



Annual Report 2020



Youth Futures acknowledges the traditional custodians throughout Western Australia and their continuing connection to the land, waters and community. We pay our respects to all members of the Aboriginal communities and their cultures; and to Elders both past and present.

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# From the Chairperson and CEO

It has been another incredible year for Youth Futures with several highlights attributed to the hard work and dedication of our great staff. The year literally started with a bang, when Altone Youth Services officially merged with Youth Futures. Like Youth Futures, Altone Youth Services was established in the 1980's. The service operates a youth centre in Beechboro delivering a range of programs for young people:

- Drop-in centre (activities, food, information and referrals)
- Intensive case management
- School holiday programs
- Group workshops and engagement programs
- Emergency relief (food hampers and essential items)

Merging with Altone Youth Services was done for several reasons. Geographically, the service is in the City of Swan, where we already operate seven services. Additionally, we both worked with and supported numerous shared clients and Comet Caversham was operating an offsite program at the youth centre. **Essentially, integrating our services and resources would allow us to decrease our overheads and benefit more young people in the local community.**

While you may be tempted to sit back and say that's enough for the year, there was **more to come and plenty more to do**. In August 2019, with the help of the Minister for Education and Training, the Hon Sue Ellery, we opened the Warehouse, as the new home for Anchor Point Joondalup. A new building with a for-purpose fit-out allowed us to **support more young people** in a great youth friendly environment. Feedback from young people, staff and stakeholders has been **extremely positive** and all have commended Youth Futures on investing in appropriate education.

Later in the year we prepared Comet Caversham for the arrival of two new classrooms, a student services office, dedicated counselling room and an accessible toilet. These additions to the site were well overdue but required approvals from several agencies including the Metropolitan Redevelopment Authority, City of Swan, Department of planning Lands and Heritage, Aboriginal Lands Trust, South West Aboriginal Lands and Sea Council and committees, making it a lengthy process. After 18-months all approvals were obtained and we **commenced with some of the sitework and construction involving our students who were enrolled in the Certificate II in Civil Construction**. The new facilities were ready just in time for Term 1 2020 and additional works are now planned to include restumping two of the existing buildings followed by new carpet, fresh paint and a general refresh.

For several years now we have noticed an increase in the number of young people not accessing education or support services due to **significant barriers associated with mental health**. As a result, we developed the Community Outreach Model of Education and Training (COMET) Connect Program. A **mobile classroom enabling us to take education to young people** who cannot access onsite schools and education programs. Since starting Comet Connect in February 2020, the program has been **operating at capacity** with referral numbers continuing to grow **beyond our expectations**. In the first six months of operating, the program model was further developed, and we are seeing an increase in **positive outcomes achieved by the young people enrolled**. Due to the outcomes achieved to date, and the increase in demand, we have decided to expand the program, **ordering another mobile classroom that will be ready to hit the road for Term 1 2021**.

Following a great first year of Comet Albany in 2019, we have been able to secure the full use of the previously shared facility. Having the additional space will not only allow **access for more young people** to attend but also allows more flexibility and better use of the available space. A big thank you to Albany Youth Support Association for helping establish and then share the facility with Comet Albany, which is now **providing a much need appropriate education option** for local young people.

Recently, we purchased a newly built facility in Bayswater, which will become the new home for Anchor Point Bassendean. It is located approximately 500 meters from the new Bayswater Transport Hub, where the current Midland to Perth line operates, and where the proposed Ellenbrook and Forrestfield line will terminate. The new facility will appropriately be called the Station. Once a full fit-out occurs the Station will **provide a range of existing numeracy and literacy-based courses** and a couple of **industry specific** options to increase the **employability of future students**.

Youth Futures has also been permitted to expand the Anchor Point Community Based Course with a new site planned for Mirrabooka. Unfortunately, Covid-19 delayed the establishment of the new site, however, work is underway to secure a suitable site as soon as possible with the hope to commence **Anchor Point Mirrabooka in 2021**.

Whilst we had many more highlights throughout the year, these particular highlights will enable Youth Futures to support significantly more young people in the future, as well as, allowing more young people to access our services via increased public transport options. All the hard work that has gone into making this growth possible will be worth it when we see more **young people being supported in our programs and services**.

Throughout the year, we continued to operate all existing services across Youth Futures, Comet, and Youth Futures Community School, resulting in **assisting 2,810 young people** to address and **overcome a multitude of challenges and barriers** preventing them from fully participating in their community. This number represents an **increase of over 60%** from last year, with 31% attributed to a growth in existing services and 29% due to the merge with Altone Youth Services.

Our Homelessness Services staff supported 331 young people, **an increase of 15%** from last year, who were experiencing or at-risk of homelessness. 1665 young people were provided with help and support through our Wellbeing and Support Services, **an increase of 116%** from last year.

In the 2019 school year, 385 young people were enrolled through Comet, Youth Futures Community School and Anchor Point, an **increase of 59%** from last year; attributed to the building works and program expansion which occurred at several sites. The Literacy Learning Support Program supported 86 young people and 336 young people were supported with appropriate curriculum by our Registered Training Organisation.

As an organisation, we have assisted over **2800 young people**, which is an **incredible achievement and a credit to our amazing staff members, volunteers and supporters**.

Our reputation for delivering professional quality youth services has continued to grow in recent years, unfortunately though, so has the number of requests for help and support from young people. We **received over 1340 requests for help and support this year**, which we were unable to assist; representing a **12% increase** from last year, despite a 31% increase in the number of young people being supported. The area of biggest concern continues to be around **youth homelessness, with just over 1000 requests for support that we could not meet**. Despite the population more than doubling in the northern corridor in the last 30 years, there has been almost no increase in safe housing for young people experiencing homelessness. Unfortunately, we have seen successive state and commonwealth governments ignore this growing issue that impacts on the most vulnerable in our society.

**Over the last year we have been extremely successful in increasing our capacity at several sites, and have several projects planned for the coming year to further increase our capacity as an organisation.**

We will also continue to look for ways to increase our capacity through partnerships, service expansion and create new services to meet



identified need. Additionally, we continue to look at how we can do things differently, do things smarter, and how to innovate to meet community need and increase positive outcomes for young people.

We are strongly committed to continuing to provide services that are **person-centred** and operate under a **holistic model** as we have done for over 32 years. We know that providing a range of services to young people, from a single location where they are already supported, reduces barriers to engagement and significantly increases positive outcomes. Throughout 2020-2021 we have several areas of planned growth and expansion including:

- Expand our Youth Needs Assessment Service (currently recruiting)
- Establish Anchor Point Mirrabooka
- Expand the Nest program
- Expand our Youth Engagement Support Services
- Commence renovating the heritage listed Wilkins Imperial Coffee Palace (Midland)
- Build one additional classroom to expand the junior campus and two additional classrooms to expand the senior campus at Youth Futures Community School (Midland)
- Establish a trade-based school in Middle Swan in partnership with the Motivation Foundation
- Expand Comet Connect for Term 1 2021 to service the northern corridor
- Re-brand Comet CaRE school to Youth Futures Community School

Established just 3 ½ years ago, the Youth Needs Assessment Service has proven to be **one of the best risks the organisation has taken over the last 30 years**. The service provides young people engaged in our service with access to a Clinical Psychologist. Engagement in the service has increased, with 65% of all young people enrolled in Comet, Youth Futures Community School and Anchor Point receiving support. We are actively recruiting two Clinical Psychologists to join the current team; one to fill an existing vacancy and an additional staff member to increase our capacity due to the organisation's growth. With the current increase in **demand for psychological support**, due to Covid-19, it is however, proving extremely difficult to find suitable applicants willing to change jobs at this time.

Since 2002 Youth Futures has delivered Community Based Courses (CBC), originally as Comet, but from 2015 as Anchor Point. Our CBC model has proven **very successful when working with educationally vulnerable and disengaged young people** who require a significant level of psychosocial support. Currently delivered in Joondalup, Ballajura and Bayswater,

the planned Mirrabooka site will provide another opportunity for **young people to gain an education**, while being supported to overcome barriers impacting on their life. It is anticipated the site will support a significant number of young people from **Culturally and Linguistically Diverse (CaLD) and ATSI communities**.

We are currently investigating opportunities to expand our Nest program to **support more young parents who are escaping domestic violence** and experiencing homelessness. Now in its twelfth year, the Nest, an innovative Youth Futures program, is solely funded through generous donation and fundraising efforts facilitated by our annual mountain bike event, the Pipeline Challenge. The Nest is one of our most successful, but oversubscribed programs, hence our desire to increase capacity to support more young parents **maintain custody of their babies in a safe and nurturing home**.

Expanding existing services and the developing new services and programs aim to increase our capacity and meet the needs of young people. But just as important, is the need for these services to form part of our integrated holistic model of service delivery.

Young people assisted by Youth Futures regularly access multiple services and are generally receiving support across our three service streams: **Homelessness, Education and Wellbeing and Support**.

The support provided across our 30 services can vary from a brief interaction to 4 years, from a 30-minute session to 140 hours of support a week. We believe our intensive support is **why the young people accessing our services overcome such adversity and achieve so much**.

We have **seen thousands of young people achieve amazing outcomes** while overcoming what at times, appear to be insurmountable obstacles and challenges. Seeing these great achievements simply confirms why we choose to concentrate and focus on some of the most disengaged, disadvantaged and vulnerable young people in our community. The majority of the support we provide to young people accessing our services throughout the year is **intensive and over an extended period of time**, which enables us to see the young people we work with transform their lives and the impact our staff and services have.

It is important to acknowledge that we do not do this alone. We work in partnership and collaborate with many organisations to meet the needs of young people. Without this help we would not be able to support the number of young people we do or provide the range of services currently

on offer. **We look forward to continuing these partnerships in the future and establishing new relationships** to further enhance the services we provide to young members of our community.

**We also thank the many volunteers** that work with us for their contribution to the organisation and the impact they have on the young people who access our services.

**We would like to take this opportunity to express our gratitude and thank the many financial and in-kind partners including** Local, State and Commonwealth Governments for their funding and donations, both large and small. This support enables Youth Futures to help more young people and provide essential services that would otherwise not be possible.

As a Board we are aware of our responsibility to use donations and public funds in an appropriate and ethical way. Therefore, we ensure as much of these funds as possible are used for **service delivery** and pride ourselves on being efficient, reducing our administration cost to 8% this year, leaving **92% of all income for service delivery**.

We thank all our committed and dedicated staff for making a difference to the lives of those who need our help and support. The positive impact staff have on the lives of so many young people is amazing to see, **especially when young people start a new, more positive chapter of their life**.

A specific mention and thank you to our management team and Board of management who have **helped shape the organisation into what it is today**. For their strategic leadership and commitment to the long road, acknowledging that decisions made today may not be realised for years to come. For being willing to embrace innovation and ensuring the welfare of young people is central to all we do. We thank everyone who has helped and supported Youth Futures, Comet and Youth Futures Community School, you have **all contributed** to enabling us to support 2810 young people throughout the year and truly have shown us that when we work together, the **"possibilities are endless"**.



Chairperson - Ronan Philpott



CEO/Director - Mark Waite

## Our Vision

Communities where young people are valued, respected, and celebrated.

## Our Mission

To provide young people with professional services that increase community participation and enhance wellbeing.

## Our Values

### Integrity

We develop and maintain services that are honest and ethical.

### Inclusivity

We value the contribution of a diverse range of people.

### Collaboration

We form partnerships and work together to achieve shared goals.

### Innovation

We challenge ourselves and support young people to seek new and creative solutions.

### Simplicity

We create processes that are user-friendly.

## About Us

**Regardless of their circumstance, we believe all young people matter.**

For over thirty years we have been empowering young West Australians to take control of their future by offering them the holistic support and opportunities they need to thrive. From finding a home to passing their driving test and all the milestones in-between, our passionate team work to provide young people with a flexible and non-judgmental environment, always acknowledging that each young person is an individual with their own story and needs.



6 Homelessness Programs



13 Support Programs



9 Education Programs



Registered Training Organisation



92% of our funding directly spent on programs for young people

# Who Are Youth Futures?



## Our Board

<b>Chair</b>	Ronan Philpott
<b>Deputy Chair</b>	Jenny Devine
<b>Treasurer</b>	Colleen Borger
<b>Secretary</b>	Kristie Robinson
<b>Director</b>	James Sutherland
<b>Director</b>	Scott Quayle
<b>Director/CEO</b>	Mark Waite

## Our People

<b>Full Time</b>	57
<b>Part Time</b>	15
<b>Casual</b>	11
<b>Volunteers</b>	54

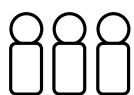
We are a dedicated, multidisciplinary team, committed to helping young people create a brighter future for themselves. Working in a holistic way we are passionate about supporting young people and together we empower them to take control of their future.







## Highlights from 2019/20



**2,810 young people supported across 30 programs**



**Enabled over 20,000 safe nights sleep**



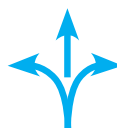
**Provided over 25,000 meals**



**1,917 CGEA units passed**



Launched our mobile education program Comet Connect to engage young people experiencing acute barriers to mainstream education.



Expanded Comet Caversham to include additional classrooms and student support rooms.



Maintained funding for all our services, allowing us to continue to support young people.



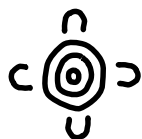
Expanded Comet Albany to increase capacity to meet community need for alternative education services.



Continued to operate homelessness and support services through Covid-19.



Anchor Point Joondalup moved to its new home The Warehouse, increasing the program's capacity, and bringing increased flexibility to the program.



Actively recruited four Aboriginal Youth Workers to increase our diversity and provide culturally appropriate support to young people.



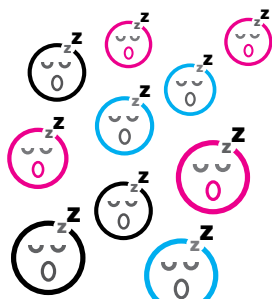
# Homelessness Services

We believe every young person has the right to safe, secure accommodation and that an experience of homelessness does not define them or their future.

## Our impact this year



**331 Young  
People Supported**



**20,280 Safe Nights Sleep**



**5,818 Meals Provided**

Guided by this belief, we offer a range of accommodation and support services for young people experiencing, or at-risk of, homelessness. We know that secure housing can help a young person thrive, but that it takes much more than just a roof overhead to break the cycle of homelessness. That's why, as a team, we are passionate about assisting each young person to identify their goals and providing them with the tailored, holistic support to make them a reality.

## TINOCA

Built in 1988 as a community response to young people experiencing homelessness, TINOCA provides short-term accommodation for young people aged 15-19 who are experiencing homelessness or are unable to stay in their family home. Located in Perth's northern suburbs, TINOCA provides young people with a safe place to call home where they can access support to stabilise their life and plan their future. From the essentials, such as food and shelter, to working through mental health challenges and/or drug use, TINOCA's staff provide tailored support to residents.



9 out of 10 young people are unable to access TINOCA due to high demand



**"Whenever I was down, needed a distraction or if I was in pain, I was always able to speak to a worker about whatever was happening without any fear or judgement."**

**"The staff are very friendly and welcoming; they reassure you a lot...they don't pressure you on things you don't want."**



## Kai's Story

Kai, 19, was referred to the TINOCA service by St John of God Hospital following an episode of psychosis. At the time he had been **couch-surfing** to avoid being street present. Kai was **enthusiastic about having a safe place to stay** and as such engaged well in the activities at TINOCA, in addition to engaging in headspace's Youth Early Psychosis Program for mental health support, and to explore his recent experience of psychosis. Successfully **developing his independent living skills**, and showing dedication to self-improvement, he was referred and accepted into the Youth Futures Transitional Accommodation Program (TAP). Throughout Kai's engagement in both TINOCA and TAP, he positively engaged with the Drug Education Support Worker to discuss and address his cannabis and tobacco use. With support, he successfully implemented a cessation plan for his cannabis, and tobacco consumption, and was able to discuss preventative strategies, specific to his cannabis consumption, to avoid a relapse.

The Drug Education Support Worker also **supported Kai to discuss positive and negative friendships**, understand social boundaries, and explore self-identity. When Kai's stay at TAP was coming to an end, **Youth Workers supported him** to navigate budgeting, private rental applications, and independent living skills.

Kai **successfully moved into a private property** with one of his friends whilst **displaying enormous growth in his assertive thinking** towards social, and independent living skills. At the same time, he had successfully ceased his tobacco consumption and been diagnosed with Schizophrenia by headspace. With this diagnosis and strong foundation, Kai is now receiving the necessary support to allow him to **reach his full potential**.





# Transitional Accommodation Program (TAP)

TAP offers housing and support to young people aged 16 to 21. Individual properties spread across the Perth metropolitan area accommodate one to three young people at a time.

Young people staying in our TAP properties live independently with support and regular visits from a Youth Worker who helps them overcome challenges and make a plan for their future; whether that be enrolling in education, gaining employment, setting saving goals or securing future accommodation.

14

Months average  
length of stay

193

Young people  
unable to access  
TAP due to high  
demand

55%

Engaged in  
formal study

"My Youth Worker has gone above and beyond to try and assist me in any way I needed and was fully invested in helping me physically and emotionally."

## Youth Place

Located in Fremantle and run in partnership with St Patrick's Community Support Centre, Youth Place provides supported housing to young people aged 15 to 25 who are experiencing or at-risk of homelessness. Young people can stay in their accommodation for up to 12 months, during which time a Youth Worker will help them explore long-term housing options.

If there are no vacancies in the supported accommodation service, Youth Workers are able to support young people on an outreach basis by providing assistance to find appropriate housing and support to work through challenges such as mental health, drug use and/or family breakdown.

29

Young people  
and children stayed  
at a Youth  
Place house

96

Young people  
supported through  
outreach services

1in4

Identified as  
having mental  
health challenges

"I had to leave my last home due to domestic violence. The program has shed light in my life. Leading me to be the best mother, aunty, role model I can be to anybody who looks up to me and the program has educated me to find my independence."

# Housing Support – Homelessness

Our dedicated Housing Support Worker assists young people aged 16-25 who are leaving homelessness services by helping them obtain safe, secure accommodation that will progress them towards long-term housing. Support is provided in all aspects of the young person's life including health and well-being, education and health service information, referrals, advocacy, information, brokerage, transport, and support to access housing and furniture once housed. This ensures a successful tenancy and helps

young people achieve their goals. Its everything in between leaving homeless services and maintaining an independent tenancy which makes this service unique.



# Housing Support – Corrective Services

This program helps young people aged 16-18 who are experiencing homelessness, or at-risk of homelessness upon exiting the justice system, by giving them the support they need for a fresh start. Young people on a community-based order or exiting juvenile detention are able to access the support of a Housing Support Worker with the main aim of achieving long-term tenancy that they're able to maintain. Additionally, the Housing Support Worker can act as an advocate for the young person, support them to learn vital life skills such as cooking, cleaning and budgeting and guide them to overcome financial hardship and family challenges. Once long-term housing is found, the Housing

Support Worker will help the young person establish their new home and can continue to provide support for a further 12 months.

Recidivism is reduced by providing the stability needed to help individuals achieve their goals allowing the young person to return to the community as a positive member of society.



## Keith's Story

Keith, 18, was referred to the Housing Support Worker Corrective Services program in March 2019 through Central Metro Youth Justice, after being placed on a community order for his history of offending. **He was supported in the program along with his partner, Michele, 17, who was 18 weeks pregnant.** Keith and Michele were living in a tent out the back of a family member's property as they had **no place to call their own.** Due to the challenging living environment they often fought, and there were instances of domestic violence.

The program initially assisted the young couple with obtaining Centrelink payments, their tax file numbers, and **securing some transitional housing** through the Salvation Army whilst on the Department of Communities waitlist. After securing the transitional accommodation, the pair were motivated to complete their priority interview with the Department. With the **support and advocacy of the programs** Youth Worker, the young couple were successful in receiving priority housing, and received assistance through the NPAH program. Keith and Michele attended **counselling to address the domestic violence in** their relationship, and overall, they were both making great progress and achievements in the Corrective Services program.

Michele gave birth to a baby girl in July 2019, however again, they were faced with hardship, as little Tallulah was born with severe cerebral palsy. The young family received support from Wanslea, Ability and NDIS. Despite the difficult circumstances, **Keith and Michele developed a nurturing and caring bond with their baby.**

During this time, **Keith focused on self-development and became a mature and stable father.** There were no further episodes of domestic violence or crime. He focussed on job seeking, and completing his training course in Warehousing through Industry Skills.

Michele also put her energy into **becoming more independent**, and through Youth Futures continues to receive free driving lessons so she can work on passing her driving test. Both Keith and Michele are **receiving counselling**, and GP support for their mental health, which is improving.

We are pleased to report that the young family have maintained their long-term tenancy through the Department of Communities, and **have been in stable housing for a year.** They work hard at maintaining a clean and safe environment for themselves and Tallulah, and there has been no concerns regarding the security of their tenancy.

Keith has successfully finished his Community Based Order through Youth Justice Services, and has not reoffended since. Keith and Michele are often **surprised at their strength and the difficulties** they have overcome as a family. They both acknowledge that they **could not have moved through these hardships without the support they have for each other** and are **grateful** to have been referred to Youth Futures Housing Support Worker Corrective Services program, to help them achieve their goals and obtain long-term housing.





# The Nest

The Nest program provides intensive support to young parents, 16-19-years old, who are at risk of losing custody of their baby due to homelessness or unsuitable living conditions, for example where domestic violence is present. In addition to being provided accommodation, parents are supported to tackle personal challenges, such as poor physical and mental health, troubled family relationships, and experiences of abuse or domestic violence, whilst becoming a new parent. They are also assisted to connect with the community through child health nurses, playgroups/ mothers' group to help them build their support network and to ensure that their baby reaches the appropriate child development milestones. The holistic program supports young parents to develop their parenting, financial, and independent living skills to maintain a long-term tenancy and ensure they can care for their family independently in the future.

Since the Nest started in 2008, it has been funded solely through Youth Futures fundraising initiatives such as the Pipeline Challenge. Donations are critical to the continuation of this unique program.

100%

Parents maintained custody of their baby

100%

Infants reached the relevant developmental milestones



"I want to thank the Nest for the opportunity. For helping me gain more life skills, to be a better person and mother to my beautiful girls. A lot of my growth has been because of you."

1 in 3

Escaping domestic violence

25

Young parents and infants accommodated

130

Young parents unable to access the Nest due to high demand

## Keys 2 Employment

A driver's licence can open doors to education, training and employment. It also promotes independence.

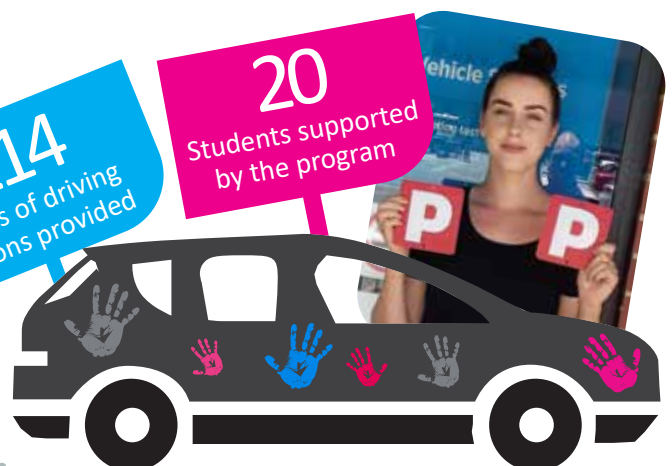
Our Keys 2 Employment program is run in partnership with Balga Senior High School and helps young people successfully navigate the licencing system, including the completion of their logbook. Without this program young people may struggle to get their licence due to financial difficulties or the lack of a responsible adult to teach them.

114

Hours of driving lessons provided

20

Students supported by the program





“Thank you for the opportunity the Nest Program has given me. If it wasn’t for you I would still be living in the street and probably wouldn’t have been able to keep my baby. My experiences have taught me that even when things get tough to always keep believing in myself.”

## Support Services

We are passionate about helping young people overcome the barriers preventing them from reaching their potential and aim to support them in the most holistic way we can.

### Emergency Relief (ER)

Our Emergency Relief program supports young people aged 15-24 who are experiencing financial hardship. Delivered from our Head Office in Joondalup, Youth Place in Fremantle, Altone Youth Service in Beechboro and through a partnership with Swan City Youth Service in Midland the program has wide reach and impact to young people needing assistance.

Emergency Relief consists of hampers filled with urgent essentials such as food, personal hygiene items, transport passes and vouchers. It is also a vital engagement tool allowing us to engage the young person in meaningful conversation, support them through our other programs or link them to other services where appropriate.



“Youth Futures has supported me with Emergency Relief assistance since I was 17. They have always been helpful when I needed help. This year I have been in three times and each time has helped me stay on my feet through tough times. I’m able to focus my income on bills as the food (in the hampers) is always plenty.”

### Drug Education and Support Service (DESS)

Our Drug Education and Support Service offers young people who are already accessing our Homelessness Services the opportunity to participate in both one-on-one counselling and group sessions that will help them address their alcohol and/or drug use. The DESS program provides a safe space for young people to discuss any concerns they are facing in their daily lives and provides them with accurate information on topics such as harm reduction, drug use and mental health.



“My DESS Worker has helped me a lot throughout this year whether it’s taking me to appointments, helping me with my emotional and physical state, giving me knowledge about drugs and alcohol and just being there as a support to talk to.”





# Youth Settlement Service

Youth Futures is proud to be part of the Welcome Hub, an initiative lead by the City of Stirling and in partnership with three other organisations: Metropolitan Migrant Resource Centre (MMRC), Ishar Multicultural Women's Health Services, and Association for Services to Torture and Trauma Survivors (ASeTTS).

The Welcome Hub is an integrated service model with a one-stop settlement shop based at the Herb Graham Recreation Centre - Mirrabooka.

We have a dedicated Youth Support and Development Worker providing a Youth Settlement Service supporting young refugees aged 12-25 who have immigrated to Australia in the past 5 years.

This service aims to help newly arrived young people improve their wellbeing, independence and community connectedness; offering one-on-one intensive support, information sessions and recreational activities like art workshops, sport and camps.

"My friends and I would like to thank all the staff and the Youth Future community for all the sports and the great stuff that we have done together this school holiday we really enjoyed it and we're looking forward for the next program."

101

Young people participated in activities, workshops or camps

9

Nationalities of young people supported

37

Young people were supported through case management



# Youth Engagement Support Services (YESS)

The YESS program sees a dedicated Aboriginal Engagement Officer working with local communities to identify young people who have fallen through the gaps. Assisting and supporting young people with homelessness concerns, justice-court engagements, pregnancy and everyday basic human rights concerns.

The worker provides Aboriginal young people who are willing to engage in education, with the support they need to connect to programs such as Anchor Point and Comet. Once enrolled the Aboriginal Engagement Officer assists students to explore their cultural identity and when needed advocates on their behalf. When working with Aboriginal young people, we also work with the family incorporating a holistic framework, and Aboriginal Ways of Working (AWOW). This allows for open dialogue, and support from all individuals involved in the young persons' education.

50

Young people supported

19

Cultural workshops delivered

49

Family support sessions held

## Keisha's Story

Keisha, a young Aboriginal girl, was attending Youth Futures Community School and **experiencing transient accommodation** sometimes sleeping in parks due to a turbulent relationship with her family in Perth. She engaged with the Aboriginal Engagement Officer through the YESS program, who, through community connections and kinship

structure, was able to ascertain the family tree. The Aboriginal Engagement Officer managed to get in contact with Keisha's father in Kalgoorlie who was happy to have her go and live with him. **Youth Futures staff decided that this was the safest and best option for Kiesha** and bought her a ticket on the Prospector Train to Kalgoorlie.

Keisha was given food for the journey and some Coles vouchers for food and personal hygiene products once she'd arrived in Kalgoorlie. **Keisha reports feeling happy and safe** in Kalgoorlie and is continuing to engage in education.

"...feeling happy and safe"

"...it's good that I can open up"

"...we're looking forward to the next program"

"...I feel like I can really be myself"

## Youth Needs Assessment Service (YNAS)

We know from research that most young people who experience mental health challenges do not access psychological support. There are several reasons for this, including stigma, distrust of services, financial and practical barriers to access, in addition to extensive waitlists or specific intake criteria which they do not meet. These barriers are magnified for disadvantaged young people, those with trauma histories and minority groups.

Our Youth Needs Assessment Service provides mental health support to young people already engaged in a Youth Futures program. A team of Clinical Psychologists ensure that young people are able to access support in a timely manner and in an environment they are already comfortable in. Shorter waiting periods reduce the risk of a young person's mental health deteriorating further whilst they wait for support and

having the service in-house increases the young person's willingness to engage in the service.

The Youth Needs Assessment Service works from a consent based and client centred framework. By providing young people with an accessible, youth friendly mental health service without fees or waitlists, we aim to make a young person's experience with mental health services a positive one. In addition to addressing their current difficulties, this hopefully sets young people on a path where they are not afraid to access mental health services if they need them later in their lives.

"The YNAS program is great because it's designed to be accessible, making psychological support available to young people who would, most likely, otherwise go without. Additionally, its placement within the school setting provides YNAS clinicians with unique opportunities to strengthen young people's engagement with the service, and the support provided by both the YNAS clinician and school staff." – Alyssa, YNAS Clinical Psychologist.

250

Young people supported

831

Sessions held with young people

112

Sessions held for parents

## Altone Youth Services

Altone Youth Services, located in Beechboro, is a one-stop-shop for local young people, aged 11-24, to attend year-round. Delivering a mix of drop-in and structured sessions throughout the year, young people can simply come along to have a safe place to hang out after school, gain access to computers, grab a meal or engage in meaningful conversation with a Youth Worker. Group workshops are delivered throughout the year to support life skill development and educate young people on topics relevant to maintaining good health and wellbeing.

With in-house Youth Workers young people have access to informal counselling, practical support, advocacy, case management and referrals to additional support services. Working closely with the local community, schools and the City of Swan over the past thirty years, Altone Youth Services is a well utilised and trusted service.

85

Young people provided with case management

529

Young people attended drop-in sessions

18

Group life skills workshops delivered

"I feel like I can really be myself with you and you won't judge me no matter what I tell you. There's so much shame for me, it's good that I can open up."





# Education and Training Services

**At Youth Futures we believe that education is the key to opportunity. We understand that mainstream school isn't for everyone and every person's path to success is unique.**

The young people attending our education programs have faced many barriers to education including bullying, mental health challenges, learning difficulties and homelessness, to name just a few. We offer young people a flexible and

supportive environment to complete their studies, with an approach that is tailored to the individual need of each student and a range of study options and support. All our alternative education options are registered with the Department of Education; Youth Futures Community School and Comet as Curriculum and Re-Engagement in Education (CaRE) Schools and Anchor Point as a Community Based Course. Futures Education and Training Services (FEAT), our Registered Training Organisation (RTO 52833), provides the assessment and qualifications for all programs.



## **Nationally Accredited**

Students complete a nationally accredited course.



## **Holistic Approach**

It's not all about book work. Students have access to youth workers, a literacy coach and a psychologist.



## **Life Skills**

Our students leave with skills that will help them succeed in life; including budgeting, cooking, job-seeking and interview skills.



## **Self-paced Learning**

Students can enrol at any time of the year and complete their courses at their own pace.



## **Tailored Learning**

We know that young people learn in different ways. That's why we make our lessons hands on and engaging.



## **High Ratio**

To make sure each student gets the support they need we have 1 staff member for every 7 students.

## Literacy Learning Support Program (LLSP)

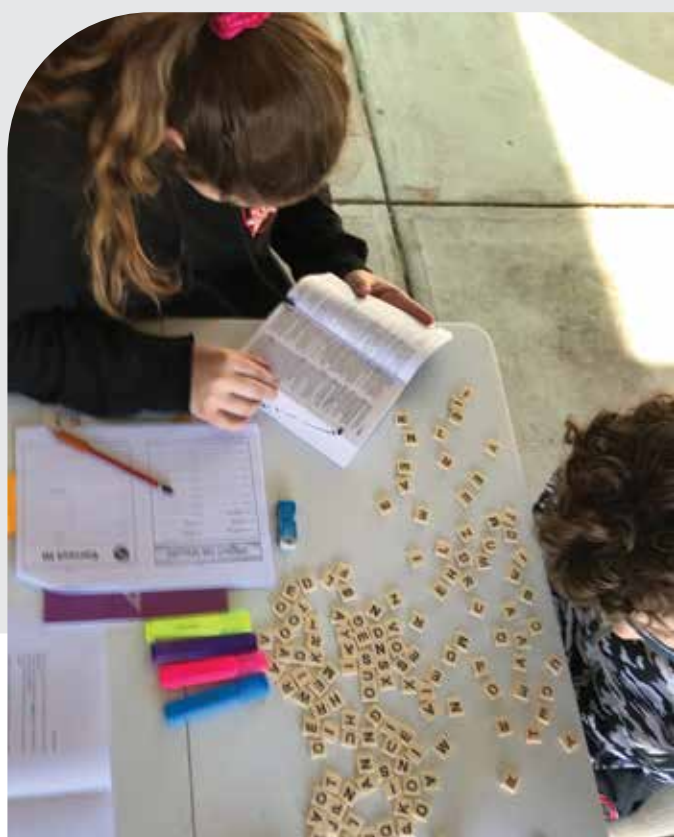
Through our education programs we identified many young people needing additional intensive and individualised support before they could complete a nationally accredited course. Following the successful pilot of the LLSP in 2018/19 we created a permanent, full time role for a literacy officer to work across our education sites. Providing one-on-one support to students displaying significantly lower literacy and numeracy skills than their peers, the program ensures that young people have the skills they need to start and successfully complete their Certificate in General Education for Adults.

86

Young people supported

182

Sessions held



# Anchor Point

Our Anchor Point program provides disengaged young people aged 15-19, with an appropriate alternative to traditional high school. Delivered four days a week at three sites, Ballajura, Bayswater and Joondalup, we offer students a flexible, youth friendly environment where they can complete their Certificate I, II or III in

General Education with one-on-one holistic support focusing on personal development, work readiness, health and wellbeing. This approach allows the students to learn at their own pace and reengage with education in a manner best suited to their circumstance.

“Please pass on my gratitude and heartfelt thanks to everyone who has played a part in Jason’s education whilst at Anchor Point. You have achieved more than I could possibly have ever asked for and for that I am extremely grateful. You have an amazing team of educators who have managed to keep him engaged and on track which is a huge achievement.”

Young person’s guardian

91

Young people supported

147

Courses/  
qualifications  
completed

104

Young people  
joined the  
waitlist to attend  
Anchor Point





## Comet and Youth Futures Community School

For young people who are ready for a more structured classroom environment than Anchor Point, our Comet CaRE School and Youth Futures Community School offer students a flexible learning environment with a larger curriculum focus. Academic attainment is supported with holistic care ensuring that students receive the wrap-around support needed to reach their potential.

### Our Vision

Communities where all young people can access an appropriate education.

### Our Mission

To provide young people with a safe and encouraging learning environment where they can attain an education and receive support that leads to independent living.

Our Comet CaRE and Youth Futures Community Schools exist to provide an alternative setting to mainstream education for students in Years 8-12 who have been unable to successfully access education at conventional mainstream schools.

Central to the schools' success is effectively fostering excellent relationships between school staff, students and their families. These relationships are based on empathy, respect and trust, which underpin the learning process.

Our CaRE Schools operate 5 days a week with Comet running from four campuses, Albany, Caversham and Clarkson and Youth Futures Community School in Midland, all operating under a highly student-centered learning model with much of the learning self-paced and based on individual needs, rather than students having to conform to an inflexible educational model which may not meet their requirements.

*"2019 was another fantastic and successful year..."*

Students have access to VET learning pathways including Certificates in General Education I, II and III (22472VIC, 22473VIC and 22474VIC), in addition to several industry specific qualifications including Building and Construction. To supplement educational attainments, students are supported with their journey to future pathways and assisted to transition to employment through numerous work experience opportunities, TAFE courses, apprenticeships and traineeships.

Academic achievements are complemented with experiences to develop the social skills required to be successful in the workplace as well as practical and independent life skills such as Keys 4 Life, attaining driving licences, and acquiring WHS certificates and White cards.

2019 was another fantastic and successful year at Comet and Youth Futures Community School, both in terms of consolidating the platform of engagement, academic outcomes, personal and social development of students and improvement on previous years' work.





# Comet Connect

In essence Comet Connect is a mobile learning space. After identifying a gap in service provision for young people who are unable to attend school due to social, emotional or mental health challenges we thought, why not take the classroom to them?

Our mobile classroom is a custom fit minibus with a dedicated Trainer and is decked out with everything a student needs to access education. The service is able to meet young people at their preferred location, whether that's at home or at a safe public space like the local library; with the session taking place inside or outside the vehicle. Comparable to our Comet CaRE Schools, students can study Certificates in General Education at a pace which suits them. In addition to accessing education, students can obtain support through our Clinical Psychologists, Literacy Officer, and other support services. Students also obtain referrals to external support services where needed.

In our first term, we were already operating at capacity, with students and family members alike commending the service for its innovative and flexible approach.

"...why not take the classroom to them?"



**"Tony is thriving with the Comet Connect program,** he has never wanted to learn this much. **It's changed our family."** Father of Comet Connect participant. His son had not attended any education for several years.

## Tye's Story

Tye, age 18, last attended school in Year 6. He didn't feel comfortable engaging in high school, initially because of body image concerns and anxiety. However, as the years passed he felt, **because he had not attended school for so long, he was inadequate.**

Referred by White Lion as a young person disengaged from any form of schooling, **Tye was the second student to enrol in the Comet Connect program.** His first Comet Connect session took place at his family home but was met with a few barriers regarding suitable and sufficient study space which were overcome by setting up outside. Because Tye had not attended a school environment for many years he could not read the start of the first unit of the Certificate I in General Education. **Being a flexible and inclusive program,** the Comet Connect Trainer thought they would continue the session in a fun way by playing a game of 'Bananagrams' (Scrabble like game) to get a better gauge on Tye's literacy levels. Concluding that Tye could not identify all the letters of the alphabet, and therefore could not read or write, future sessions focussed on enhancing literacy levels without making Tye feel even worse about his ability.

After 6 weeks of 1-hour sessions, **Tye progressed onto some foundation reading and writing skills.** After a few months he overcame his fear of school, and is **now attending a Comet campus once a week** to complete work. Tye has made considerable progress with Comet Connect, and is now able to handwrite diary entries among other things. He continues to receive home sessions in addition to attending Comet once a week, and **is excited by what he can achieve next.**

Comet Connect worked well for Tye as it **provided one-on-one support during sessions,** with instant feedback on work produced, in the comfort of his own home together with his immediate support network in the vicinity of the learning environment. Additionally, Tye was able to **learn at his pace with no comparison to other students.**





## Futures Education and Training Services (FEAT)

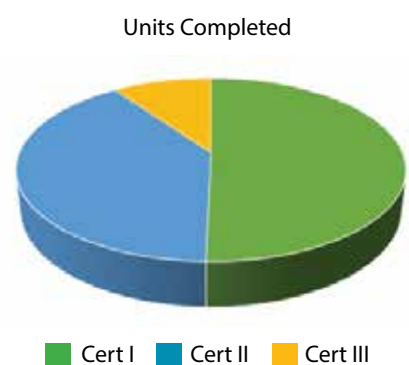
FEAT is a Registered Training Organisation (RTO 52833) assessing nationally recognised qualifications delivered through Youth Futures education programs Anchor Point, Comet and Youth Futures Community School (years 10,11 and 12).

### Qualification delivered are:

22472VIC - Certificate I in General Education for Adults  
 22473VIC - Certificate II in General Education for Adults  
 22474VIC - Certificate III in General Education for Adults

During 2019/2020, 336 students were enrolled and 272 students were continuing as at 30th June 2020. The following certificates and units were completed:

Course	Qualifications Awarded
Certificate I in General Education for Adults	51
Certificate II in General Education for Adults	59
Certificate III in General Education for Adults	18
<b>Total</b>	<b>128</b>
Certificate	Total Number of Units Passed
Certificate I	965
Certificate II	764
Certificate III	188
<b>Total</b>	<b>1917</b>





# Our Community

**Behind every charity is a wonderful community of people lending their support. We'd like to introduce you to a few members of our community, who are helping us make a difference to the lives of disadvantaged young people.**

As a not-for-profit, fundraising is a big part of what we do. Community fundraising allows us to form connections with people from the community in which we work and raise awareness of challenges young people in the community are facing. Last year we were approached by Emily, who, as part of a school project, hosted a high tea fundraising event for us. Emily planned and executed a beautifully curated event, selling tickets to cover costs, arranging a raffle to raise funds and directly asking attendees to bring along donations of toiletries and essentials. Emily's event resulted in a \$400 contribution and several bags of donated items – a massive success!

Vital funds raised through community events are essential for our homelessness services, some of which receive no government funding. These funds allow us to continue to deliver services which keep young people safe in supported housing where they can prosper.



Behind every  
charity is a  
wonderful  
community



## Ride with us

Each May mountain bikers and volunteers from across the state, country and overseas come together to raise awareness and funds for youth homelessness. The annual Pipeline Challenge charity bike ride from Kalgoorlie to Perth raises vital funds for our Nest program, keeping young parents and their babies experiencing homelessness together in safe, secure accommodation. This year, however, due to COVID-19 we were unable to deliver the event disappointing riders and volunteers alike, many of which, have joined us since the first event back in 2015.

As our flagship event we are all keen to get back in the saddle and grind some gravel for a good cause and as such preparation for Pipeline Challenge 2021 is underway!





# Working Together

Our ability to deliver high quality programs and services that change the lives of young people would not be possible without strong partnerships with the community, government and corporate sectors. We are grateful to the below partners who share our vision for a community where young people are valued, respected and celebrated.

## Community

Aboriginal Legal Service WA  
Albany Community Foundation  
Alta-1 - Ed Connect  
ATI Martial Arts  
Art Gallery of Western Australia  
Autism Association  
Australian Defence Force  
Auto Control System  
Ballajura Sports Centre  
Bassendean Bowling Club  
Beyond Bank  
CAMHS  
Centrecare  
Centrelink  
Construction Futures Centre  
Curtin University  
Cygnet Clinic  
Department of Biodiversity, Conservation and Attractions  
Diesel & Dirt Contracting  
Disability Employment Services  
Dungeon Youth Centre  
Edith Cowan University  
Ertech  
Essentials for Women  
Everything Visual  
Fair Game  
Foodbank  
Freedom Centre  
Givit  
headspace  
Hepatitis WA  
Jetts Gym Bassendean  
Keep Australia Beautiful  
Lazer Blaze Malaga  
Legal Aid

Malaga Indoor Beach Volleyball  
Martin Jane sculptures  
Max Employment  
Mental Health First Aid Australia  
Mission Australia  
Moments Café  
Motivation Foundation  
NECA Electrical College  
North Metro TAFE Joondalup  
Nyoongar Outreach Service  
OzHarvest  
Peer Based Harm Reduction WA  
Perth Wildcats  
RAC  
Reid Street Engagement Centre  
Rileys Electrical  
Royal Perth Hospital  
SDERA  
Scitech  
SecondBite  
Seldy's Muay Thai Kickboxing Gym  
Sexual Health Quarters  
Share the Dignity  
Skills Centre  
Skill Hire  
StreetSmart  
Swan City Youth Service  
The Nappy Collective  
Try-a-Trade  
Peer Based Harm Reduction WA  
Velg Training  
West Australian Aids Council  
Woodside  
Yahava  
Youth Affairs Council of Western Australia  
Youth Axis  
360 health + community



# Thank You

We would like to express our sincere gratitude to each of our financial and in-kind supporters.

## Consortium and Contract Partners

Albany Youth Support Association  
Association to Torture and Trauma Survivors  
City of Stirling  
Foundation Housing  
Ishar Multicultural Women's Health Services  
Metropolitan Migrant Resource Centre  
St Patrick's Community Support Centre

## Major Event Partners

Chamber of Commerce and Industry WA  
City of Kalgoorlie-Boulder  
Office Solutions IT  
SRG

## Government Partners

City of Albany  
City of Joondalup  
City of Stirling  
City of Swan  
City of Wanneroo  
Department of Corrective Services  
Department for Child Protection and Family Support  
Department of Education WA  
Department of Education, Skills and Employment  
Department of Justice  
Department of Social Services  
Lotterywest  
Town of Bassendean  
WA Police Service



## Financial Overview

This overview is based on the published annual audited financial statements of the Organisation and does not go into detail of the day-to-day financial management of the Organisation. To view the audited statements of the Organisation, please visit the ACNC website at [www.acnc.gov.au](http://www.acnc.gov.au)

Reliance Auditing was appointed for the 2019-2020 financial year. Naz Randeria the Managing Director, brings a wealth of knowledge and years of experience in auditing.

The cash flow has continued to be actively managed which enables the Organisation to plan diligently, allowing donations and a greater percentage of program funding to be used directly for client services. Managing a strong financial position is essential to increasing the sustainability of the organisation and developing many of the programs delivered by the Organisation.

The Organisation relies on income received from government funding, grants, and donations. Donations include those received through our annual fundraising event, the Pipeline Challenge, which was cancelled in 2020 due to Covid-19. We look forward to Pipeline Challenge 2021 and are hopeful that donations will grow. Despite Covid-19, the Organisation continued to deliver essential services to young people with all programs continuing.

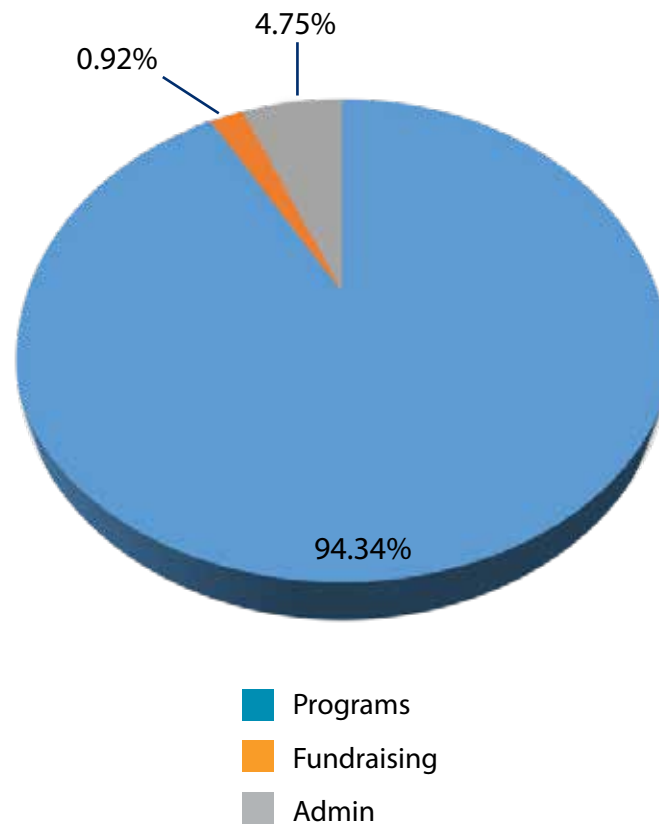
The Organisation continues to be in a sound financial position and the management team is to be commended for their financial management, in particular, the Managers' ability to offer quality services within existing financial constraints. This has allowed the organisation to remain in a good financial position whilst continuing to increase services to at-risk young people.



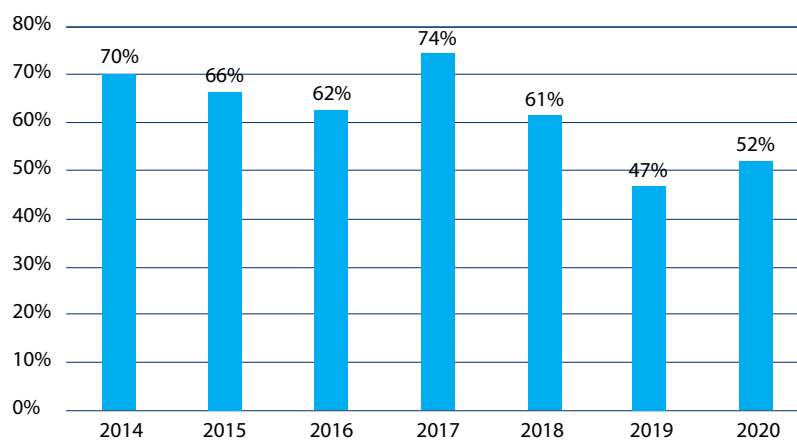
Colleen Borger  
Treasurer



## Where the money goes



## Employment costs as a % of Operating Income





**Together the possibilities are endless.**  
**Want to help?**

There are several ways you can help make a difference to young people. From donating, to volunteering, fundraising, becoming a corporate partner or participating in our annual Pipeline Challenge mountain bike event.





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