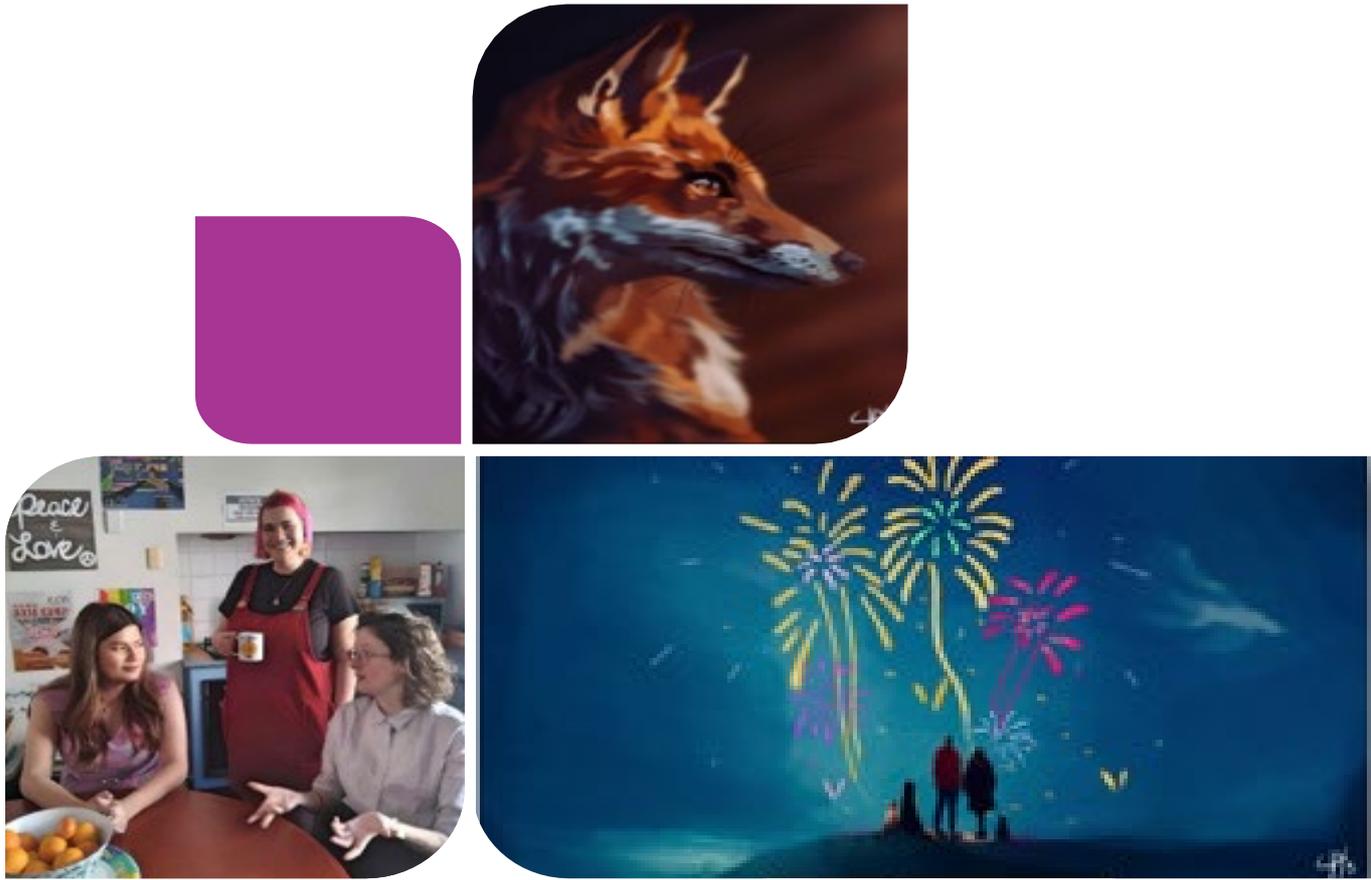


# ANNUAL REPORT 2022-2023

*“Serving young people since 1982”*



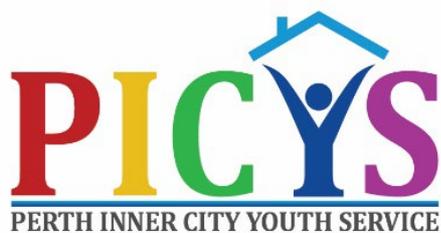


# WELCOME TO PICYS' ANNUAL REPORT

**Artwork on the cover and throughout the report by Ash Sommers**



We acknowledge the Aboriginal peoples as the Traditional Custodians of country throughout Australia and their continuing connection to land, sea and community. Specifically, we acknowledge the Whudjuk people of the Noongar Nation as Traditional Custodians of Boorloo (Perth) where we provide services. We pay respect to them and their cultures, and the Elders past, present and emerging.



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## OUR CHAIRPERSON & EXECUTIVE OFFICER'S MESSAGE

Welcome to the 2022/2023 PICYS Annual Report, marking forty-one years of service to young people. In November 2022, PICYS celebrated our 40th anniversary since incorporation in January 1982, with a fabulous gathering of diverse PICYS people past and present. This wonderful evening brought together some of our founders, current board and leadership, and young people including past users from PICYS beginnings. This was a truly amazing experience, to share stories with both young people finding connection and support through PICYS in the here and now and others who did so as much as forty years ago. In hearing these stories, we were reminded of the original and sometimes confronting approach that the fledgling organisation took in championing the needs of disadvantaged and often socially alienated young people. In many ways this speaks to the heart of PICYS and the impact we can have on a person's trajectory in life by providing a service firmly centred on acceptance, belonging and celebration of the capacity, hope and value of every person. To share in the joy and nostalgia, included in this report is a hyperlink to a 6-minute video of the 40<sup>th</sup> Anniversary event.

In celebrating our 41st anniversary, we celebrate not only the achievements of this year but the cumulative progress that makes PICYS strong, relevant, and able to meet changing circumstances in innovative ways. As the effects of the COVID-19 pandemic begin to recede, PICYS is carrying forward the adaptations forged then to maximise the options we can provide to our young people in a number of ways. Key achievements this year include:

- Maintaining a high level of service with funding extensions for both HHN and Pillar, including one-off funding to maintain services to twenty-five extra young people supported by the Optimising Pillar project.
- Extra funding of \$344,000 announced by then Minister for Youth Dave Kelly at our 2022 AGM, to enable Pillar to support an additional ten young people across the next two financial years into 2025.
- Addition of services including a new Drug Education and Support Worker and extended Basecamp activities focused on improving youth mental health, both supported through Mental Health Commission funding.
- Formal partnerships forged with Vinnies WA and the Salvation Army WA, to extend housing options for young people engaged in PICYS services.

- A generous private donation of \$500,000 to purchase properties to be used in the Household Network service, which provided the leverage for a proposal to extend this capacity through a proposal lodged with the WA State Government to match such purchases. This proposal would double the current bed capacity.
- PICYS entered a Private Rental Pilot arrangement with a private owner to trial a partnership to increase accommodation options for PICYS clients, a project that will guide further exploration in this area into the future.
- Delivery of the Optimising Pillar to 40: 37 months of scaled-up service delivery report on the service response to challenges during the COVID-19 pandemic, which enabled PICYS to respond to 103 young people in comparison with just 29 in the preceding comparable period.
- Delivery of presentations at both National and State conferences including WAAHM, YACWA and MHS events, enabling opportunities to share PICYS Ways of Working model of practice, and by nominations for Shelter WA and WAAMH awards that celebrated innovation, excellence, and responsiveness to the needs of those using the service. This respect is also evident in the extension of funding that secures our operations through to 2025.
- Selection of Executive Officer Andrew Hall to participate in the Social Impact Leadership Australia (SILA) development program, funded through Sydney Myer Foundation, The Myer Foundation, Paul Ramsay Foundation, and the Vincent Fairfax Family Foundation. Andrew's participation in this program testifies not only to Andrew's expertise but also to the maturity of PICYS as an organisation, to manage both the SILA participant's 3-month sabbatical and the necessary upskilling of staff across several levels.

Although all these achievements are noteworthy, the key accomplishments are always the positive outcomes that each young person achieves. Evidence of these achievements can be seen throughout the following report and are the fundamental reason for which PICYS exists.

The Annual Report provides information to our Association membership, partners, supporters, donors, funders, and stakeholders, and most importantly a transparent account of the work and endeavours of PICYS Board and staff.

In closing, we acknowledge the ongoing commitment and contributions of the elected Board Directors who volunteer their knowledge, skills, and time to the governance functions, thank you. We also acknowledge the staff team, volunteers and students who all provide authentic, real relationships with young people experiencing challenging life scenarios.

As an Association, we recognise that we are all stronger when we work "together" than the sum of our individual contributions.

We look forward to PICYS collective strength and impact benefiting young people well into the future.

**Salli Higham**  
Chairperson

**Andrew Hall JP**  
Executive Officer



# WHO WE ARE

## OUR VISION

“Our vision for young people is that they will have the opportunity to make positive choices in their lives and realise their own potential”.

## OUR MISSION

PICYS is committed to working with young people in a non-judgmental and holistic way that fosters a belief in empowerment, integrity and collaboration, and which provides a safe and secure environment.

Youth work is a practice that places young people and their interests first.

***Youth work is a relational practice, where the youth worker operates alongside the young person in their context.***

***Youth work is an empowering practice that advocates for, and facilitates, a young person's independence and participation in society, connectedness and realisation of their rights.***

**PICYS staff work under the Youth Work WA Code of Conduct**

## OUR VALUES

### **Respectful**

Of all young people and their individual differences.

### **Empowerment**

Of young people about their own lives.

### **Responsiveness**

Of service provision.

### **Person-Centred Services**

Young people, inclusive of their families, partners, friends and environment.

### **Equity**

Of access to services on a non-discriminatory basis.

### **Collaboration**

With young people and the community.

### **Care and Commitment**

Care for the environment, environmentally sensitive living.

We acknowledge Aboriginal people as the traditional custodians of country and waterways throughout Australia and pay respect to them and their cultures, and the Elders past, present and emerging.



# ORGANISATIONAL CHART

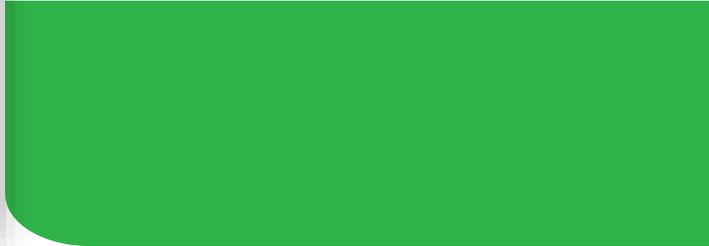
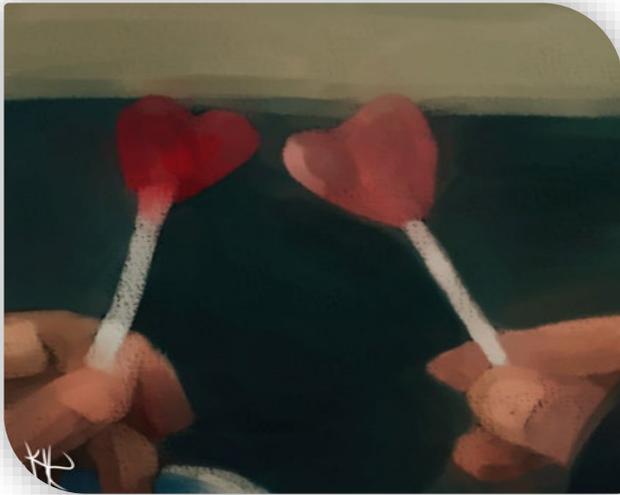


## STRATEGIC DIRECTIONS

### We will:

1. Provide young people with quality person-centred services, reflective and respectful of culture, lived experience and identity.
2. Provide safe and engaging places for young people, both environmental and relational.
3. Give "voice" to young people and their life journeys.
4. Continually improve services based on reflective practice, informed by evidence and research.
5. Seek revenue to strengthen our work and provide a sustainable service to young people.

**All our endeavours and activities pursue outcomes in the above Strategic Directions, working within our Values framework and focusing on our primary beneficiary – Young People –**



## SPECIAL ACKNOWLEDGEMENTS

### Key Partners

Advance to Zero – Ending Homelessness  
ConnectGroups  
Foundation Housing  
Homeless Health Care  
Leadership WA  
Perth Children's Hospital Gender Diverse Unit  
PLAG WA  
PRIDE Professionals  
Private property owners  
Rainbow Community House

Rise Network  
RUAH  
Salvation Army Youth WA  
TransFolk of WA  
Telethon Kids Institute  
Vinnies WA  
YouthLink  
Youth Mental Health WA  
Youth Reach South

### Funders, Sponsors and Donors

Bakers Delight – Myaree Store – Fred  
Castledine Gregory Law and Mediation  
Courtney Mills Style  
Department of Communities  
FoodBank  
Individual Anonymous Donors  
Local Drug Action Group  
Local Residents  
Lotterywest  
Mental Health Commission

MinterEllison  
Mill Point Rotary Club  
Scarborough Rotary Club  
Second Bite  
St Anselm's Anglican Parish Kingsley  
Street Smart  
Subiaco Rotary Club  
United Way  
Uniting Church Parish Floreat  
West Perth Rotary Club



## OUR SERVICES

PICYS continues to respond to the presenting needs of young people who are experiencing homelessness and disconnection from a stable supportive family and community. Our services reflect a model of practice which sees and values the young person as the primary beneficiary, focused on their identified goals, self-determination in all decisions and wellbeing. This has always been the way PICYS works to build safe relationships and places for young people to be affirmed, supported, belong, participate and leap into new opportunities.

Household Network has been operating since before PICYS incorporation in 1982 and has always been a primary and fundamental service within PICYS model of practice. Household Network continues to be a low threshold supported accommodation service enabling many young people to access a safe place to live.

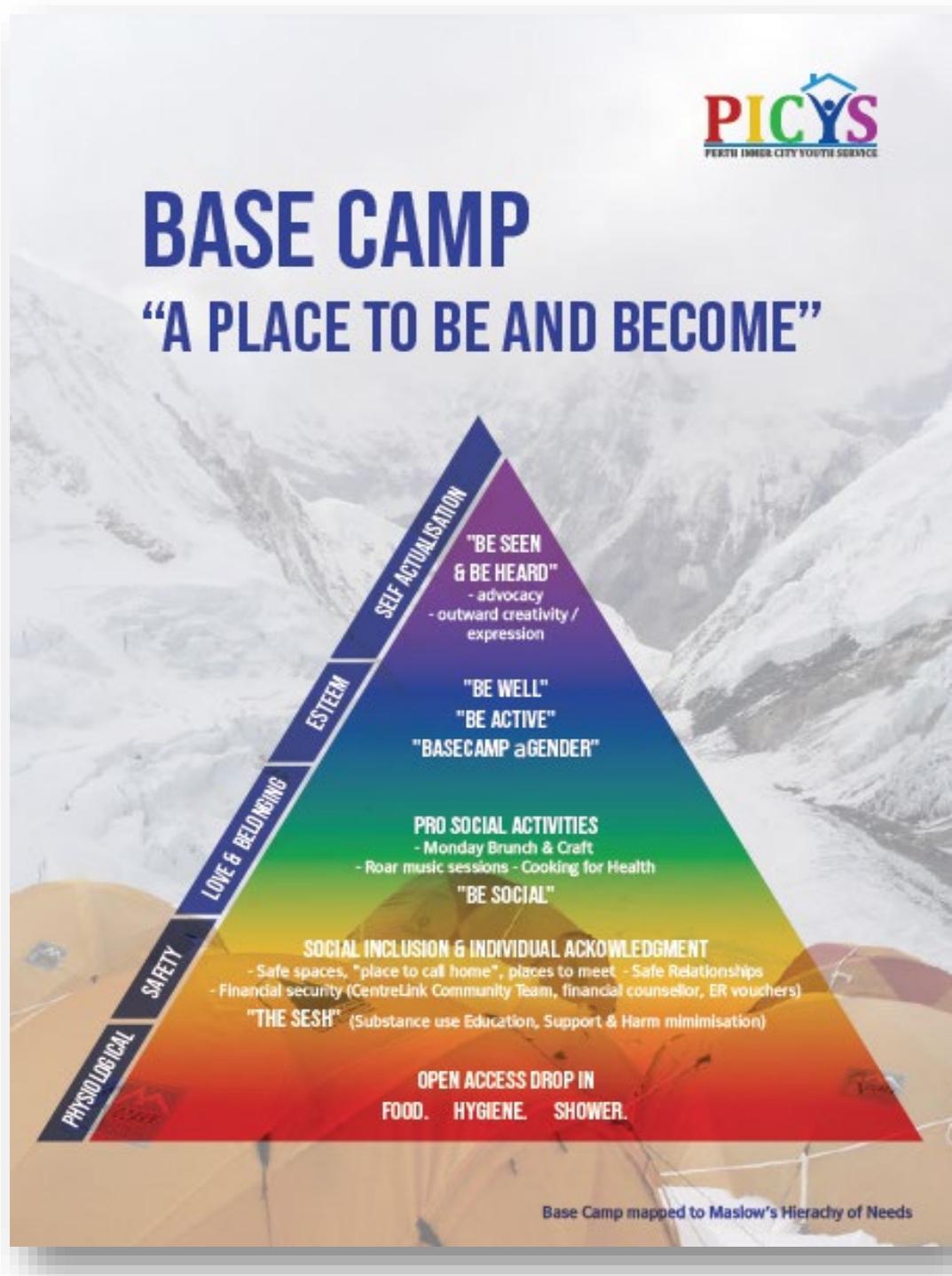
PICYS Pillar has been operating since 2006 initially as a locally initiated pilot youth mental health service integrated alongside Household Network, always focusing on the mental health and wellbeing of young people experiencing homelessness and benefiting from individualised psychosocial support. PICYS Pillar has a proven track record ever since, with an amazing expansion of service capacity during 37-months of COVID-19 response funding – this was called Optimising PICYS' Pillar 40.

PICYS has always been a key provider of emergency material aid, food and hygiene supplies receiving generous donations and funds from across community, businesses, Foodbank, Second Bite, Street Smart and Lotterywest.



PICYS Base Camp model of drop-in sessions and specific mental health psychoeducational support groups has been continually developed since late 2014 and recently funded in April 2023 through The Mental Health Commission.

Base camp open drop-in sessions have continued to be a significant part of PICYS holistic youth service model, providing pro-social opportunities to care for one another and allow people to be human beings alongside each other during life's journeys. The open access sessions provide young people the opportunity to collect food, hygiene supplies, and over the past three years, includes COVID safe face masks, hand sanitiser and Rapid Antigen Tests they can keep on hand.



PICYS Drug Education and Support Services was initiated in July 2022 and has been a welcomed addition into the services, focused on education and support from a harm minimisation approach working together with youth workers engaged in HouseHold Network and PICYS' Pillar.

## MODEL OF PRACTICE

PICYS Model of Practice, combining all these services plus managing partnerships with housing providers and mental health clinical professionals has proven to be successful for young people, enabling them to achieve positive outcomes towards their goals and participating in their chosen activities in the community.

# PICYS Ways of Working

Young People's Achievements

Results-Based Accountability Most Significant Change

Professional Development

Youth Work Code of Ethics

Workplace Health and Safety

Organisational Development

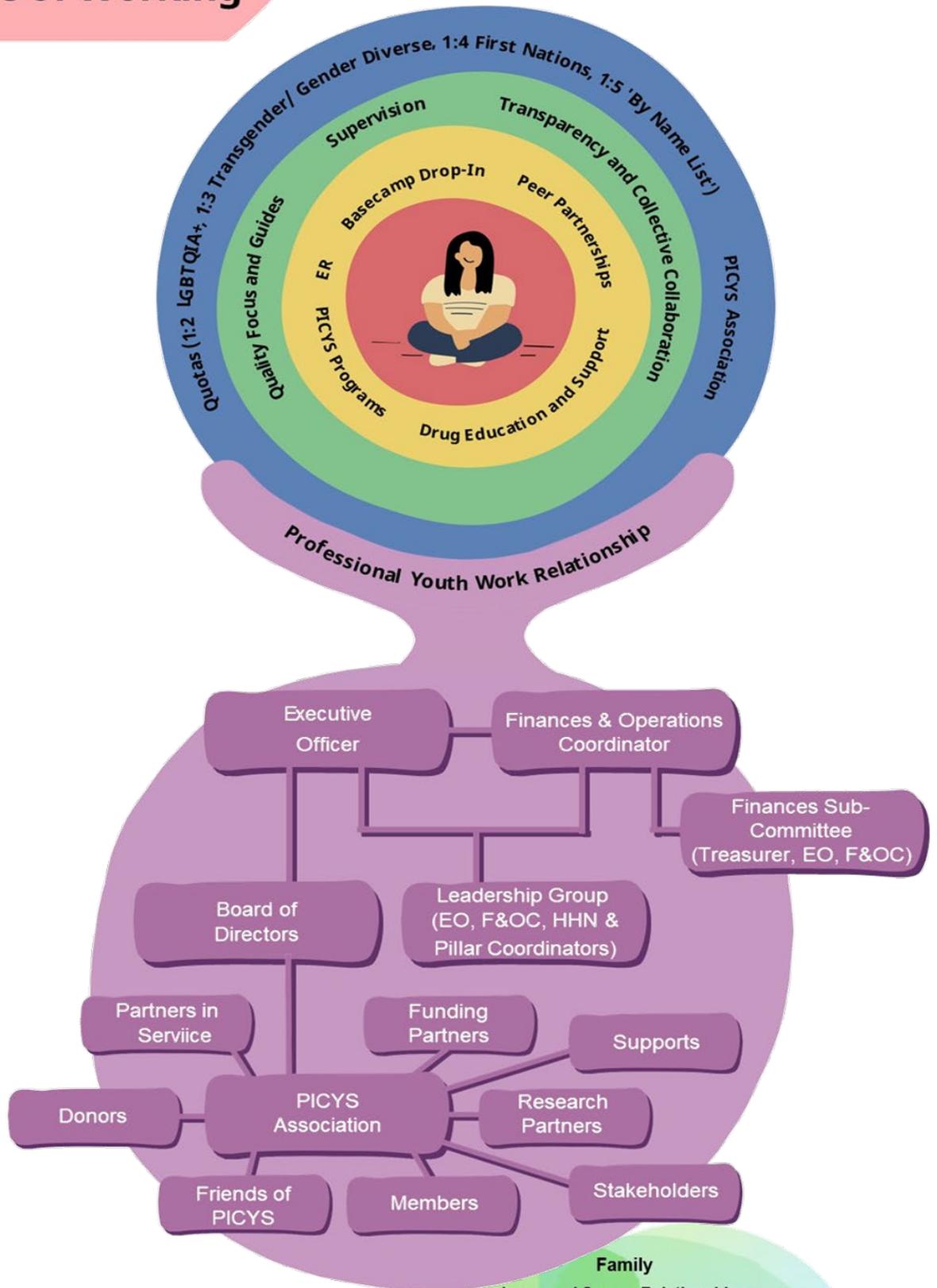
People and Culture

National Mental Health Standards Accreditation

Governance

Constitution

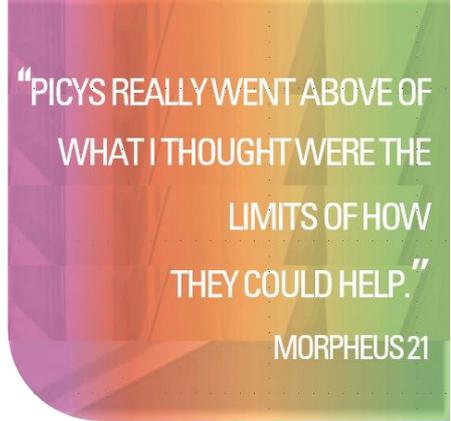
Strategic Directions



## From Crisis to Recovery



# HOUSEHOLD NETWORK PROGRAM



Forty-two (42) young people; 39 young people and 3 accompanying children were supported in this period.

Thirty (30) young people were housed in PICYS Household Network supported accommodation.

## Ages

Age Range by Sex						Age Range by Sex					
	Male	Female	Other	Total	Percentage		Male	Female	Other	Total	Percentage
0 - 2 years	1	2	0	3	7%	21 years	1	2	0	3	7%
15 - 17 years	0	0	0	0	0%	22 years	2	2	1	5	12%
18 years	2	1	2	5	12%	23 years	2	2	0	4	9.5%
19 years	2	6	3	11	26%	24 years	1	3	0	4	9.5%
20 years	1	4	1	6	14.3%	25 years	0	1	0	1	2.4%

ATSI	3	CaLD	3	LGBTIQA	22	TGD/ NB/Gender Queer	12
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In the last twelve months, 32 of the 39 young people (82%) engaged in Household Network had a prior mental health diagnosis, and during the year 11 young people had a period in hospital for general health reasons and 12 young people had a period in a psychiatric hospital or unit.

## Key Reasons for Seeking Assistance

Reason for Seeking Assistance	Young People	%
Relationship/family breakdown	28	72%
Mental health	26	67%
Lack of family and community support	24	62%
Housing crisis	22	57%
Housing affordability stress	20	51%
Employment difficulties	19	49%
Financial difficulties	19	49%
Inadequate/inappropriate dwelling conditions	15	39%
Domestic and family violence	14	36%
Unable to return home due to environment	7	18%

## PICYS Accommodation Partners



# HOUSEHOLD NETWORK PROGRAM

## Key Positive Outcomes



Overall Household Network provided 39 young people with support to maintain or gain housing. Twelve (12) young people engaged in Household Network were also able to access Pillar individualised psycho-social support and link with mental health clinicians enabling key therapeutic care partnerships to be maintained.

Eight (8) young people also engaged one-on-one with the new Drug Education Support worker focused on education and reducing the impacts and harm related to problematic use of drugs and or alcohol, be that for the individual or their significant others and family.

Young people expressed the benefits of having skilled youth workers who helped them in their day-to-day life situations and worked together with them and their landlord to maintain their housing.

## Key Challenges



### CONFLICT

Young people experiencing high levels of family conflict, lack of family support, relationship or family breakdown



### SAFE

Young people seeking safe places and relationships where they can be valued, affirmed in their own identity/culture and supported in their mental health wellbeing



### SUPPORT

Many young people expressing their need for flexible individualised support to assist them navigate systems, gain and maintain stable safe accommodation and support their personal wellbeing and recovery journey



### COST

Accommodation affordability, in a housing market that has very limited opportunities for young people, and even less when entering the private rental market

# PILLAR PROGRAM

Sixty-three young people were supported during this period, and of these, 51 young people engaged with a mental health clinician (81%).

## Ages

Age	Number of Young People	Age	Number of Young People	Age	Number of Young People
15	1	19	11	23	6
16	1	20	9	24	4
17	1	21	11	25	1
18	10	22	6	26	2

Female	16	25%	Male	4	6.5%	TGD/NB/Gender Queer	43	68.5%	
ATSI	3	4.7%	CaLD	2	2.4%	NDIS enter with	1	NDIS gained	1

## Key Reasons for Seeking Assistance

Reason for Seeking Assistance	Young People	%
Suicide Ideation	27	42.8%
Accommodation	19	30%
Homelessness	18	28.5%
Financial	15	23.8%
Social Isolation	15	23.8%
Self-harm	9	14.3%
Drug use	9	14.3%
FDV	6	9.5%

## Leading Presenting Diagnosis

Leading Presenting Diagnosis	Young People	%
Depression	39	61.9%
Anxiety	28	44.4%
Post Traumatic Stress Disorder (PTSD)	25	39.6%
Emotionally unstable personality disorder (EUPD)	14	22%
ADHD	5	7.9%
Obsessive Compulsive Disorder	4	6.4%

## Periods of Hospitalisation

- A decrease in the number of ambulance calls and hospitalisations for young people
- An increase in young people seeking hospitalisation prior to acting on suicidal thoughts
- An increase in young people willing to develop safety plans and build their own coping skills
- Young people participating in psycho-education peer support groups to gain more knowledge and skills, and to share safely amongst peers



# PILLAR PROGRAM

## Key Positive Outcomes

81%

Young people engaged with Pillar gained or maintained a connection with a mental health clinician

Young people accessing Pillar identified LGBTQ+ and found a safe and responsive place for their needs

86%

I know I can always go to my case worker when I'm struggling. They respect me. It makes life a lot less overwhelming to have Pillar.

Having a youth worker really helps me in so many aspects of my life, I think if I didn't have that 1-1 support with a youth worker, I'd be struggling a lot more with everything.

Ten (10) young people engaged in Pillar were also able to access Household Network supported accommodation with a number being able access long term housing outcomes.

PICYS practice of affirming, trauma informed, strengths based, relational focused individualise psychosocial support was recognised in the Australian New Zealand Mental Health Services Awards.



## Key Challenges



### ISSUES

Young people experiencing high levels of suicide ideation, homelessness and limited safe housing options



### ISOLATION

Many young people experienced heightened anxiety and social isolation due to lacking social and familial connections that affirm who they are, and a challenging employment and housing market



### ACCESS

The impact of lack of access to stable housing, longer term mental health clinical supports, and accessible health services



### SCALING DOWN

PICYS scaled up Pillar to a capacity of 40 young people during COVID and has now had to reduce to its core capacity of supporting 25 young people. This has been a challenge to both staff and young people



YouthLink have been working with PICYS as partners since the early nineties providing clinical mental health services and support to complement the psychosocial support PICYS Pillar program provides to reduce the impact of mental health challenges and homelessness in Perth's young people. This elevates the work we do at YouthLink as clinicians, and the impact on young people is that they benefit from a team of supports collaborating to provide the care and support they need in the face of the challenges and circumstances that lead to their homelessness and mental health struggles.

Perth Inner City Youth Service staff provide young people with acceptance, connection to community and practical support for navigating their lives. They provide a home and stability. With this they find space where they are able to explore who they want to be. The impact of PICYS support can be seen when young people make positive changes when they are provided with the right support.

**JENNIFER GRIFFITHS**  
SENIOR CLINICAL PSYCHOLOGIST (CONSULTANT)  
FORMER ACTING DIRECTOR YOUTHLINK



Embrace @ Telethon Kids Institute are proud to partner with PICYS. We value our work together to enable research that is informed by the voices and experiences of homeless young people experiencing mental health struggles, including LGBTIQ+ young people. Our research and others' show that a disproportionate number of LGBTIQ+ young people experience poorer mental health outcomes and have higher risk of suicidal behaviours than their peers.

ABS data shows that people who reported having a mental health condition were 2.5 times as likely to have experienced homelessness in their lifetime, compared with people who did not. LGBTIQ Health Australia have surmised that when compared to the general population, LGBTIQ+ young people aged 16 to 27 are five times more likely to attempt suicide, Transgender people aged 14-25 are fifteen times more likely to attempt suicide and LGBTIQ+ people are two and a half times more likely to have been diagnosed or treated for a mental health condition in the past 12 months. Specifically, our Trans Pathways research found that 48.1% of transgender and gender diverse people aged 14 to 25 reported that they had attempted suicide in their lifetime.

PICYS has shown that their service model and approach help young people through these difficulties and supports them towards better wellbeing outcomes. It is important to acknowledge the vital aspects of the approach taken by the PICYS staff in their work with young people. The youth worker approach that takes a practical and holistic view of the young person's current circumstances and needs, and the valuable relationship building within their work is significant. Every young person needs to feel secure to be able to thrive. The fact that PICYS can provide this to young people who might not have had any other secure base is critical.

The value of this work in responding to the needs of young people experiencing homelessness and mental health issues cannot be understated.

**PROFESSOR ASHLEIGH LIN**  
TELETHON KIDS INSTITUTE



Since their origins in 1980, PICYS has changed the trajectories of youth struggling with homelessness and other complex life issues.

While this report documents the statistics from PICYS' successful model of support, the data is best understood by hearing the powerful stories of the young people that PICYS has helped. People such as Harmony, whose mother passed away when he was eleven. With minimal family or support, Harmony succumbed to depression, anxiety and complex grief. Another is Lara, who was homeless, struggling with her mental health and using alcohol and drugs to cope.

"PICYS has given me the will to live ... believing in me when I don't [and] providing a never-ending amount of support when I need someone." Harmony, 18.

"They would make me want help when I didn't think I wanted help. These people are different ... They change the world by helping the most broken people become the strongest, most successful versions of themselves." Lara, 25

Because of Harmony, Lara and the many other people whose lives have been changed through the Pillar Program, the City of Perth is proud to be a PICYS organisational partner and to support this continuing work.

**BASIL ZEMPILAS**  
LORD MAYOR



## DRUG

# EDUCATION & SUPPORT SERVICES

The Drug Education & Support Services (DESS) program commenced in July 2022 through the WA Mental Health Commission (MHC) funded program and has been a great complement to existing case management and support of PICYS young people. The DESS workers have been able to provide brief interventions during drop-in groups as well as work one-on-one with clients experiencing Alcohol and Other Drug (AOD) related concerns.

Key DESS worker activities provided to young people during its initial 12-months of operating can be found in the table below. The DESS worker commenced providing an AOD Group Education sessions called "The SESH" - Substance use Education, Support and Harm minimisation - fortnightly during the reporting period (see details in Base Camp Groups reporting).

The DESS workers also attended eight Community of Practice sessions with the other DESS workers throughout Youth Accommodation services in WA, and eighteen training sessions provided by MHC. 26 young people actively engaged in DESS one-to-one support (individual counselling sessions, brief interventions and individual outreach support), 12 of that number were actively engaged in Household Network and 12 number were actively engaged in Pillar. A further 2 came from "friends of PICYS".

### DESS Individuals Demographics

Trans/GD	Female	Male	ATSI	CALD	LGBTIQA+
12	12	2	4	0	20
46%	46%	8%	15%	0%	77%

### DESS Worker Activities Summary

Activities by DESS Worker	# Young People	# in HHN housing	# Sessions
Individual Counselling Sessions	14	8	27
Brief Interventions	14	5	15
AOD Assessments by DESS Worker	5	1	5
Outreach TOTAL (drop in & community)	108	Not avail	163
Outreach in community (only)	15	10	75

100% of young people who provided evaluation feedback reported that DESS increased their knowledge of AOD to make informed and safer choices about AOD use and that it provides an evidence based, effective, supportive and quality AOD Education and Support Program.

A key outcome of DESS has been it building the capacity of PICYS Youth Support Workers to support service recipients around AOD concerns and rapport building with new young people to the service through consulting with the DESS Worker and attending training sessions at MHC.

# BASE CAMP GROUPS

During this financial year PICYS was successful at being granted funding for Mental Health Support Groups to be run at PICYS to formally establish, expand drop-in and other groups to support young people experiencing homelessness. The funding commenced on 1st April 2023.

PICYS ran groups and drop-in open times with limited resourcing prior to being granted the MHC Groups funding were Base Camp Drop in, Base Camp aGender, Be Well, and Be Seen & Be Heard. Since the funding of the groups commenced in April 2023, PICYS were able to increase the range of groups provided. Be Active and Be Social has been added to the group list. We have been fortunate to partner with UWA Thrive to Assist in delivering some of the Be Active groups. We also utilise PICYS' ReLink membership to deliver Be Active and to engage youth worker supported young people in recreational activities at other times. The DESS Worker commenced providing an AOD Group Education sessions called "The SESH": Substance use Education, Support and Harm minimisation fortnightly during the reporting period too.

## PICYS Groups Activities Summary

Group sessions	# Sessions	# Visits by Young People	# Unique Individuals			
			Total	Pillar	HHN	NCM*
Base Camp drop-in	139	1116	110	23	13	74
Base Camp aGender	12	103	35	13	5	17
Be Well	20	88	18	10	2	6
Be Seen & Be Heard	5	9	4	0	0	4
The SESH	4	14	10	5	3	2
Be Active	7	11	8	5	1	2
Be Social	2	8	6	4	2	0
<b>TOTAL</b>	<b>187</b>	<b>1304</b>	<b>114</b>	<b>23</b>	<b>13</b>	<b>78</b>

\*NCM = Not case managed in the reporting period. Be Seen & Be Heard is usually attended by young people who have been previously case managed in Pillar or HHN.

## Base Camp aGENDER

Base Camp aGender focuses on engaging and supporting trans and gender diverse young people, facilitated by trans and gender diverse PICYS team members. At Base Camp aGender we are grateful to have Courtney Mills, local stylist, attend each month to volunteer her time to talk with young people about how they style themselves to affirm their identity, celebrate who they are and meet any needs they may have. This might include their first item of gender affirming clothing, or an outfit for job interviews, for a special occasion they have coming up, or for seasonal or sensory needs. Courtney then uses her social media networks to promote a gift registry of wish list items that the young people have chosen to contribute to their ideal wardrobe. Each month she brings the items that people have generously purchased to gift to young people from the month prior! We get to celebrate the euphoria and style that young people are grateful to be gifted through this initiative at Base Camp aGender.

Courtney Mills also arranged a group of practitioners to provide hair styling, eyebrow and makeup pampering along with her stylist advice and gift registry at our annual Mental Health Week event. The pampering was enjoyed by many!

# PICYS Drop-In and Groups

Supporting young people experiencing or at risk of homelessness and mental health challenges for over 40 years!

## Base Camp Drop-in

**Who:** Open to anyone 15-25yo  
**When:** Mondays, Wednesdays & Fridays from 10am-1pm

**What:**  
 PICYS' open times, with Centrelink Community Team and Financial Counsellor available Wednesdays fortnightly

## Roar

**Who:** Open to anyone 15-25yo  
**When:** Fridays from 11am-1pm

**What:**  
 PICYS' music group, open to everyone regardless of music experience or ability

## Be Active

**Who:** Open to anyone 15-25yo  
**When:** Fridays from 1pm-2:30pm

**What:**  
 A group focused on movement and physical wellbeing to explore various ways to be active!

## The SESH

**Who:** Open to anyone 15-25yo (max. of 8 people per week)  
**When:** Fortnightly Wednesdays from 1- 2 pm.

**What:**  
 An alcohol & other drugs education, support and harm minimisation group. Fortnightly topics vary - suggestions welcome

## Be Well

**Who:** expression of interest to PICYS staff & sign up required.  
**When:** Fortnightly on Wednesdays, from 1-2:30pm

**What:**  
 A education and discussion group for young people to work on their mental health in a supportive environment

## Be Social

**Who:** HHN & Pillar supported young people; sign up required.  
**When:** Third Saturday of every month, 12-3pm

**What:**  
 Fun activities in the community organised by PICYS for young people to connect and have fun

## Base Camp aGender

**Who:** Trans, gender diverse, non-binary, and/or gender questioning young people 15-25yo  
**When:** The first Saturday of every month from 12pm-3pm

**What:**  
 A monthly trans and gender diverse folks' social drop-in

+ Be Seen & Be Heard back soon!

[www.picys.org.au](http://www.picys.org.au)



# RESULTS BASED ACCOUNTABILITY

## Combined Program Annual Headline Performance Measure Results

Trying Hard  
Is Not  
Good Enough

10th  
ANNIVERSARY  
EDITION

Produce Measurable Improvements  
for Members and Communities



78%

Young people feel they can better communicate their needs to others (individual & services)



65%

Young people can identify healthy, safe and supportive relationships

88%

"Young people were asked if they felt PICYS is culturally safe and appropriate and 88% answered yes"



69%

Young people said they had a better understanding of how to maintain a home



68%

Young people felt connected to communities that understood their experiences, identities and interests



57%

Young people said they know more about managing their own money



69%

Young people said their ability to physically care for themselves has improved



67%

Had a better understanding of drug & alcohol use and its impact on a person's well-being



68%

Know more about how to access education, employment and training services

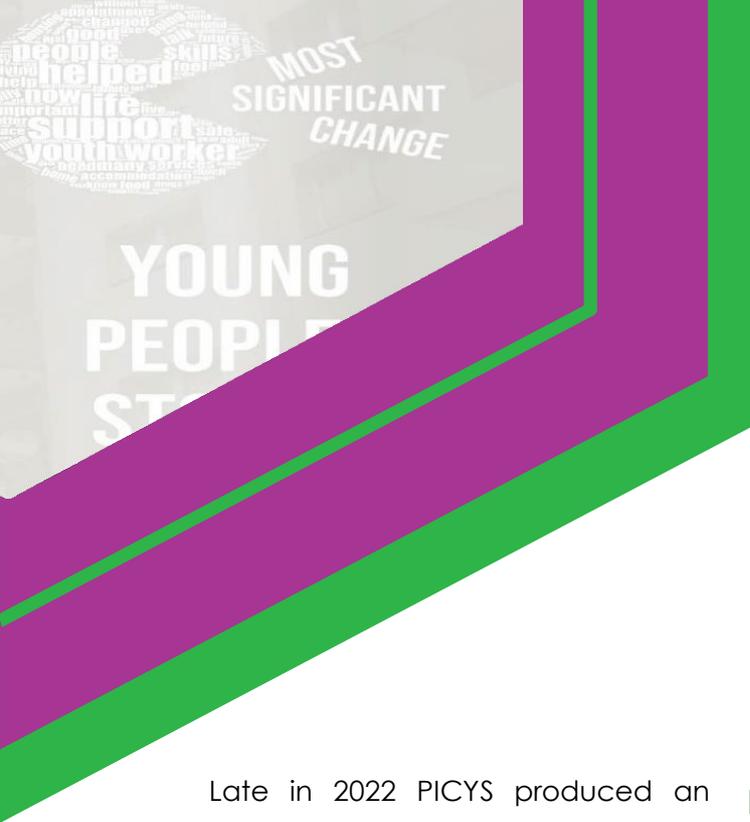


95%

Young people who feel they can trust PICYS workers

"Young people said they have a better understanding of mental health and how it can impact on well-being"

77%



# MOST SIGNIFICANT CHANGE

“OVERALL, THE MOST SIGNIFICATION CHANGE HAS TO BE THAT PICYS HAS GIVEN ME THE WILL TO LIVE, THEY HAVE DONE THIS BY PROVIDING ME WITH A UNIT OF MY OWN WHEN I HAD NOWHERE TO GO, BY BELIEVING IN ME WHEN I DON'T, BY PROVIDING A NEVER-ENDING AMOUNT OF SUPPORT WHEN I NEED SOMEONE. MY LEVEL OF GRATITUDE FOR PICYS CANNOT BE DESCRIBED IN WORDS, AND I THANK YOU FOR THAT.”

- HARMONY 18

Late in 2022 PICYS produced an electronic report on Most Significant Change Young People's Stories. You can read the publication on our website. Click on the QR Code.



“PICYS has helped me by making it easier for me to have somewhere to go and sleep at night, so I'm not roaming the streets all night. If I'm roaming the streets, I'll probably do drugs. Having a home makes me feel safe. They help give vouchers for food and help take me to appointments.”

**Ally**  
Aged 18

“PICYS have helped me attain housing. You've linked me in with a therapist at Youthlink. You've supported me by bringing food, Coles vouchers and you brought around a Covid care-pack. PICYS is always willing to lend a helping hand.

I went from being homeless and having no support at all, to having a house and having all the support I could ask for. You took me to the hospital and got me ambulance cover. I have suicidal ideation, so having ambulance cover, I'm a lot more likely to call the ambulance because I don't have to worry about paying the ambulance bill. So, I can actually get help when I need it”

**Caleb**  
Aged 21

“My most significant change is realising that there are so many agender people my age who are struggling as much as me. It is one thing to hear that you are not alone, but it is another thing all together to actually see and feel that you are not alone.

Gaining awareness has helped me feel less isolated and helped me gain the confidence to seek help and support from people who care about my wellbeing. PICYS is as safe and supportive as an environment can get and I appreciate all the hard work and dedication that each staff member has for respecting and educating themselves about the struggles that people like me face.”

**Swiftly**  
Aged 22

## Adam – 16 trans male

“Having a stable environment has changed my mental health. Before coming to PICYS I felt like I had no control over my mental health. Thanks to PICYS I have not been in and out of hospital. PICYS has helped to keep me sane due to the normal interactions. PICYS just treats me normally, it is not like going to CAMHS where they treat you like you are a client. I never felt like I got treated like human, I always felt like I got treated as something that needed to be investigated and problems that needed to be sorted. When I have come to PICYS feeling I'm going to fucking kill myself, I am treated like it's a normal thing to experience. It shouldn't be a normal thing but it is for people with suicidal ideation. When I leave PICYS I feel like I can deal with the thoughts, even if just for today, and tomorrow I can seek support if I need it.”

“Thanks to PICYS I also have my own place, somewhere safe to stay”

Thanks to PICYS I also have my own place, somewhere safe to stay. My previous living environment was fucked up. It was not a stable or calm place. I felt like I was on edge. There was a lot of conflict, and my foster father left me feeling unsafe to be around him. With my new place it is calm. Very fucking calm. I get to make food whenever I want. After school, I can just go home to collapse and just not worry about anything. I can do chores whenever I want. I am doing all my chores on the weekend at the moment, it is so much easier and the place is so clean. The most significant change from being with PICYS is that I am more sane.”

## Archie— 20 trans male

“I've been going to PICYS for around 4 years now and I know that it's (partly) because of their support that I've been able to make such massive strides in my life. By having a place I can always go to, that I know I'm not going to face judgement or be seen as different, where I can talk openly about my struggles in life and others won't pity me or try to coddle me, others around me know what struggle feels like and they know it's not about trying to make me feel better about life.

My most significant change has been myself, my values and beliefs, how I see myself and how I see the world and PICYS has been there throughout it, they've helped me move from couch surfing, to transitional housing to permanent housing, they've always been there if I need to talk and figure something out, regardless if it's venting about something or how to get help with Centrelink. Because of the rock that is PICYS, they've always provided me a sense of stability in what can be a chaotic life its only then that I've been able to change myself for the better. I'm always thankful to the workers there, they've always shown me a kindness and willingness to help that is hard to find elsewhere. Gaining a sense of self and independence is such a clear strength that I don't think I need to explain the significance of it. I've always been a resilient person, but that resilience doesn't mean a whole lot if you can't change the circumstances that lead you to being stuck in the first place, and I'm in a place now where I feel like those circumstances have changed. PICYS were always there willing to lend a helping hand or just listen to how I've been, and I know that I can always come back, I won't get pushed out of the service because now I'm doing well. I am doing better now and it feels pretty amazing, stable housing, stable mental health, I'm on track with uni and in general, I'm in a great place. I always love going to PICYS because it's a connection to a place where you know people genuinely care about how your doing and will be there with you when things are tough, finding ways that work best for you.”

## Ellen – 18 gender diverse

“The most significant change for me is how independent I have become since working with PICYS. I now feel confident in attending appointments and going grocery shopping by myself. I also have better living skills, such as using a washing machine and cleaning. I have developed especially impressive toilet cleaning skills.

I also have a better understanding of tenancy related tasks, such as budgeting, paying rent, and leases. I can set goals better.

Being in a healthier environment has put into perspective where I want to be in life. I can set goals better.

I am now studying at university, and I have attained a part-time job.”

## Adele - 24 cigender female

“I think the main help has been the information I've received. I can do a lot myself, but knowing what's available is helpful because I know what's there and I can also help others to know what's there – which is what I like to do. PICYS has been inspiring because it lets me know that there are actually organisations out there that care about people. They're not just checking boxes and getting paid.

Having at least one organisation that cares has inspired me not to give up. I'd like to work in Mental Health, in fact, interacting with PICYS has pretty much cemented that I am going to work in Mental Health. Seeing PICYS do all the stuff they do, makes a real difference. I've seen so many other organisations doing nothing. But PICYS gives me a lot of hope and now I know I can make a difference.

Most importantly PICYS has never negatively impacted my mental health in any way, they have always been helpful and respectful.”

## Ellis - 20

“Having a youth worker with PICYS has definitely made my life easier and significantly improved my mental health. My youth worker assists me with important tasks like making appointments + getting to them, calling, or speaking on my behalf for important matters such as Centrelink, and is the one who managed to get me into therapy when most other places were turning me away. These are only minuscule examples of the things she's helped me with.

She is one of my strongest supports and having her to lean on when I need someone has legitimately been lifesaving at times. There were so many times when I felt so alone, overwhelmed and like I couldn't get anything done and she pulled me up and made sure we got things I needed to do done.

The most significant change has just been having someone so willing to go out of their way to support me and make sure I'm able to do the things I need to do whilst also making sure my mental health is as stable as it can be. I'm legitimately not sure where I'd be without my Youth Worker's help and support.”

## Jacob – 23 cigender male

“There are two competing things for me. One has been that I am getting out more, and the other is that I am better at conversation. I have a brain injury and my only social connection is my partner, so it has been good to know I can still hold a conversation. Getting out more has been a challenge. When I first started going for walks, I went to an oval, but there were too many people, and it was very artificial. My youth worker and I started going to the lake instead which worked out better for me. There is so much purpose and meaning to everything. As a highly suicidal person, it challenges thoughts of everything being meaningless. The lake is the closest thing to religious ecstasy for me.”

## Blue – 20 nonbinary

“Definitely the biggest change would be the fact that for the first time since moving out in 2020 I am in stable housing that I know I won't have to leave in a year. That's made it possible to study and engage in mental health practices and all that sort of stuff.

But definitely the housing has been the biggest change and that change has led to so many other changes. I just feel like I can function a lot more now that I have my space and as I slowly start to build that space up to be my home, I've felt more at home and able to access supports easier. Also, the support in studying as well with the funding to get stuff to set up my study space. The funding was just for my study space but because that space is nicer its now easier to make things nicer around it and slowly build that out.

All these changes have led to a better sense of safety and security in my life. This new sense of security has helped me achieve greater goals in advocacy and helping others find their voice, which is my passion.”

## Rose – 23 female

“PICYS have helped me a lot with making boundaries with partners. This is something that's really important that I was lacking in relationships – not just with romantic partners, but with family and friends as well.

It's given me a lot more confidence in myself, because it makes me feel like if something gets out of hand, I have the confidence to say something. It's given me the self-confidence to know what to say and how to deal with it. Knowing how to create boundaries is really difficult but you have helped me a lot with that. Like having conversations for up to an hour on the phone together, about how I'm feeling about things with Peter, how I can change it and helping me to put my DBT skills into practice.”

## Josie Rome – 22 trans male

“If it weren't for PICYS there may have been incidents in my life that would have landed me in hospital or worse.

The people at PICYS, both the workers and young people, were the first to listen to me when I was severely struggling this year.

I'm used to handling everything myself, such as leaving my abusive family, homelessness, financial struggles, isolation, and poor mental health.

However, this year became too much, with me getting into yet another abusive housing situation. I went through this without any friends or mental health support due to COVID and other factors. I had severe mental breakdowns and thoughts of suicide, even though I was trying my best to improve my life.

PICYS was the first place, in a long time to give me what I needed. Even if it was just some food, people to talk to and a safe location to visit, PICYS was able to provide me with all of this. Having access to a youth support worker was the most beneficial change to my life. I feel like I am cared for and don't have to suffer alone, like I was used to in the past. I got a drive to try again, and I now keep myself safe.

Good people who have resources to care as well, changed my life. Saying they saved my life is not an understatement.”

“All these changes have led to a better sense of safety and security in my life. This new sense of security has help me achieve greater goals in advocacy and helping others find their voice, which is my passion.”





## MOST SIGNIFICANT IMPACT PARTNERS

Without the partnership and collaboration of our core impact partners, PICYS would not be able to see the number of young people achieve their stable accommodation and progress on a healthy recovery journey that we current do.



## BEST PEER SUPPORT GROUP FRIENDS

PICYS has supported these groups with sixty-three free venue hires during the year, with 476 people attending peer support groups and activities at 22 Blencowe Street property. A PICYS in kind donation value of \$2,465.





## OTHER ACTIVITIES & POINTS TO NOTE

### Wear it Purple

Wear it Purple Day activities where PICYS facilitated young people doing presentations at a number of government departments by invitation.



We're proud to launch **Transforming Families** – a new hub for information and resources to support families with trans or gender diverse children.



### Transforming Families

Transforming Families is a new hub for information and resources to support families with trans or gender diverse children. PICYS is an active partner.



# OTHER ACTIVITIES & POINTS TO NOTE



**LotteryWest** provided a \$54,040 grant to upgrade the furniture in the Household Network properties. This is a major activity undertaken every five years to ensure the houses have adequate household furniture and amenities.



**StreetSmart** provided specific grants to PICYS during the year to cover student support materials and enrolments fees for young people experiencing homelessness, plus also a grant to assist young LGBTIQ+ folks with their specific support.



**The Australian and New Zealand Mental Health Services Awards and Conference.** PICYS was invited to present a conference presentation on our model of practice "Affirming and holistic approach to working with disadvantaged young people" in the Psychosocial Support category.



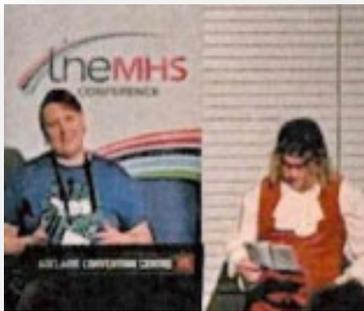
**PRIDE Professionals** selected PICYS as their chosen charity again in 2023 with opportunities to participate in the mentoring and alumni events. PRIDE professionals have now been a significant donor three years in a row.



# OTHER ACTIVITIES & POINTS TO NOTE

## Rotary Clubs

PICYS continues to appreciate the support of West Perth, Mill Point and Scarborough Beach Rotary Clubs and their membership.



### PICYS Conference presentations during the year included

- The WA Association Mental Health conference **“Working together a shared Purpose”**
- The Youth Affairs WA conference **“Fair Ground 2023”**
- The Australian New Zealand Mental Health Services Conference **“Making Rights Real – Bringing Humanity and Human Rights into Mental Health”**

## City of Perth LGBTIQA+ Advisory Committee

PICYS has been endorsed to continue our representation on the City’s advisory committee for a second two-year term.

Dani Wright- Toussaint and Andrew Hall continue to share the position.



## Shelter WA Housing and Homelessness Awards

PICYS Pillar was recognised as a finalist in two categories in the Awards focused on “initiate” and “going above and beyond” for our whole agency approach in expanding the Pillar service capacity for 37 months as a COVID19 response.

# OUR KEY STRATEGIC GOALS FOR 2023/2024

1

## Optimising Household Network

Secure a multi-year service agreement to provide 30 low threshold supported accommodation places through community and private partnerships. Plus support up to 30 young people in stabilising their post Household Network future accommodation.



2

## Retaining PICYS Pillar at 25 young people

Scale the Pillar OPP40 service capacity to the post COVID funded reduced capacity of 25 young people. Plus, work to secure multi-year funding for continuation of the successful PICYS Pillar service for a minimum of 25 young people.



3

## Consolidate the Drug Education and Support Service

Consolidate the new service within PICYS Model of Practice and optimise the opportunities for young people's active engagement.



4

## Base Camp & Mental Health Groups

Develop and implement the full capacity of the newly funded mental health support groups and drop-in sessions and optimise the opportunities for young people's active engagement.



5

## Developing the Organisational Capacity and Sustainability

Work to gain new multi-year Service Agreements with government agencies.

Explore opportunities to grow housing stock available to young people engaged with PICYS, including partnerships to access the *Housing Australia Future Fund*.





## OUR PEOPLE

### Our Board Members

Salli Higham (Chair) | Lucy Ledger (Deputy Chair) | Frankie Valvasori (Secretary to 2022 AGM)  
Ryan Fernandes (Treasurer) | Taylah Sewell (Secretary from 2022 AGM) | Mikayla Jay McGinley  
Yvonne Hunt | Alana Dowley | Joanna Harper | Paul Fitzgerald | Lisa Brown

### Our Students

Rhubarb | Naomi | Jess | Ashley

### Our Employees

Claire-Simone Alexander | Sherniece Andrews | Maddii Archer | Rhubarb Baptist  
Thomas Garvey | Courtney Gould | Andrew Hall | Caleb Manifold | Rachel Marsh | Jessica McKee  
Catherine Nolan | Krystal Soo | Kelsie Spurr | Judith Summers | Nick Tran | Jennifer Van Der Ende  
Adam Why | Dani Wright-Toussaint





## TREASURER'S REPORT

### Overview of Fiscal Year ended 30 June 2023

FY23 was a good year with PICYS continuing to grow with the number of cases actively managed increased from 104 in FY22 to 105 in FY23.

For FY23 PICYS recorded a surplus of \$932k despite the growth in the services provided and the increase operation costs. This was due to the several donations including \$500k from a private donor for the purchase of new apartments in FY24.

Current plans by the board included utilising these funds as follows –

1. \$800k for the purchase of new properties to added to our bed capacity.
2. \$1,000k will be invested into a share portfolio to provide an income stream in future years.

Obtaining funding is always a challenge for organisations like PICYS, particularly given the current economic state of WA and I would like to thank all our donors for their continued support. With the increase in services provided we will be in a strong position to negotiate additional Government funding in the next round of grant renewals.

The PICYS primary Government funded programs operated comfortably and within its means, continuing to deliver the valuable services it is recognised for.

From a cash flow and management perspective, PICYS cash position increased year-on-year by \$1,003k because of the surplus left over for the 2023 year putting PICYS in a strong financial position.

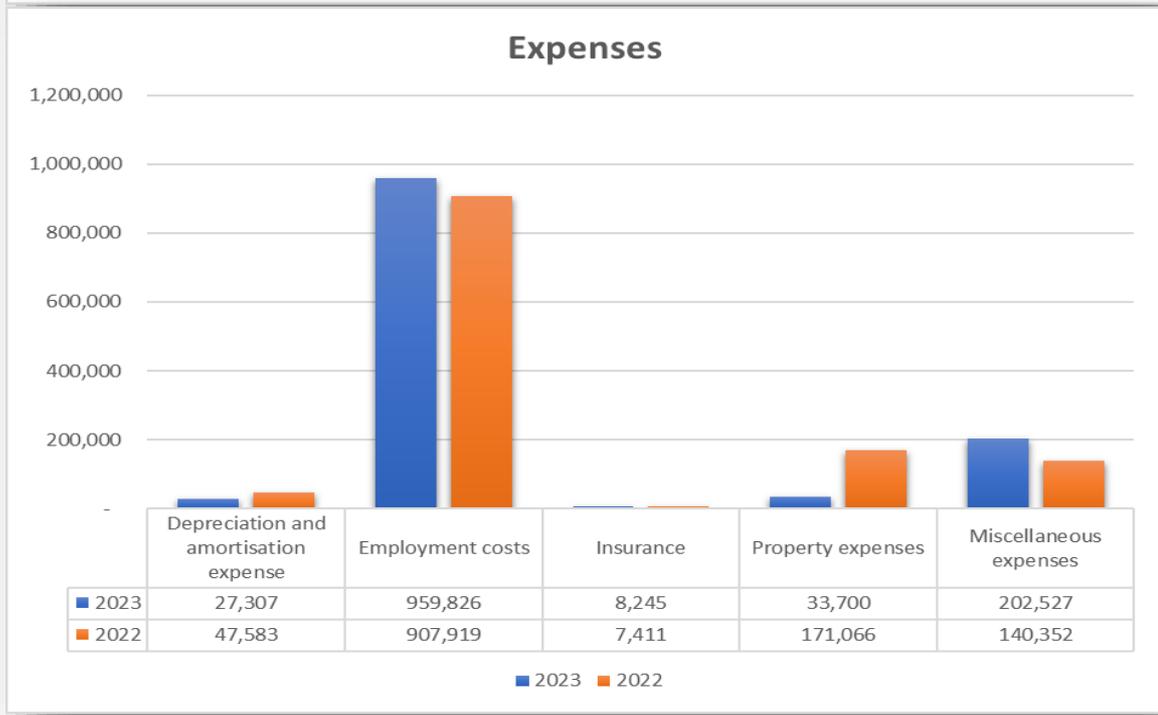
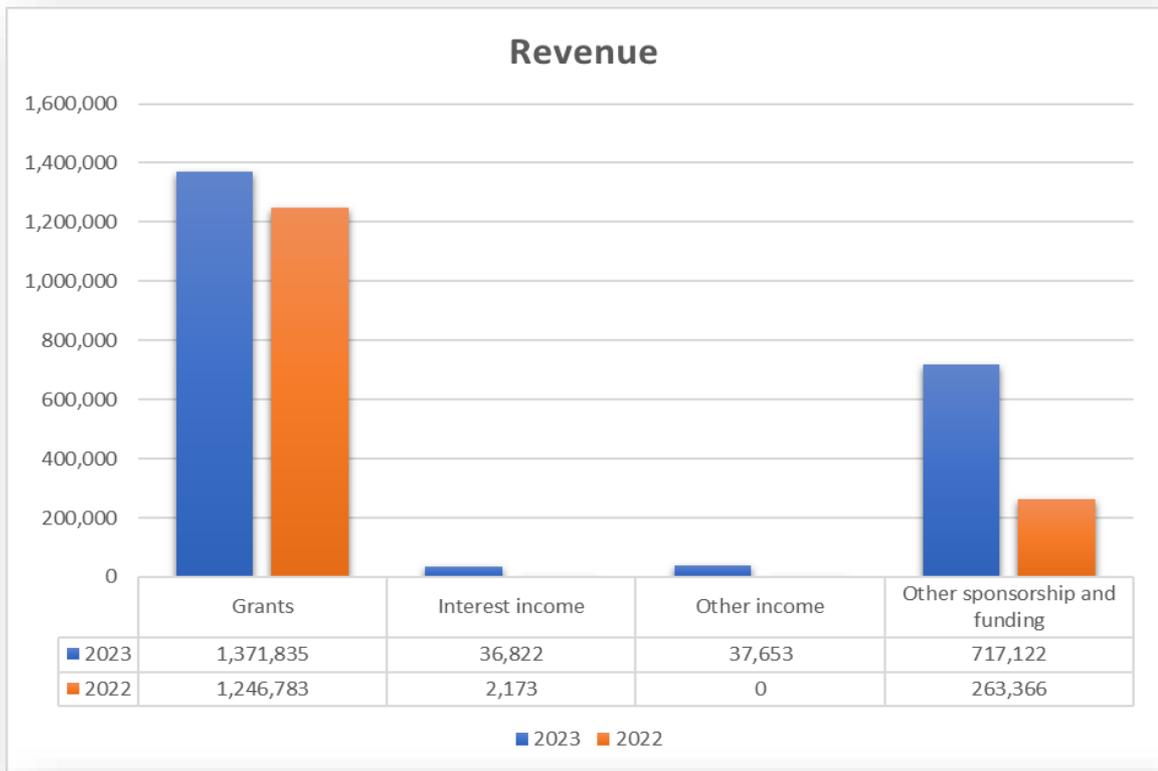
### Summary

Overall PICYS financial performance remained within the expectations of the Board as the organisation continues to strengthen its service delivery and customer service. PICYS recognises that the current market environment continues to remain unclear and uncertain. At the same time, the organisation faces various areas of increased costs therefore placing importance on broadening current base of means of obtaining funds. To that effect we have secured continued funding from the state government for FY24 enabling us to continue operations in FY24.

The Board is satisfied that the organisation remains on track with improving its financial policies, procedures and management.

Together with the Chairperson, we wish to once again thank all our donors and supporters for their continued support. PICYS is making a difference to the local youth community here in Perth and our strong financial position ensures that we will be able to continue to support them in the future.

**Ryan Fernandes**  
Treasurer



# ASSOCIATION MEMBERS

As of September 2023



## Organisation Members

Anglicare WA  
Black Swan Health – Headspace  
City of Perth  
CREATE Foundation  
Earthwise  
Foundation Housing  
Living Proud – LGBTI  
Magenta  
Mission Australia  
Palmerston Association  
Peer Based Harm Reduction WA  
PFLAG WA  
RDP Enterprise Solutions  
Red Cross WA4

Rise Network  
RUAH Community Services  
Salvation Army WA - Youth  
St George's Cathedral  
St. Vincent's de Paul WA  
Starick Services Incorporated  
TransFolk of WA  
Victoria Park Youth Accom  
Women's Health & Family  
WAAC  
Wanslea  
Youth Affairs Council of WA  
YouthLink

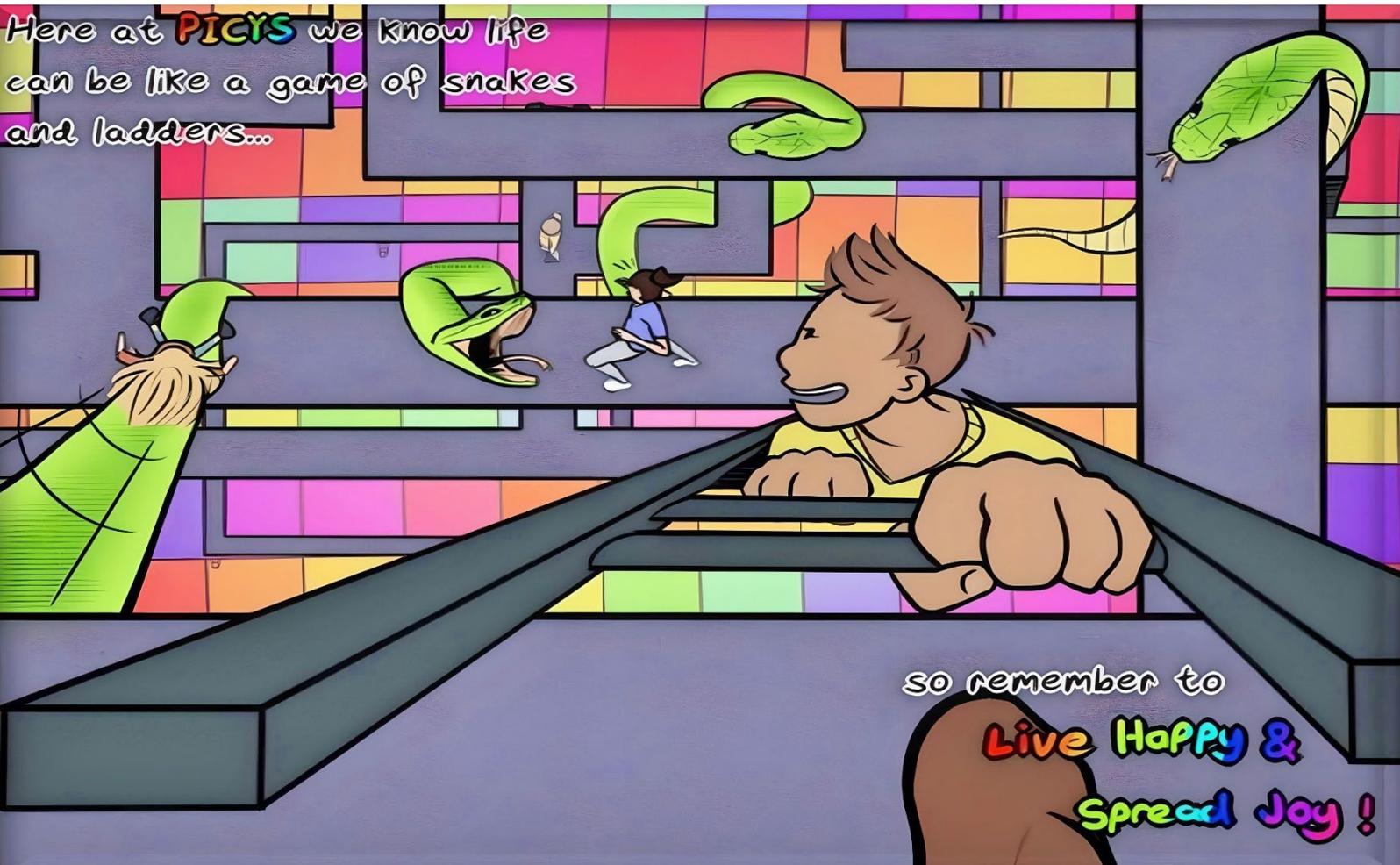
## Individual Members

Alana Dowley  
Ashleigh Lin  
Bev Jowle  
Clay Morse  
Daisy Ashworth  
Damien Smith  
Danae Basley  
Danica Scott  
Darryl Milovchevich  
Frankie Valvasori  
George Davies  
Joanna Harper

Lucy Ledger  
Mat Jovanou  
Mikayla-Jay McGinley  
Misty Farquhar  
Paul Fitzgerald  
Robert Gough  
Ryan Fernandes  
Salli Higham  
Steve Archibald  
Teale Prus  
Vanessa Harvey  
Yvonne Hunt



Here at **PICYS** we know life can be like a game of snakes and ladders...



so remember to  
**Live Happy &  
Spread Joy!**

## CONTACT US

 PO Box 1062  
West Leederville WA 6901

 (08) 9388 2791

 [info@picys.org.au](mailto:info@picys.org.au)  
[www.picys.org.au](http://www.picys.org.au)