests.

The work of the GYS Coordinator is particularly noteworthy, and is reflected in student responses to the program and their high level of engagement.

The Balmain Campus of Sydney Secondary College remains committed to such a quality partnership that can increase the post school opportunities to students in particular students who are at risk at disengagement from school and post school options.'

Kind regards

Hugo Floriani

Careers Adviser

Sydney Secondary College - Balmain Campus

'I've worked with Glebe Youth Service as long as I have been the Federal Member for Sydney and as the Federal representative I've seen a lot of changes in Glebe. Many of these improvements are due to the Glebe Youth Service. While the Service's main objective is to support young people they know to do this they needed to develop strong working relationships with government agencies, community groups and the Glebe community as a whole. They have done this and continue to do so and we see the benefits of this for our young people. Keiran and the staff and volunteers, along with the board members must be thanked and congratulated for their tireless work and dedication in continuing to provide an immensely valuable, life changing and at times life-saving service to the young people of Glebe and to the Glebe community.'

Hon. Tanya Plibersek MP

Member for Sydney, NSW

'Glebe Youth Service is a well-respected agency not only for young people and their families in Glebe but also the broader community. GYS is an active and pivotal member of the Forest Lodge and Glebe Coordination Group (FLAG) that meets monthly to discuss and address issues and opportunities with and for the social housing community of Glebe. It is essential that the strengths and challenges of young people are brought to FLAG via GYS to ensure that FLAG maintains a whole of community focus. GYS also plays an important role in partnering in community events. Community and agencies working alongside each other to celebrate Glebe is important for community spirit and in building a healthy community. Although GYS's focus is to support young people in Glebe, they practice from an approach that understands young people do not live in isolation, and rather they are part of the diverse community of Glebe.'

Ally de Pree-Raghavan
Manager, Glebe Community Development Project
Faculty of Education and Social Work, University of Sydney

Thank you all :)

SERVICE IMPACT OVERVIEW

During 2015 – 2016, Glebe Youth Service demonstrated the following key outcomes. A more in-depth discussion of GYS programs follows in this report.

Structured Skills Groups

- 504 young people attended programs where they learnt new skills.
- 90 parents with children under 12 learnt new skills.

Case Management – High Complex Needs

- We provided 37 families with intensive case management services to address complex interrelated issues such as mental health, homelessness, substance abuse, domestic violence, low school attendance, trauma, grief and loss.

Advice and Referral

- We helped people on 500 occasions by providing them with advice, support, referrals and information.

After Dark – Program has delivered

- 142 activities that assist people to improve physical health, social wellbeing, confidence, community connections, and teach them new skills on 5960 occasions.

Healthy Nutritious Meals Served

- 11,000 – For many in our community food security, food affordability and access to nutritious food is an ongoing social issue.

As well as this hard data on the scale of our impact, GYS provides and promotes the following at every program:

- *A Safe Place free from physical and emotional violence*
- *Positive help seeking behaviour*
- *Positive relationships with adults*
- *Positive peer relationships*
- *Healthy eating*
- *Exercise, sport and recreation*
- *Alternatives to crime and antisocial behaviour*
- *Opportunities for self-expression and healing through creative art*
- *Healthy emotional management*
- *Positive sexual health and personal hygiene*
- *Safe relationships that are consistent, affirming and encourage young people to set and achieve their own personal goals*

COMPLEX CASE WORK: A Case Study

By Amy O'Neil, Senior Youth and Family Early Intervention Worker, Glebe Youth Service

The following case study is one that could be typical of many GYS clients. To protect the identity of people who access our service we have changed names and tried to capture some of the common issues and challenges that our young people are facing.

"Paul"

Paul is a 13 year old Aboriginal child who lives with his father in a four bedroom house in Glebe. Paul's father is unemployed, receiving financial support from Centrelink and is also receiving support from the Methadone Program at the local hospital to address past heroin use.

Initial contact with Paul by GYS was through our Tweenies transition program when Paul was 11 years old. However Paul's attendance was sporadic at best, reflecting Paul's attendance at school. When questioned by GYS staff, Paul explained that his father liked Paul to stay at home with him, sometimes to help with daily tasks. Utilising their position within the community, GYS investigated community concerns around Paul and found that there was general consensus that while Paul presented well, there were many complex issues at home.

When Paul turned 12 he began accessing GYS on a weekly basis. Through regular contact a GYS case worker was able to form a trusting relationship with Paul, allowing Paul to talk about how he was managing his transition from primary school to high school. Paul explained that he had missed a few days of school as his father had sprained his ankle and needed some help at home. GYS contacted Paul's high school and found that Paul had actually missed two weeks of school. GYS contacted FaCS with their concern.

Over the next few days GYS found that there had been prior FaCS involvement.

In 2008, when Paul was a small child there had been a substantiated allegation of sexual assault on Paul by a family friend of his fathers. After investigation and referral to an Intense Family Support Service, the file was closed by FaCS. GYS followed up with the Intense Family Referral Service and found that the file had also been closed due to a lack of engagement by Paul and his father.

It became clear to GYS that while there had been intervention into Paul's life quite early on, issues were not fully addressed and the family had continued to experience many complex and traumatic issues by the time they had accessed GYS. From 2008-2014 there had been a total of seven child protection reports made (all prior to Paul accessing GYS) regarding Paul's safety, ranging from neglect and carer concerns to psychological harm.

In the following years, Paul accessed GYS on a regular basis. Due to the ongoing 'Risk of Significant Harm' concerns, with support of a GYS case worker and FaCS, Paul was placed under temporary care order. Paul chose to reside with his maternal Grandmother, however the placement fell through as Paul self-placed with his father within a few months. Paul's attendance at GYS became erratic and his friends began raising their concerns with Paul's GYS youth worker about Paul's behaviour over the weekends. It became clear to GYS staff that Paul had begun using ICE and marijuana. His attendance at school was greatly impacted upon and Paul's mental health had begun to suffer.

Paul was subsequently placed back with his father under the agreement that Paul would access drug and alcohol counselling. Paul is yet to access any support outside of GYS and there has been no improvement in his home life. GYS continues to advocate for Paul, following up with FaCS, making child protection reports and providing a safe place that Paul can consistently access. Many hours have been spent by his youth worker coordinating support, looking at alternative options and campaigning for Paul's cause with FaCS recommending his file be transferred to Intense Support Services. Paul continues to couch surf and no longer attends school.

Paul's story highlights that the varied nature of GYS support work from the early intervention witnessed by staff in those early months of engagement with Paul, to crisis support. The insights into and awareness of Paul's circumstances were only possible because of GYS being imbedded in the Glebe community.

ACKNOWLEDGEMENTS

The work of GYS is only possible through the generosity and support of the wider community. We have a great number of people and organisations who support GYS in a number of ways. We would like to extend our sincerest gratitude to the following people, businesses and organisations for their generous support.

- AIME
- Atlassian
- Balmain & Glebe PCYC
- Broadway Mirvac
- Charles Sturt University
- City of Sydney
- Connecting Up
- F45 Glebe
- Family and Community Services NSW
- First Church of Christ, Scientist
- Foodbank
- Gilbert +Tobin Lawyers
- Glebe Area Tenants Group - Kerry Bartholomew & Maree White
- Glebe Chamber of Commerce
- Glebe Community Development Project
- Glebe Justice Centre
- Glebe Public School
- Glebe Treehouse
- Goodman and Fielder
- Grill'd Darling Harbour
- Hands Off Glebe – Denis Doherty and Hannah Middleton
- Hon Member for Sydney, Tanya Plibersek
- Housing NSW
- Jobs Australia
- John Ficher – IT Support
- Jono Graham, Middle Ground, City of Sydney
- Melon Media
- Member for Balmain, Mr Jamie Parker MP
- Mick Malloy – IT Support
- NSW Land and Housing Corporation (LAHC)
- NSW Police Service – Leichhardt Local Area Command
- OzHarvest
- Peggy Cuthbert
- Peppernell Consulting
- Phillip Anderson
- Reconnect Inner City
- Roelof Smilde
- Salesforce
- Save The Children Australia
- St Scholastica's College
- Streetsmart
- Sydney Secondary College – Balmain, Leichhardt and Blackwattle Bay High Schools
- The Glebe Community Opshop
- The Glebe Society
- University of NSW
- University of Sydney
- University of Technology, Sydney
- Weave Youth and Community Services
- Western Sydney University
- YFoundations
- Youth Action

CHAIR REPORT

Glebe Youth Service (GYS) continues to play an integral role in the vibrant and diverse community that stretches from Parramatta Road to Bicentennial Park, and from Wentworth Park to Ross Street.

Our small core team, working with our casual staff and volunteers, our partner organisations, and with the support of our principal funders FaCS and CoS and our network of supporters, have achieved significant results this year, as set out in the rest of this Annual Report.

On behalf of the Management Committee I would like to acknowledge their hard work and dedication, and their efforts to improve the lives of the young people who we support.

At our AGM in 2015, long standing Glebe resident and advocate Robyn Kemmis, then Deputy Mayor of the City of Sydney, spoke to us about the work of GYS. Sadly, we lost Robyn this year, and we add our thanks to those who have recognized the commitment and energy she brought to her support for the Glebe community and to GYS in particular.

In 2016 the GYS Management Committee set out to consolidate and strengthen our governance, policies and procedures to support the delivery of programs and to ensure GYS able to meet the challenges and opportunities ahead. My thanks to the Committee –Adam Lyons, Anna Powell, Emily Whitehouse, Julian Laurens, Patrick Cunningham, Victoria Matthews, Roelof Smilde - and in particular to Deputy Chair Garner Clancy who is stepping down this year, and long standing Treasurer Hilary Chesworth who has signaled that she would like to hand over the reins during 2017.

Our FaCS funding was renewed to June 2017, with some refinements to delivery targets, and the City of Sydney funding for After Dark runs to December 2017. We are grateful for the work done by Land and Housing Corporation on the fabric of the building.

Our partnership programs have yielded good results, both in the outcomes for the young people involved, and in meeting the requirements of our funding bodies, and our senior staff have been on the front foot in collaborating with other community organisations in Glebe.

But there are challenges ahead.

For our staff, it is the challenge of unmet needs and finding the right balance between program delivery, community development and the more intensive and complex one to one case work. For the Management Committee it is to work with staff and stakeholders to develop the right strategic responses to the pressures on public funding and to ensure GYS remains viable, relevant and effective.

The Management Committee is grateful to all those who have helped in the work of Glebe Youth Service this year. We thank you for your efforts to improve the lives of the young people we serve, their families, and the Glebe community.

Greg Dwyer

Chair, Glebe Youth Service Management Committee

COORDINATOR REPORT

It's that time of the year again, when we find ourselves reflecting on the year gone by and sharpening our focus on the year ahead.

We are proud of our work this year with our programs and services reaching many young people in local high schools, the wider community and right here in Glebe. We continue to achieve with a small but dedicated team. Our service delivery partnerships have strengthened and diversified, and some new ones have developed. The GYS Management Committee has worked hard behind the scenes, providing the necessary safe stewardship to ensure our compliance and to see us survive well into the future. We continue to be the 'go to place' for many living in the Glebe estate, and a focal point for the wider Glebe community.

While we see much strength in our organisation and in our community we continue to see the effects of entrenched social disadvantage. This all too often impacts on societies most vulnerable; children, young people and minority groups. Research undertaken by our good friends at the University of Sydney¹ shines a cold hard light on the scale and degree of social disadvantage in Glebe. The data, when closely dissected, paints a grim picture for many living in the Glebe estate. This research aligns with the on-the-ground day to day experience of GYS staff. Things are really tough for a lot of children and families living in Glebe, and there is much work to be done.

For this reason, it is important to have a committed, hardworking and skilled team of people. Our core staffing team comprised of Amy and Luke demonstrate on a daily basis their passion and focus on meeting needs and supporting people to improve their social circumstances. Our casual and part-time staffs are essential to our smooth and continued operation, and they too deserve recognition and respect. Our Management Committee has welcomed some new faces this year, while a number of longer serving members continue to go above and beyond in their volunteer support of GYS. This year the Management Committee has undertaken a range of projects that will serve us well into the future. These have included reviewing and rewriting policies and procedures; researching and assessing local needs; introducing professional development strategies for staff; succession plans; risk management planning; and creating a safe and supportive organisational culture.

GYS does not operate in a silo: collaboration with other organisations is a crucial part of what we do. By working with others we increase the capacity and diversity of our programs and services and enable us to reach out a wider client group. By staying connected to the world of tertiary education and research we benefit from internships and by staying in touch with the best and latest thinking. We continue to have direct service partnerships with a number of organisations, and are always on the look at for new ones that will benefit our community. GYS is proud to have played a lead role in the establishment of Glebe United, a local interagency group that is focused on children, young people and families.

GYS receives funding from Family and Community Services NSW and City of Sydney. We have enjoyed a long-term close working relationship with both. On behalf of GYS I would like to specially thank Cheri Margetts, FaCS and Ray Dehon, City of Sydney. Both have been generous in their

¹ Clancey & Russel, *Glebe – Lodge Forest 2037: Community Needs Assessment*, 2015, (available on request).

guidance and support over the past year (and much longer in fact). We appreciate their work and thank them for their commitment to GYS and the Glebe community.

To all of you who have donated time, money or have in some small or big way supported GYS in the past year - thank you. We hope you continue to support us as we face another exciting and challenging year supporting local children and young people to reach their potential and contribute to their community.

Keiran Kevans

Coordinator, Glebe Youth Service

AN OVERVIEW OF PARTNERSHIPS AND COLLABORATION

The nature of our work demands close collaboration with a wide range of organisations. Children and families have many community and social connections. To work effectively and deliver positive outcomes it is crucial that GYS develops and maintains a wide network of cross-agency relationships. GYS is proud of our ability to work in and develop effective service delivery partnerships. The following is a brief overview of some of our key partners and collaborators.

City of Sydney

One of our long standing partners, the focus of which has centred on the delivery of gender targeted programming for at-risk local teens. We also work together on events such as White Ribbon Day and the children's Christmas party. We are pleased to see the Middle Ground initiative that was driven by GYS, Treehouse and Centipede continue over the past year. This partnership program has been instrumental in improving access to services for children aged 9-13 year. We would like to thank Mereani, China, John, Ray, Jinny, Jono, Chris and all of the City of Sydney Glebe team for their efforts over the past year.

Sydney Secondary College

Being the destination high school for so many local young people it is important that work closely with our local high schools, Balmain, Leichhardt and Blackwattle. The Pathways Education project based at GYS has been the long standing 'flagship' of our work with Sydney Secondary College (SSC). In the past few years we have been increasing our presence at the Balmain and Leichhardt campuses. Running programs in schools and working with teaching staff to identify at risk young people for some of our off-campus programming. Our on campus programming in the past year has included a bicycle safety and maintenance program, homework help, hair beauty and makeup and the barista program.

Leichhardt Council (now Inner West Council)

It has been great to work with Matt Balane from Leichhardt Council in the past year. Because Leichhardt work closely with SSC it was natural for us to explore opportunities to work together. Our primary project has been the Barista program, which has been a tremendous success. We will be exploring other options to diversify our collaborative efforts in the coming year.

Enactus

Enactus are a fantastic organisation and working with them has delivered tremendous benefit to local young people. Their work on our barista and pop-up program has been wonderful, teaching valuable life and work skills. They developed a one-day workshop on marketing and customer service skills that is age appropriate for year 9 and 10 students. They have worked hard on developing a sustainable model for this program where successful participants are offered paid internships at local cafes. A massive thank you to the Enactus crew, with a special shout out to Doris Xu the Pop-up team director, she has worked tirelessly with considerable skill and dedication.

Police

The Girls Who Box program has been a great new initiative that is delivered in partnership with Glebe Police Youth Liaison Officer, Renee Fortuna. Our own Amy O'Neill must be acknowledged for

her work in brokering this partnership. This collaboration has created fertile ground for a closer working relationship with local police. We are confident our work with police will continue to strengthen in the coming year.

Save Children Australia

The Save Children Mobile Youth Van has been long standing feature at Friday nights after dark program. GYS has enjoyed a long and meaningful partnership with Save Children and we look forward to this continuing well into the future. A special thanks to Michaela and Juliet.

Weave

Also a regular feature at After Dark, Weave have stepped into help us work with 'in-between' age group, 9- 13 year olds. We would also like to acknowledge the role of the Streetbeat for their work with GYS ensuring young people can get home safely at night.

Family and Community Services

With the rise in complex case work we had increased contact with community services case workers. This has been a very positive outcome of the past year. It is clear that improved communication between GYS and FaCS can and does result in improved outcomes for local children.

NSW Land and Housing Corporation

We take the opportunity to thanks NSW Land and Housing Corporation for improving the safety of the GYS building, and their ongoing support and recognition of the need and value of GYS to Glebe and the Glebe Estate.

Local Collaborations

While a number of key partnerships focus on direct service delivery, another aspect of our work is to remain connected and collaborate with a range of organisations that have stake in the Glebe community. We would like to thank and acknowledge the following;

- *Glebe Community Development Project* with exceptional leadership from Ally de Pree-Raghaven.;
- *Centipede*, Glebe's Out of School Hours Care centre based at Glebe Public School. It has been really fantastic to welcome the new Director, Victoria Brown. She is doing wonderful work, and we are excited about the prospects of working together more closely in the coming year;
- *Glebe Public School* – Vicki Pogulis the Principal of Glebe Public deserves acknowledgment for her work in supporting children and families in Glebe and GYS;
- *Treehouse* (school community centre based at Glebe Public) – Kate Brennan the facilitator of Treehouse is a real stalwart of the Glebe community. Her support, advice and collaboration on a range of issues and projects is highly valued and greatly appreciated. In the past we have worked together to drive the establishment of the 'Middle Ground' program. In the past year Kate has been an instrumental collaborator in the establishment of Glebe United;
- *Glebe Area Tenants* – we are always delighted to host the Glebe Area Tenants who put on the much anticipated Easter Fish Lunch and Housing Tenants Christmas Party;
- *Mirvac* have been long term supporters of GYS. Helping us in a range of ways from donations, printing our annual report to the community giving day that will see our building get a facelift with a fresh coat of paint;

- *Glebe Chamber of Commerce* raised money for GYS at the Glebe Street fair, and are a great support to GYS. We look forward to finding further ways to build on our relationship and work together in the coming year.

Universities and TAFE

GYS has partnerships with a number of Universities and higher education institutions. Whether it is through student placements, or research that helps inform our work, we greatly value the role Universities, TAFE and other tertiary learning centres play in GYS and Glebe. Some of the organisations we have partnered with this year include;

- The University of Sydney
- Western Sydney University
- Charles Sturt University
- The University of Technology, Sydney
- The University of NSW
- Ultimo TAFE
- CAPA The Global Education Network

Glebe United

In late 2014 it became clear that the level of cross-agency communication in Glebe could be improved, and by doing so the Glebe community could benefit. Glebe had a number of groups and organisations working with children, young people and families. GYS, together with support from Kate Brennan at Glebe Treehouse convened a number of workshops with these key service providers. In these workshops we exploring and developed what this closer collaboration could look like. The end was 'Glebe United' complete with our own manifesto detailing who we are, what we stand for and what we want to do. From the manifesto our purpose can be summarised by the following:

- Minimise the risk to children and young people in Glebe;
- Better meet the needs of children, young people and families;
- Provide a better framework of care.

Our membership consists of a number of key local organisations, including; Treehouse, Police, PCYC, City of Sydney, Inner West Council, Sydney Secondary College, Barnardos and Anglicare. Over the past year we met a number of times, getting to know each other better and tackling the current and emerging issues for the people in our community. Although in its early stages, we are already seeing a range of positive outcomes. In the coming year we aim to build on our success and also explore ways to deliver case coordination and increased partnership programming.

PARTNERSHIP PROGRAM REPORTS

Girls Who Box

By Amy O'Neill, Senior Youth and Family Early Intervention Worker, Glebe Youth Service

When young people experience trauma and instability at home or within their community, it's not uncommon for them to feel disempowered, isolated and disconnected from their world. Girls Who Box is about providing a quality program to a group of young women who were selected by their community to participate in this free Monday morning program.

Girls Who Box is a partnership program run by Glebe Youth Service and Leichhardt Local Area Command-NSW Police. The program is about providing a quality program to a group of young women who were referred in by their school, their community or their family. We have also accepted referrals from NSW Police and Family and Community Services.

Girls Who Box links physical activity with other services and opportunities to providing access to positive risk taking and contact with a variety of mentors with the aim of increasing resilience, self-esteem and school retention rates.

Current partners include:

- **Goodman, Salesforce and Atlassian** who have provided generous financial support and the opportunity for the young women to spend time on each of their work sites, attend a 'Girls in Leadership' lunch and access to their own employee mentoring program;
- **AIME** who have provided individual mentoring to support the young women build their confidence and make available opportunities to rebuild their connections with school;
- **F45 Glebe** who have provided free access to their group fitness programs; and
- **Balmain PCYC** who have provided free access to their site and utilities so that we are able to provide ever young women with a place to exercise, breakfast and a warm shower before we take them to school.





Australasian Beauty College Partnership

By Amy O'Neill, Senior Youth and Family Early Intervention Worker, Glebe Youth Service

The Beauty Program has become an extremely popular program with young people enrolled at Sydney Secondary College Leichhardt and Balmain. The program runs in partnership with The Australasian Beauty College Broadway and provides opportunities for young people to:

- Learn industry standards skills in hair and nails design, special effects personal hygiene and job ready skills;
- Identify ways in which they can cost effectively maintain their personal hygiene;
- Identify the effects of stereotyping and ways to challenge this assertively;
- Understand that everyone deserves to feel good about themselves, no matter what they look like.

This program has had a total of 38 attendees over a period of two terms and many of our attendees have commented on how much they enjoyed the program and have asked when it will be running again, and if they can be notified when the next program will be commencing.

Glebe Youth Service would like to thank The Australasian College for offering this valuable and meaningful program to our students. We would also like to thank the facilitators who did a fantastic job in engaging our students and making them feel very welcome at the college. We value our partnership with The Australasian College and appreciate your ongoing support.



GAP (Girls at the Peter Forsyth Auditorium)

By Amy O'Neill, Senior Youth and Family Early Intervention Worker, Glebe Youth Service

Dedicated to our next generation of amazing women, GAP is a partnership program between Glebe Youth Service and the City of Sydney.

It has been designed as a targeted early intervention program which focuses on a group of female students from multiple schools who have been identified by services and community members as being at heightened risk of a range of vulnerabilities-where they are experiencing difficult life circumstances, engaging in risky behaviour or are already in contact with intervention services.

Following on from the success of last year's program, the program continues to support the development of well-being, resilience and life skills for young women. It serves to build on the strengths of young people and enhance connections with their community and local services by allowing the women to explore topics such as mental health, food and nutrition, skin care and fitness.

This year's program could not have run without the support of the City of Sydney team, Reconnect Inner City, Youthblock, St. Scholasitcas College, Sydney Secondary College Leichhardt and Balmain, and NSW Police.



Pathways Project

The Glebe Pathways Project started operating at Glebe Youth Service (GYS) in October 2009. It is a community-based collaboration between:

- Glebe Youth Service
- Sydney Secondary College
- City of Sydney

This collaborative project aims to reconnect local predominantly Aboriginal marginalized young people with a successful learning pathway that may lead back to formal schooling; a traineeship or apprenticeship; employment; or university. The program operates five days per week from 9.30am - 1pm for 7 young people aged 14-17 years of age. The program recognizes the need to establish a structured and stable approach in which learners receive consistent and shared messages from adults about learning and working together.

The Project was initiated at a time when there were regular reports from the police and community members (and subsequent lobbying to Government) in relation to the spate of juvenile crime in Glebe. Police reported that the alleged offending profile at the time was young people *who were not* attending school. Since the Pathways Project commenced, rates for robbery and stealing from motor vehicle have dropped by 60% and 70% respectively.



Personnel funded by the Department of Education and Communities include: a full-time teacher; a part-time (0.5) teacher; and a full-time student learning support officer. The program now runs as a two-way partnership between GYS and Sydney Secondary College. The school is most appreciative

of GYS allowing SSC to access a suitable space at Glebe Youth Service as well as providing the support of GYS personnel. This allows for ongoing support of students outside of school hours and increases connectedness to the community.

One of the key goals of the program is to provide individualized and integrated support to each young person that enables them to develop the habits, skills and knowledge for more sure-footed pathways to further learning, training and employment.

Since its inception the program has enabled close to 50 young people to reengage with school education with the majority of the student's going on to achieve the equivalent of the HSC, or go onto TAFE or employment. This has profoundly positive implications for their future employment and education options. GYS is proud to work in partnership with the Department of Education and Sydney Secondary College to deliver this innovative program.

In 2016 we had 7 young people go through the program and expect another 7 to complete the program in 2017.

Brumby Camp 2016

GYS was excited to be able to bring a group of students to meet and connect with globally renown horseman Greg Powell and his Kalandan Foundation. Staff travelled with students and teachers from our Pathways Program to his property located near Bredbo at the foothills of the snowy mountains.

The day began with a demonstration of horsemanship designed to encourage the young people to engage with their allocated horse. When the participants saw the type of enjoyment and partnership that can come from working with horses they began to be motivated and more involved. They were introduced to their horse in the safety and practicality of a round yard. From here they are shown how to work a horse without harming them and in a way the build a mutually respectful relationship.



The day's activities provided a unique opportunity for discussion and learning, with the connection being drawn between difficulties in working with horses and difficulties in our human lives such as in interpersonal relationships and dealing with our emotions in a positive manner. As an example, handling a horse aggressively leads to a horse becoming uncooperative and withdrawn.



Pushbike Program

By Luke Chesworth, Former After Dark Program Manager and Youth Worker, Glebe Youth Service

Young people at risk of disengaging from high school were engaged in a 6 week program to assemble a pushbike and learn about cycle safety. In addition to the health and practical benefits of the program, it was specifically targeted to students who did not have strong social networks at school, in order to generate mutually supporting peer relationships.

Glebe Youth Service received a donation of 15 brand new pushbikes that were surplus from the Happiness Cycle Program (a partnership between Coca-Cola and Bicycle Network). GYS integrated resources from Bicycle Network and the ACT Government to develop a health and skills based program aimed at engaging young people.



Young people were referred to the program by their School Principal and Year Advisor on the basis that they were at risk of 'quietly disengaging' from school (i.e. not regularly in trouble, but also not engaged with peers or classes). The students worked in pairs and small groups to interpret instructions, use tools, and assemble their pushbikes, which they got to keep on successful completion of the program. Police Youth Liaison Officer John Brettelle attended to engage with the students and discuss cycle safety, and Deputy Principal John Levingston (also a keen cyclist) regularly attended the program and assisted the students. The program proved successful in engaging young people in a high school setting and shows promise for further development if the resources became available.

Barista and Pop-Up Stall Program

The Barista and Pop-Up Stall program is a partnership between Leichhardt Council, Enactus USYD, Balmain and Leichhardt High Schools. The program gives young people job skills and real world, experience applying their skills and building their confidence and improving their employment prospects. The program is delivered over three full days and involves three key components:

1. Barista & safe food handling certificate from an registered training organisation (RTO);
2. A marketing and customer service workshop delivered by Enactus students from the University of Sydney;

3. On the last day we run a pop-up coffee and waffle stall putting it all into practice.

This year we had twenty young people complete the program. The program is popular with local high schools and places are in demand. We will definitely be running this program again in the coming year.



Middle Ground

By Jono Graham, Middle Ground Coordinator – City of Sydney

Middle Ground (MG) is a community driven project developed in response to an identified need within Glebe due to a gap in services for children between the ages of 9 to 12 years old. This demographic between the ages of 9 – 12 have been identified as being at higher levels of risk and vulnerability due to the change from a secure and connected primary setting into the larger and more complex relational world of high school, coupled with emerging adolescence. MG is not a centre based service, accessing other services such as the GYS. This gives the program the freedom to be responsive and dynamic. Through this program it gives children and their families the opportunity to access support services and meet workers in relevant services in the Glebe area such as the GYS.

The primary focus of Middle Ground is to facilitate children's participation and engagement in programs. MG can benefit by collaborating and planning programming in conjunction with GYS. However in terms of addressing the complex needs of these children through programming, partnerships such as ones between GYS are crucial in linking children to identified support opportunities for them and their families in the Glebe area. This is best achieved by running programs in youth spaces and in partnership with Youth Services such as GYS. By establishing this relationship between MG and GYS through programming and support services, it ultimately helps achieve MG's goal of getting young people familiar with facilities, workers, spaces that can help build ongoing relationships with young people under the age of 12.



GYS PROGRAMS

Food Program

By Luke Chesworth, Former After Dark Program Manager and Youth Worker, Glebe Youth Service

The food program at Glebe Youth Service focuses on providing healthy, nourishing meals at each of our activities and events. Glebe Youth Service also offers skills groups to assist young people and their families to develop their skills and prepare their own healthy, nourishing meals.

In 2015-2016, Glebe Youth Service continued to make an impact on the nutrition and food security of young people and their families by providing over 11,000 meals. This achievement is supported by the enormous contribution of our volunteer Victoria, who pre-prepares healthy meals for After Dark every week. GYS sources free or affordable food from our partners SecondBite, OzHarvest, Foodbank, ABCOE Wholesale, and Harris Farm. This has enabled us to expand our food program to provision of fresh produce and other staples on Thursday afternoons. In the 16 weeks recorded to the end of June, GYS distributed a total of 3189kg of food through the food table, over and above our prepared meal provision. During this time, an average of 26 people accessed the food table each week and collected an average of 200kg per week (that's an average of 8kg of food per person, per visit). Providing fresh food and staples to community members in this manner directly impacts on the diet and nutrition of young people getting healthy food into their homes.



Drop In

Our Youth and Community Drop In space provides a safe meeting place for children, young and families to come and get a meal, support, advice and information. This is a flagship GYS program and has been a feature of the organisation for almost 30 years.

For many families living in the Housing Estate living conditions may be cramped, and lack the space required to socialise and mix with their friends and the wider community. We recognise the tension between being simply a youth-focused space and the need to work with parents and engage the wider community. Our 'Drop In' afternoons provide opportunities to do both. While many people keep coming back to our Drop In, we see a steady flow of new children, young people and families accessing this service.

After Dark

By Luke Chesworth, Former After Dark Program Manager and Youth Worker, Glebe Youth Service

The After Dark program is an initiative of GYS, funded by the City of Sydney. It operates on Fridays from 6:30 to 10:30pm at the Peter Forsyth Auditorium, and on Saturdays from 7:30 to 11:30pm at GYS. After Dark is a space for young people to enjoy a healthy meal and participate in a variety of sports and activities. This program is both a diversion from youth anti-social behaviour and a refuge from hardships.

After Dark catered to a total of 5960 attendees in the year to June 2016, with an overall average of 122 attendees per week. In conjunction with partner organisations, we delivered a total of 159 skills workshops, and a further 142 structured physical activities. After Dark also hosted major activities for NAIDOC week (Corroboree), Christmas, and Halloween.



After Dark continued to work in partnership with a range of organisations, and strengthened the working relationship with key partners City of Sydney, Treehouse, Save the Children, and WEAVE through the quarterly After Dark Partners Forum. These strong working relationships resulted in After Dark receiving the award for Best Partnership at the 2015 NSW Youth Work Awards.

In 2015-2016, we also made significant advances in program development with After Dark. GYS worked with the outcomes identified in the After Dark Program agreement and feedback from City of Sydney to open up new methodologies for consultation with young people.



Young people were also engaged in decision making processes involved in developing the teen-specific space at GYS. GYS also improved internal mechanisms for training and sharing information with our casual team. We extended casual staff training, individual coaching and supervision, and implemented the long-anticipated team leader workshops to ensure consistency across our programs.

This year also saw an increase in the amount of younger teens regularly attending After Dark, and the implementation of strategies to engage them. GYS staff observed that a number of teens started to attend After Dark after hearing about the program at activities run by GYS in their schools. The After Dark team worked with a focus of interesting, engaging, and exciting these young people, basing programming decisions around these focus areas. This approach resulted in a series of music workshops with new partners Heaps Decent and Street University, as well as a return of performers Didgematix. The approach to gain interest and generate excitement through performance, then build engagement through interaction proved successful in several settings and gives us a platform to build other activities on.

At the time of writing this report, I have resigned my position as After Dark Program Manager to move on to a volunteer coordination role at Foodbank NSW/ACT. Foodbank is the largest food distribution organisation in NSW, and relies on a significant number of corporate and individual volunteers every day to distribute food to organisations across the state. This role will engage two of my main passions, food security and volunteering, and I am excited about this next step in my career. At the same time, I am sad to be leaving behind a community, group of colleagues, and range of programs that I have been highly involved in for the past three years. Looking back over this time I am very proud of the achievements that we have made as an organisation, and the way that After

Dark has developed. I hope to not be a stranger, and look forward to hearing how After Dark progresses into the future.

Homework Help

Homework Help has been developed to assist young people attending high school to complete their homework and assignments in a supportive and friendly environment. Homework Help also offers the opportunity for young people who may not otherwise access youth services to connect with youth workers and find out more about services outside of their school.

Our Homework Help Program at Balmain High School has been very successful in the past year. We had an average of 15 students per term. For some it has become a regular part of their school experience. We encourage students to bring assignments and homework to the program. For those who don't, we have a massive library of work sheets in a variety of subject areas to assist students to develop skills in a wide range of subject areas.



Many of the young people who attend the program benefit not just from the learning support, but also through interaction with our youth work team. We offer our support to attendees to establish and achieve personal educational goals, develop self-esteem and respectful relationship. At the start and end of each program we run interactive group activities that build leadership, confidence, and communication skills.

Homework help couldn't happen without the support of volunteers and students. They are vital to the running of the program, assisting young people to complete their own homework, preparing food and offering one on one tutoring. We are always on the lookout for new volunteer recruits: if you're interested please get in touch through our website.

FAMILY AND COMMUNITY SERVICES REPORT

GYS receives funding from Family and Community Services NSW under the Early Intervention Placement Prevention program Child, Youth and Family Support Model. Under this model we are able to provide the following services; advice and support, skills groups, case management and client focused case work. FaCS also recognises the importance of engagement activities that build positive relationship, trust and rapport with clients and community.

Advice and Support

Research demonstrates that advice and practical support can reduce the risk of problems escalating; be effective in resolving non-chronic issues; and increase social wellbeing and life-skills. Advice and support provided under the Child, Youth and Family Support service model should be comprehensive and seek to ensure that young people and families are actively supported to access appropriate services. It will also provide an entry and referral point for other services.

Skills focussed groups and Training

These programs deliver life skills such as: social skills; healthy relationships; job skills; and career advice and support. You can see examples of many of the skills groups we have delivered in the past year in this report.

Case Work & Client Focused Case Work

This service involves the assessing the strengths and needs of our clients and planning a mix of services to meet the needs of the young person and or family. Our Senior Youth and Family Early Intervention Worker, Amy O'Neill, manages our case work and works intensively with local at risk young people who experience a range of issues.

We have seen a rise in the number of people presenting with complex backgrounds and high needs over the past year. For many these circumstances are often the result of things such as family breakdown; trauma/abuse; unemployment; mental health; poverty; addiction; and disengagement from formal learning. For many these issues are interconnected, complex and entangled. Getting successful outcomes depends on a range of factors. It is crucial that other stakeholder agencies work with GYS and client goals. Also critical is that clients remain committed and engaged.

Working with these clients is demanding. It takes time, skill and persistence. We often feel stretched to the limit trying to meet the needs of intensive and complex case work while at the same time delivering on our contractually required volume of service. I am proud of our achievements this year, in doing our best to manage this challenging balancing act.

Summary statistics:

- 402 occasions of service.
- 277 occasions delivered to Aboriginal and Torres Strait Islander people.
- 333 occasions of people learning new things and feeling more confident and achieving their most important goal.

THE GLEBE YOUTH SERVICE TEAM

GYS has a wonderful volunteer Management Committee, dedicated staff, volunteers and a significant number of students, each of whom has contributed to the organisation and the Glebe community over the past year. Each person has a role to play in delivering outcomes and having a positive impact on the Glebe and wider community. We would like to thank and acknowledge each person who was worked with us in the past year.

Management Committee

Greg Dwyer – Chair	Emily Whitehouse
Garner Clancey – Deputy Chair	Julian Laurens
Hilary Chesworth – Treasurer	Marina Ross
Victoria Matthews – Secretary	Patrick Cunningham
Adam Lyons	Ray Dehon (ex officio – City of Sydney Council)
Anna Powell	Roelof Smilde

GYS Staff

Coordinator

Keiran Kevans

Program Manager

Luke Chesworth (till September 2016)

Senior Youth and Family Early Intervention Worker

Amy O'Neill

Administrator

Christina Yeomans

CASUAL STAFF

Wendy Buchanan	Jeffrey Hockey	Kylie Martin
Michael Carr	Christine Gorman	Adam Burke
Benedict Compton	Kelsey Baines	Matthew Paterson
Candace Dower	Nicole Stephen	
Habil Mawardi	Travis Lane	

VOLUNTEERS

Dan Katz

Joanne Lee

Victoria Matthews

Kylie Adams

STUDENT PLACEMENTS

Kelsey Baines

Jeanette Kuchler

Emily Holcomb

Wan Jung Chung (Alice)

Morgan Kelly

Habil Mawardi

Samantha Carroll

Jessica Shonk

Ashley Grengs

FINANCIAL REPORT 2015/2016

GLEBE YOUTH SERVICE INC. A.B.N. 34 929 502 199

INCOME STATEMENT FOR THE YEAR ENDED 30 JUNE 2016

	Note	2016 \$	2015 \$
INCOME			
Grants Received			
FACS - Interpreter		-	1,864
FACS Core Grant		264,548	258,096
SACS ERO		10,502	6,296
City of Sydney Grant		210,395	189,303
The Becher Foundation		(458)	458
Project Funds		4,588	3,229
Donations		7,168	4,542
		<u>496,743</u>	<u>463,788</u>
Grants Unspent - City of Sydney		-	(7,471)
		<u>496,743</u>	<u>456,317</u>
OTHER INCOME			
Fundraising		1,008	2,440
Sundry Income		1,957	803
Interest Received		3,401	2,965
		<u>6,366</u>	<u>6,208</u>
		<u>503,109</u>	<u>462,525</u>

The accompanying notes form part of these financial statements.

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GLEBE YOUTH SERVICE INC.
A.B.N. 34 929 502 199

INCOME STATEMENT
FOR THE YEAR ENDED 30 JUNE 2016

Note	2016 \$	2015 \$
EXPENDITURE		
Auditor's Remuneration	4,291	4,100
Bank Charges	31	197
Computer Expenses	1,087	531
Depreciation	-	120
Electricity	9,774	5,433
Low value assets immediate write off	182	6,306
Equipment Rental	1,850	2,700
Insurance	3,501	3,298
Postage & Couriers	722	474
Reference Materials & Subscriptions	2,163	2,856
Repairs, Maintenance & Cleaning	14,039	10,194
Stationery & Office Supplies	3,016	3,270
Telephone, Fax & Internet	5,013	5,967
IT Support	2,041	990
Personnel Costs		
Wages - Core	265,749	189,030
Wages - Casual	85,938	74,919
Fringe Benefits	-	53,669
Provision - Annual leave	(4,344)	2,401
Superannuation	31,776	28,889
Workers Compensation Insurance	8,354	6,255
Staff Training & Welfare	10,193	6,738
Long Service Leave provision	4,106	2,233
Leave loading	4,304	2,889
	406,076	367,023
Sundry Expenses	52	449
Program Costs		
Vacation Care Costs	-	1,659
Groceries	17,740	17,118
Program Travel	1,433	2,513
General & Special Program Costs	16,995	14,508
Materials	-	1,612
Casework Expenses	558	69
	36,726	37,479
	490,564	451,387
Profit before income tax	12,545	11,138

The accompanying notes form part of these financial statements.

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GLEBE YOUTH SERVICE INC.
A.B.N. 34 929 502 199

BALANCE SHEET
AS AT 30 JUNE 2016

	Note	2016 \$	2015 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	3	108,161	109,385
Trade and other receivables	4	2,615	1,142
TOTAL CURRENT ASSETS		<u>110,776</u>	<u>110,527</u>
TOTAL ASSETS		<u>110,776</u>	<u>110,527</u>
LIABILITIES			
CURRENT LIABILITIES			
Trade and Other Payables	5	16,753	17,878
Employee benefits	6	31,021	31,259
Superannuation Payable		2,245	3,441
Grants in Advance		10,169	12,972
Accrued Expenses		-	6,934
TOTAL CURRENT LIABILITIES		<u>60,188</u>	<u>72,484</u>
TOTAL LIABILITIES		<u>60,188</u>	<u>72,484</u>
NET ASSETS		<u>50,588</u>	<u>38,043</u>
MEMBERS' FUNDS			
Retained earnings	7	50,588	38,043
TOTAL MEMBERS' FUNDS		<u>50,588</u>	<u>38,043</u>

The accompanying notes form part of these financial statements.

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**GLEBE YOUTH SERVICE INC.
A.B.N. 34 929 502 199**

STATEMENT BY MEMBERS OF THE COMMITTEE


The committee has determined that the association is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 2 to the financial statements.

In the opinion of the committee the financial report as set out on pages 1 to 10:

1. Presents a true and fair view of the financial position of Glebe Youth Service Inc. as at 30 June 2016 and its performance for the year ended on that date.
2. At the date of this statement, there are reasonable grounds to believe that Glebe Youth Service Inc. will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the Committee and is signed for and on behalf of the Committee by:


President:


Treasurer:

Dated this day of

20th SEPTEMBER 2016

**INDEPENDENT AUDITOR'S REPORT
TO THE MEMBERS OF GLEBE YOUTH SERVICE INC.
A.B.N. 34 929 502 199**

Scope

We have audited the financial report, being a special purpose financial report, of Glebe Youth Service Inc. for the year ended 30 June 2016, as set out on pages 1 to 11. The Committee is responsible for the financial report and has determined that the accounting policies used and described in Note 1 to the financial statements which form part of the financial report are consistent with the financial reporting requirements of the Associations Incorporation Act 2009 and are appropriate to meet the needs of the members. We have conducted an independent audit of the financial report in order to express an opinion on them to the members of Glebe Youth Service Inc.. No opinion is expressed as to whether the accounting policies used are appropriate to the needs of the members.

The financial report has been prepared for the purpose of fulfilling the requirements under the Associations Incorporation Act 2009. We disclaim any assumption of responsibility for any reliance on this audit report or on the financial report to which it relates to any person other than the members, or for any purpose other than that for which it was prepared.

Our audit has been conducted in accordance with Australian Auditing Standards. Our procedures included examination, on a test basis, of evidence supporting the amounts and other disclosures in the financial report and the evaluation of significant accounting estimates. These procedures have been undertaken to form an opinion whether, in all material respects, the financial report is presented fairly in accordance with the accounting policies described in Note 1, so as to present a view which is consistent with our understanding of the Association's financial position, and performance as represented by the results of its operations and cash flows. These policies do not require the application of all Australian Accounting Standards and other mandatory professional reporting requirements in Australia.

The audit opinion expressed in this report has been formed on the above basis.

Independent

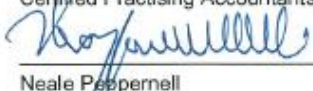
In conducting our audit, we followed applicable independence requirements of Australian professional ethical pronouncements.

Audit Opinion

In our opinion, the financial report presents fairly in accordance with the accounting policies described in Note 1 of the financial statements, the financial position of Glebe Youth Service Inc. as at 30 June 2016 and the results of its operations and its cash flows for the year then ended.

In our opinion, the financial report presents a true and fair view of the financial position of Glebe Youth Service Inc. as at 30 June 2016 and the results of its operations and its cash flows for the year then ended in accordance with the accounting policies described in Note 1 to the financial statements.

Name of Firm: Peppernell Consulting
Certified Practising Accountants

Name of Director: 
Neale Peppernell

Address: 1st Floor, 185 Great North Road, Five Dock N.S.W. 2046

Dated this day of 6 October 2016.





