

# ANNUAL REPORT 2019-2020



*"Serving Young People since 1982"*

## **PICYS Association Members as at January 2020**

### **Organisation Members**

AnglicareWA	Salvation Army (Crossroads West)
Black Swan Health – Headspace	St George's Cathedral
CREATE Foundation	St. Vincent's de Paul WA
Earthwise	Starick Services Incorporated
Foundation Housing	The Inner Ninja Foundation
Living Proud – LGBTI Community Services of WA	TrainSmart
Magenta	TransFolk of WA
Mission Australia	Peer Based Harm Reduction WA
Palmerston Association	Women's Health & Family Services
PFLAG WA	Victoria Park Youth Accommodation Inc.
RDP Enterprise Solutions	Wanslea Family Services Incorporated
RUAH Community Services	YouthLink
Red Cross WA	Youth Affairs Council of WA

### **Individual Members**

Anna Presser	Mat Jovanou
Ashleigh Lin	Mikayla-Jay McGinley
Ben Tay	Misty Farquhar
Bev Jowle	Nic Hastings-James
Bradley Kelly	Paul Fitzgerald
Christina Jones	Rebekha Hanna
Clay Morse	Robert Gough
Daisy Ashworth	Ryan Fernandes
Damien Smith	Ryan Scott
Danae Basley	Salli Higham
Danica Scott	Steve Archibald
Darryl Milovchevich	Teale Prus
Duane Smith	Wanjie Song
Frankie Valvasori	Vanessa Harvey
George Davies	Yvonne Ward
Jane Knox-Robinson	

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# WHO WE ARE

## Who We Are

### 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, participation in society, connectedness and realisation of their rights.**

**PICYS** staff work under the WA Association of Youth Workers Code of Conduct

### 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”.

### VALUES

**PICYS** believes in:

**Respect** for all YOUNG PEOPLE and their individual differences

**Choices** for YOUNG PEOPLE about their own lives

**Flexibility** within service provision

**Holistic Services** tailored to the YOUNG PERSON, which are inclusive of their families, partners, friends and environment

**Access** to services on a non-discriminatory basis

**Collaborative Relationships** with YOUNG PEOPLE and the community

**Concern for the Environment** and environmentally sensitive living

## Statement of Continual Improvement

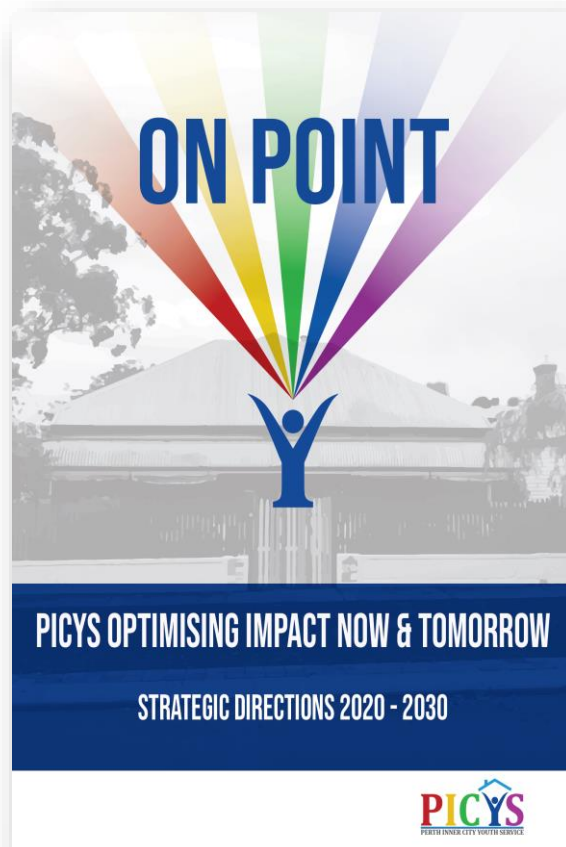
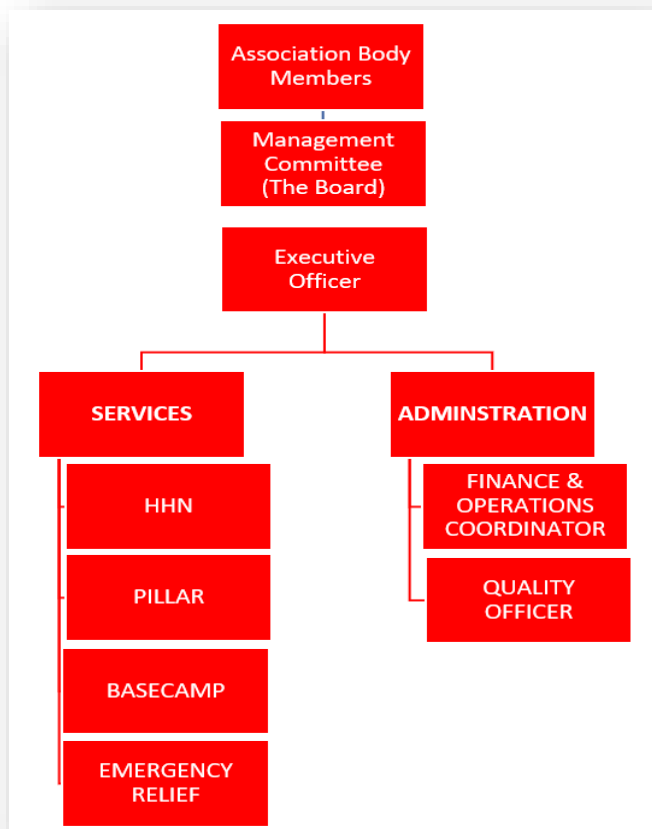
How will we continually enhance the quality of life for young people who we seek to know and are privileged to walk alongside?



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

# ORGANISATIONAL CHART

## Organisational Chart



## Strategic Directions

1. Provision of quality services to young people and their significant others
2. Provision of safe and engaging places for young people, both environmental and relational
3. To give "voice" to young people and their life journeys
4. To raise community awareness and understanding of young people's life experiences and journeys
5. Continual improvement based on reflective practice and evidence-based learning
6. Revenue and fundraising to strengthen our work and provide a sustainable service to young people
7. Promotion and marketing of PICYS and our achievements

PICYS is currently reviewing its **2015 Red Bull Strategic Plan "Giving Wings to People and Ideas"** and developing our new Strategic Plan **PICYS On Point "PICYS Optimising Impact Now & Tomorrow"**.

ALL PICYS' ENDEAVOURS AND ACTIVITIES PURSUE OUTCOMES IN THE ABOVE STRATEGIC DIRECTIONS, WORKING WITHIN OUR VALUES FRAMEWORK AND FOCUSES ON OUR PRIMARY BENEFICIARY – THE YOUNG PEOPLE



# CHAIRPERSON'S REPORT 2019/2020

## Chairperson's Report 2019/2020

as presented at the 2020 AGM



I would like to extend a warm welcome to all members and friends of PICYS in celebrating another year of service to the young people of Perth. The extraordinary circumstances of 2020 have provided plenty of challenges as we all adapt to the threat of COVID-19, yet PICYS and the young people we serve have continued to grow and thrive despite these challenges. In this trying environment, the PICYS' model of relational, trauma-informed response to vulnerable young people has proven itself both authentic and effective, and this has resulted in PICYS receiving funding allocations to enable an informed response to the difficulties posed by the pandemic. The PICYS' model provides a benchmark for work with vulnerable young people and our work has again been recognised, with the LGBTIQ+ community nominating PICYS for a "Proud" award, recognising PICYS' solid body of work with, and commitment to, the needs of LGBTIQ+ young people. PICYS also won the Western Australian Mental Health Award for Diversity and Inclusion during the year.



The results of the Most Significant Change Research Project, together with the LGBTI and TGD resource booklets were launched at the 2019 AGM, and have since been distributed widely. Incorporation of the Most Significant Change research principles into PICYS' culture of ongoing evaluation and review continues to underscore for us the value of this model to young people, who consistently identify the authentic relationships they forge with knowledgeable staff, the patience and persistence of staff in helping them to find new and better ways of being, and PICYS' personal and systemic validation of their unique individual value as central to helping them change the parts of their lives that hold them back.

PICYS has continued to develop partnerships and opportunities to increase stable housing for young people, with an increased bed capacity from twelve to eighteen beds by the end of June 2020. Further, COVID-19 response grant funding has enabled the Pillar program to be scaled up from fifteen to forty young people provided with individualised psycho-social support for 12 months. With similar growth in staff to support these extra clients, this has led to the establishment of a second workplace at OASIS Lotteries House 37 Hampden Road, Nedlands. The new office space has been dubbed "PICYS Cave" in a nod to humble beginnings at the original Cave Drop-in, located in East Perth in the 80's. Number 22 continues to thrive as the hub it has always been for young people, offering community space and programs where young people can meet with safety and support and enjoy a range of activities and social connection. With a generous contribution from Woodside's Community Grant Scheme, Household Network has also been able to add capacity for the next year. PICYS has also received Lotterywest COVID-19 response grant funding to enable infrastructure to be scaled up to meet the demands of the new levels of service.

## CHAIRPERSON'S REPORT 2019/2020

Unfortunately, long-term existence at 22 Blencowe Street remains under threat as the Town of Cambridge continues to drive a re-zoning process, based on a position that PICYS constitutes an "office" rather than the community service it has provided for nearly 40 years. PICYS has a contemporary, best practice approach of integrated supported accommodation within the local community, with accommodation provided through our housing partners across the inner western and northern suburbs. This model frees PICYS from a position of landlord and enables focus on the support of young people meeting the terms of their own housing leases, offering safer options and the longer-term security and stability of real-world tenancy. Number 22 continues to provide a central community hub as it has done for decades, offering a safe space for young people that has been well-accepted by our wonderful neighbours and local community. PICYS has made itself available to mediation to resolve this issue of property use with the Town and will continue to do so as necessary. In these matters, we are most grateful for the excellent pro-bono support of Graham Castledine and Elyse Loughton from Castledine Gregory Law Mediation. It would be great loss for our local community if this valuable resource for young people was lost or diminished in scope.

As ever, I want to acknowledge the commitment and excellent service of all our wonderful staff and to welcome on board new staff joining us with our recent expansions. The commitment and skills of our staff team are evident in the passion with which they apply themselves to their work, throughout the difficulties thrown up by pandemic restrictions and the generous feedback received from young people. Special commendations go to our Executive Officer, who has applied his formidable energy to the tasks of growth and development and in doing so, has more than doubled the services we can offer to young people. I am grateful too, to our funders, the Mental Health Commission, the Department of Communities and Lotterywest, who have supported the PICYS model and continued to provide the bulk of our funding, and most especially to our generous private donors, who enable with their gifts for PICYS to go the extra mile. Special thanks go this year to our Blencowe Street neighbours, who have rallied behind us to support our continued existence in our neighbourhood and in doing so make their support for young people visible. Finally, I extend my grateful thanks to Board members, old and new, who have given so generously of their time and energy to steer this wonderful organisation through a most unusual and challenging year, and look forward to your valued contribution in 2021.

I would like to finish with a focus on the young people who give PICYS its life and vibrancy, who are the reason PICYS came into being and whose courage in the face of trauma and desperation is a model for us all and of whom we are incredibly proud. I wish you all a wonderful year and look forward to working with you again.

Salli Higham  
**PICYS Chair**

# CHAIRPERSON'S REPORT 2019/2020

General meeting attendance during 2019-20 financial year.

Name	Title	Meeting Attendance
Salli Higham	Chair	12
Frankie Valvasori	Deputy Chair & Secretary	10
Ryan Fernandes	Treasurer	12
Paul Fitzgerald	Director	13
Daisy Ashworth	Director until October 2019	2
Denae Basley	Director	8
Robert Gough	Director/Secretary until Feb 2020	8
Jane Knox-Robinson	Director	9
Mikalyla McGinty	Director	5
Yvonne Ward	Director – Coopted Oct 2019	5
Lucy Ledger	Director – coopted June 2020	1

In addition, Board members have participated in working sub groups on financial management and auditing, strategic development, fundraising and sponsorship and the Executive Officer's performance review.



*Minister Dave Kelly presenting PICYS' Chair Salli and Treasurer Ryan with a Lotterywest COVID-19 grant cheque*



# EXECUTIVE OFFICER'S REPORT – YEAR IN REVIEW

## Executive Officer's Report – Year in Review

Twelve months have gone by and another Annual Report to the Association members is due. The year has had its fair share of challenges, including adjusting to the 'new normal' as we have come to know it, living in these times of the COVID-19 pandemic and all the related and subsequent changes. I acknowledge the resilience and fortitude of my every day work colleagues, the PICYS team, in always considering and striving to do our collective best for the benefit of the young people engaged with PICYS.



**"When times get tough, the tough get going"** immediately comes to the front of my mind in preparing this year's report.

Whilst PICYS has been a stronghold for many young people, in each of our three key service areas, Household Network, PILLAR and Base Camp, we have been incredibly successful in extending our capacity to respond to the presenting needs of all young people who contact us! I thank all those who have worked collaboratively with us to make this year a success, despite the challenges and uncertainties we have all faced.

### Acknowledgement of Tragedy

Before I head into the positive territory of how much PICYS has managed to achieve this year, I wish to make special mention of three particular young people who the PICYS family lost in 2020. Despite significant complex barriers and challenges, each of these three young people were working exceptionally hard to overcome their histories and move forward towards positive futures. Blessed with creativity, empathy, wit, and personality in spades, each of these young people touched the hearts and minds of PICYS staff and young people alike, lighting up rooms and bringing a smile to all they met.

The loss of these three young lives in quick succession took a toll on PICYS staff, compounding our sense of grief and loss. To the team's credit we came together as one, supporting each other to move past the tragedy and instead focus on the amazingness of each of these three individuals. The silver lining has been that from such tragedy has come system change, with a hope that such loss will not occur again.

The legacy of these three young people continues on, a reminder of the importance of the work we do and the never-ending need for human connection. All three are deeply missed, etched into PICYS' memory, forever valued, and never forgotten.

## SERVICES

PICYS continues to have two primary Service Agreements with Government bodies to deliver services. Firstly, the longstanding Household Networks which has been operating since the early 1980's and secondly, PILLAR, a personalised psycho-social mental health service which has been operating since 2006. In addition, PICYS continues to deliver Emergency Relief through both Lotterywest State Government funding and community donations.

As an unfunded, but no less important service, PICYS provides Base Camp and Base Camp aGender open drop-in times, available to all young people, as well as specific events in support of initiatives such as Mental Health Week and Pride. These events are only possible due to the support of generous people and partnerships.



Contact during COVID-19

# EXECUTIVE OFFICER'S REPORT – YEAR IN REVIEW

## Household Network

In the 2019 - 2020 year Household Network (HHN) actively supported 41 young people, all of whom presented either as experiencing, or at risk of, homelessness, and all with added psycho-social complexities. This year has come with additional challenges to service delivery with the sudden and industry-wide impact of COVID-19 yet, as expected, the staff rose to the occasion to ensure an ongoing high level of case management support remained in a time when young people needed it most. The HHN program continues to deliver incredibly positive outcomes for some of the most vulnerable young people in our community, managing high levels of risk and acuity to ensure that no young person is left to fall between the gaps. These outcomes would not have been achieved without the involvement of our key partners: YouthLink, Ruah 50 Lives 50 Homes, DAYS, Passages Resource Centre Perth, The Salvation Army TSS and Homeless Healthcare.

Of these 41 case managed young people, 23 (56%) identified as male and 18 (44%) as female. Seven (17%) identified as Aboriginal and 2 (5%) were born outside of Australia.

In a highlighting of PICYS' low barrier approach, 29 (71%) of these young people presented with a diagnosed mental health issue, of which 16 (15%) were accessing support, and 18 (44%) presented with problematic alcohol or drug use. Furthermore, 9 (22%) of these young people had been in the care of the WA Department of Communities, indicating high levels of complex trauma and vulnerability.

In line with PICYS' intentional focus to support LGBTI and trans and gender diverse young people, we can report that 22 (54%) of the 41 case managed young people identified within the LGBTIQ community, with 14 (34%) identifying as transgender.

Through our partnerships with Foundation Housing, Rise and St. Vincent de Paul, 33 of these young people were accommodated in our transitional housing properties throughout this 12 month period. As a further sign of PICYS' integrated and collaborative approach, 9 housed young people were provided with additional psycho-social support from our sister program, PILLAR, further ensuring the provision of a wrap-around service to some of the most vulnerable young people.

Of the 41 young people assisted by HHN this year, 41 (100%) had a primary income source of a Centrelink allowances, again highlighting the importance of PICYS' housing partnerships to provide young people on low incomes to be able to access stable and safe housing.

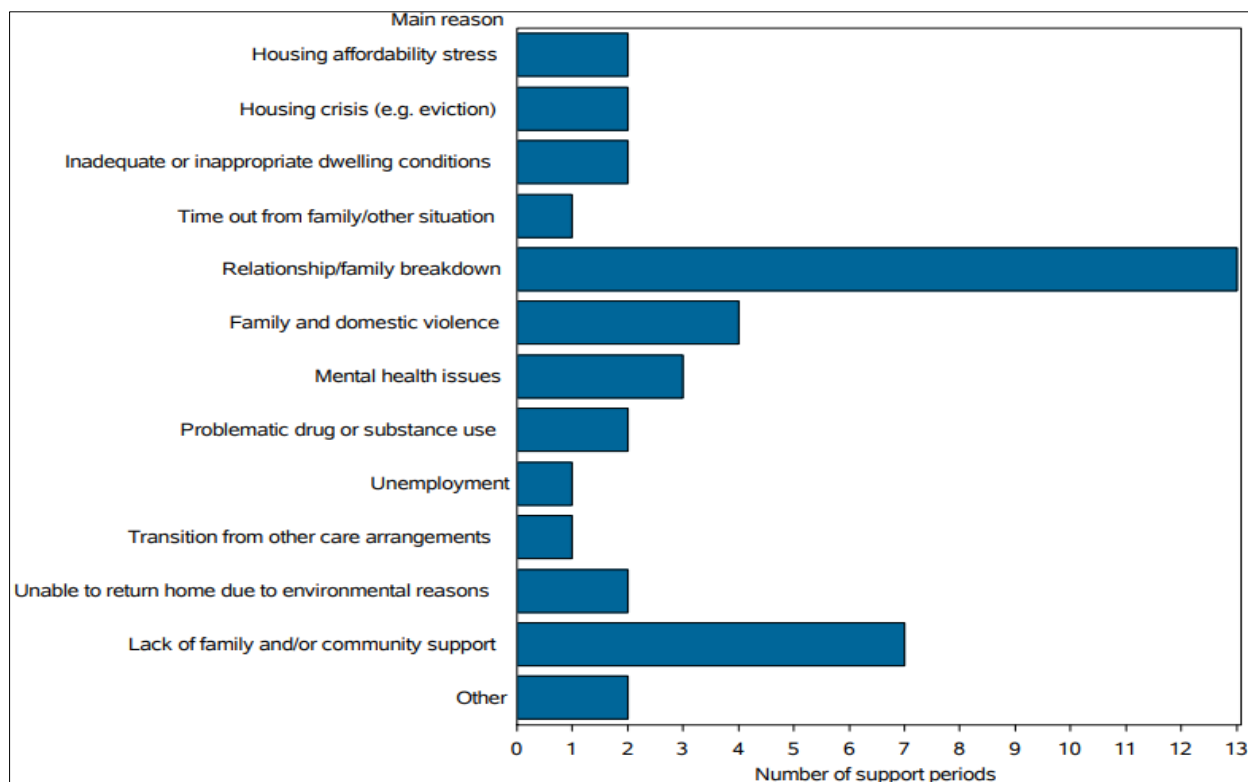
### Ages of HHN Young People

16 years	5	12%
17 years	7	17%
18 - 19 years	16	39%
20 - 24 years	13	32%
<b>Total</b>	<b>41</b>	<b>100%</b>



# EXECUTIVE OFFICER'S REPORT – YEAR IN REVIEW

Furthermore, of the 41 young people actively engaged in Individual Support Plans, key contributing factors to experiencing homelessness were:



The above graph shows a total of 25 (61%) of the young people engaged have experienced relationship/family breakdown, lack of family support, family & domestic violence, or needed time out from family/other situation. Signifying an overall high rate of disconnection from a supportive family.

## Key Achievements

- ✓ 10 (24%) of HHN young people gained long-term housing in this financial year. These properties came through a range of partnerships including four from Ruah 50/50 Project, two from Communities/DOH Rapid Response MOU, and two through the National Homelessness Partnership Agreement. The final two properties were long-term private rentals applied for by the young people themselves
- ✓ 23 (56%) of young people were in long-term housing at the end of the period
- ✓ 18 young people were in HHN transitional, supported accommodation as of 30 June, 2020
- ✓ None of the 41 young people were homeless as of 30 June, 2020
- ✓ 18 young people were supported by the Ruah 50 Lives 50 Homes Project, all of which were able to access their After-Hours Support Service
- ✓ HHN increased their transitional supported bed capacity to 18 places by 30 June, 2020
- ✓ All 41 case managed young people maintained their accommodation, with zero evictions, and zero young people returned to homelessness
- ✓ HHN had two students complete their placements during this period, including an ECU Youth Work student and a final year ECU Social Work student

# EXECUTIVE OFFICER'S REPORT – YEAR IN REVIEW

## Issues/Trends

- Ongoing lack of suitable accommodation options for young people with complex needs, such as AOD and mental health issues
- Ongoing lack of mental health support options for young people who have complex mental health issues and who are experiencing homelessness
- No youth crisis accommodation options for young couples
- No youth crisis accommodation options for young people with pets
- A serious lack of affordable rental properties available in Perth metropolitan area
- Lack of clear transition pathways for young people moving from youth to adult AOD or mental health services
- Lack of consistent service delivery models between youth and adult services, thus resulting in poor transition outcomes
- NDIS system is not properly equipped to support young people with complex psycho-social issues coupled with disabilities
- The emergency of health, social and economic impacts of the COVID-19 pandemic. This includes the long tail effect which will see young people with limited immediate and on hand support networks experiencing greater hardships

**PICYS still seeks the support of the State Government to formally double the capacity of HHN to a minimum of 24 transitional supported accommodation beds.**

## PILLAR

In the 2019-2020 year PILLAR supported 32 young people, providing individualised psycho-social and intensive case management support in partnership with mental health professionals. As with HHN, PILLAR staff and young people experienced significant disruption to service delivery due to the COVID-19 pandemic, requiring staff to employ innovative and wide-ranging strategies to ensure a continuity of service despite chaos in the sector.

PILLAR's ability to support 32 young people in this period came as a result of a June 2019 proposal to their funders, the WA Mental Health Commission, to double PILLAR's capacity. Supported by industry professionals, including the Director of North Metro Health, Youth Mental Health Services, *Optimising PICYS PILLAR 40 (OPP40)* was again proposed in April 2020 at the height of the COVID-19 pandemic's disruption of the youth support sector. With an aim of scaling up PILLAR from 15 supported young people to 40, and funded for 12 months, *OPP40* focuses on the most vulnerable and high-risk young people already experiencing significant hardships and challenges, aiming to stop them from falling between the gaps of mainstream services and community responses during the COVID-19 pandemic.

The introduction of *OPP40* has been a significant piece of work to date, bringing on new team members and opening a second PICYS workplace for the PILLAR team to operate from.

Of the 32 case managed young people during this period, 5 (16%) identified as male and 13 (40%) as female. Two (6%) identified as Aboriginal or Torres Strait Islander, while none identified as from a culturally or linguistically diverse background.

Highlighting PICYS' commitment to supporting LGBTIQ young people, 20 (63%) of the 32 case managed young people identified as being within the LGBTIQ community, with 8 (25%) identifying as trans or gender diverse.

Due to PILLAR's focus on psycho-social support, the main referral sources were YouthLink, Youth Reach South, Youth Axis, CAMHS, Headspace, and Alta-1 Care School, highlighting PILLAR's positive reputation within both government and non-government mental health agencies.



# EXECUTIVE OFFICER'S REPORT – YEAR IN REVIEW

Below is the support letter provided by Youthlink – one of PICYS most significant partners in Youth Mental Health.

*“PICYS maintains a secure and long-standing collaborative relationship with YouthLink (Youth Mental Health), through provision of mental health case management to many of the young people accessing support through PICYS.*

*PICYS provides much needed accommodation and psycho-social support services to many YouthLink and YouthReach South clients, and there is a strongly recognised need within Youth Mental Health for more housing options as provided by PICYS Household Network as well as a matched increase in the PILLAR service capacity. This proposal, OPP 40 addresses the second point clearly.*

*Clinical support from YouthLink to PICYS takes the form of regular case conferencing between PICYS team members and YouthLink clinicians regarding care planning for high risk individual young people who access both services.*

*PICYS supervising staff also access formalised regular consultation sessions with senior YouthLink clinicians.*

*As A/Co-Director of YouthLink I am aware of the high level of professionalism of PICYS staff in the provision of household and psycho-social supports to young people who are among the most high-risk and marginalised within the broader community.”*

**Jennifer Griffiths**  
**A/Co-Director/Consultant Clinical Psychologist**



### Ages - Pillar Young People

15 yrs	0
16 yrs	2
17 yrs	3
18 yrs	2
19 yrs	7
20 yrs	4
21 yrs	6
22 yrs	1
23 yrs	3
24 yrs	2
25 yrs	2



Furthermore, of the 32 young people actively engaged in Individual Support Plans, the main presenting issues at referral were:

16 young people (50%)	Suicidal ideation
8 young people (25%)	Self-harm
8 young people (25%)	Financial issues
22 young people (68%)	Homeless at entry

The leading primary diagnoses at the time of referral were; Depression, Anxiety, Post-Traumatic Stress Disorder and Emotionally Unstable Personality Disorder (also referred to as Borderline Personality Disorder). 95% of these 32 young people were engaged with a mental health professional at the time of referral, with 95% engaged at the time of case closure.

## EXECUTIVE OFFICER'S REPORT – YEAR IN REVIEW

Of the 32 young people supported by PILLAR in this period, over 90% were at risk of, or experiencing, homelessness on entry into the program, with 100% housed at the time of case closure.

Of these young people, 30 (94%) had a primary income source of a Centrelink allowance, again highlighting their marginalization and vulnerability.

### Partners

PILLAR works closely with a range of other youth agencies including mental health (YouthLink, Youth Reach South, Youth Axis, Rainbow Community House, NEAMI, Hampton House, Youth Focus, Headspace, HITH, Centre for Clinical Interventions (CCI), DAYS, Next Step, Homeless Healthcare, Oral Health), education, housing (Ruah 50 Lives 50 Homes, Department of Housing (DOH), Access Housing, Foundation Housing, Rise Network), and advocacy and support (Crossroads West, Earthwise, Passages, Edge Employment, Autism WA and Centrelink).

This collaborative approach includes the arranging of case conferences, consolidation of holistic therapeutic plans and continually ensuring that the young person's voice is kept at the centre of the work. PICYS often acts as the lead agency, the safety net for the young person and the glue that coordinates the wrap around support.

### Key Challenges

- It was noted that at the WAAMH Conference Minister Roger Cook addressed the full conference and spoke about the 10-year plan to rebalance the mental health budget with an increased investment in community services and prevention proportionally and a reduction in acute hospital care. Minister Cook posed the question; How can the connectivity between the two be improved? PICYS PILLAR continues to showcase collaborative best practice with their relationships with YouthLink, Youth Reach South and Youth Axis. PILLAR's community-based mental health care supplements clinical care, decreasing the need for costly in-patient mental health care delivered in hospitals
- The transition from youth to adult mental health services can put young people at risk of disengagement, partly due to difficulties in forming new therapeutic relationships. PICYS plays a critical role in young people's engagement with adult mental health services. Young people seek care that is consistent, reliable and predictable so that they can develop trust and feel comfortable and safe to ask for help with their mental health issues. PICYS advocates for individualised and flexible approaches to transition to ensure successful transfer from youth to adult mental health services
- The lack of information sharing between youth and adult services often means young people have to repeat their personal narrative to multiple clinicians. PICYS' long-term therapeutic work means we can inform clinical care settings of longitudinal history and provide a wellness plan (a snapshot of what doing well looks like, what to look for when things are not going so well and how to best respond to the young person)



# EXECUTIVE OFFICER'S REPORT – YEAR IN REVIEW

- The adjustment to the care environment (going from a nurturing environment of youth services to more impersonal atmospheres such as adult outpatient clinics) can be difficult and impact on the young person's mental health experience
- Hospital pressure means there are periods of time when young people are in and out of hospital, a "revolving door patient", with short hospital admissions. This experience shapes a person's belief and perception of the available mental health support and care. For young people the transition from a community and relational psycho-social service like PICYS to a purely health and medical response is left significantly wanting, and this is more evident when the young person does not have a supportive family and friend network available
- System failures - previous/earlier diagnosis do not time out, resulting in young people facing barriers to getting reassessed. This means that a young person may not receive the level of care and treatment they deserve or require
- Issues with household pets when young people have hospital stays (where do animals stay/board?)

## Achievements

- ✓ Advocacy – raising awareness of young people's mental health decline, leading to more assertive treatment and care by community adult mental health services
- ✓ Psycho-social support (psycho education on mood management, triggers, early warning signs, coping skills, distress tolerance techniques, and relapse prevention) provided by PILLAR reduces admissions and length of stay in hospital
- ✓ Significantly more young people are accessing the step-up step-down programs (Hampton House, NEAMI, Health in the Home (HITH) and Mind Australia), all of which support recovery in the community as opposed to hospital
- ✓ New PILLAR office located in the allied health precinct, close to Sir Charles Gardner Hospital, Perth Children's Hospital and Oral Health
- ✓ PILLAR has facilitated an annual Mental Health Week Event – with animal farm, wellbeing show bags, activities and sausage sizzle lunch
- ✓ Enhanced integration with Household Network, providing additional benefits for the young people
- ✓ PILLAR had three students on placement during this period. These students were studying Behavioural Science at Notre Dame University, Youth Work at Edith Cowan University and Clinical Psychology at Murdoch University

## Trends

- There has been a significant increase in the number of LGBTIQ young people being referred to PILLAR. Trends seen within this cohort are that they are **younger at entry, experiencing financial issues and high levels of mental health issues**. The main presenting issues at entry into PILLAR are suicidal ideation, self-harm, housing and financial issues. These presenting issues support research indicating that LGBTIQ young people are at a significantly high risk of suicide and further support PICYS' intentional focus on supporting this population
- More young people are entering PILLAR with no formal income or Centrelink benefit, requiring an immediate response to ensure they can afford essential living expenses
- Over 90% of young people entering PILLAR are homeless, with 68% considering it a *main reason* at referral as previously stated. Considering the rates of LGBTIQ young people within the program, this rate supports research findings that LGBTIQ people are at least twice as likely as their heterosexual peers to experience homelessness, as well as being more likely to experience homelessness at a younger age
- More and more young people are acquiring a household pet. Although therapeutic and a protective factor for some, it unfortunately limits their opportunity for community housing

# EXECUTIVE OFFICER'S REPORT – YEAR IN REVIEW

## Emergency Relief

PICYS continues to distribute State funded Emergency Relief through Lotterywest grants. In the past 12 months we have managed approximately \$17,000 worth of benefits from this grant, assisting young people during times of financial hardship and emergencies. We have spent nearly \$7,155 of this grant on the direct provision of food through supermarket food vouchers and fresh groceries sourcing items through Second Bite and Foodbank. This has supplemented our food stocks to ensure a wide variety of food options are available for young people in need. PICYS has also spent \$4,670 on case management support and health care, plus \$1,875 on travel assistance. Furthermore, we have allocated \$2,230 for the year for personalised birthday and Christmas presents for young people, and accompanying children engaged with PICYS. These individualized presents have been supported through donations from the Subiaco Rotary Club, which we would like to acknowledge.

Emergency Relief is supplemented by donations from private individuals, churches, community groups and service organisations. We thank you on behalf of the young people who benefit from your generosity.

We also wish to acknowledge the Mill Point Rotary Club for their generous donation which supplements the Emergency Relief program, as well as for the home cooked meals they have been providing since the start of the COVID-19 pandemic.

## Base Camp

Base Camp open drop-in times on Mondays, Wednesdays and Fridays had 136 individual young people attend throughout the year, with 99 of the young people attending on more than one occasion. Of the 136 young people who attended, 39 young people had an active Individualised Support Plan, highlighting that the inclusive, zero-criteria nature of Base Camp allowed 97 young people to informally access support when needed. Base Camp sessions underpin PICYS' commitment to meeting young people where they are, providing for people's basic human needs without the requirement of formal referrals or engagement. Base Camp continues to be a vital part of everyday PICYS operations and provides invaluable opportunity for pro-social community engagement and peer supports to develop. The total number of Base Camp contacts throughout this period was 769.

It was a positive affirmation that the Mental Health Commission's COVID-19 Response Funding of OPP40 recognised Base Camp as a significant and vital aspect of PICYS' overall engagement with young people. The increased funding has enabled PICYS to start a **Base Camp Be-Well** session focusing on the mental health and wellbeing of a selected number of young people to a closed weekly session, commencing in July 2020.

## Base Camp aGender

Since Base Camp aGender commenced in April 2018, 20 individual young people have attended the sessions specifically focusing on engaging and supporting trans and gender diverse young people. This year 13 individuals attended Base Camp aGender 32 times, 10 of which having not attended any previous Base Camp aGender sessions before. Base Camp aGender operated 10 times in the period, with April and May being unable to occur due to COVID-19 closures and restrictions. Despite the impact of COVID-19, this period's Base Camp aGender sessions showed an increase in engagement from last reporting period with an increased number of young people despite one less session (as stated in last year's report, during 2018-2019's reporting period Base Camp aGender ran 11 times, had 8 individual young people attend sessions 19 times, of which 6 had not attended a Base Camp aGender session previously).

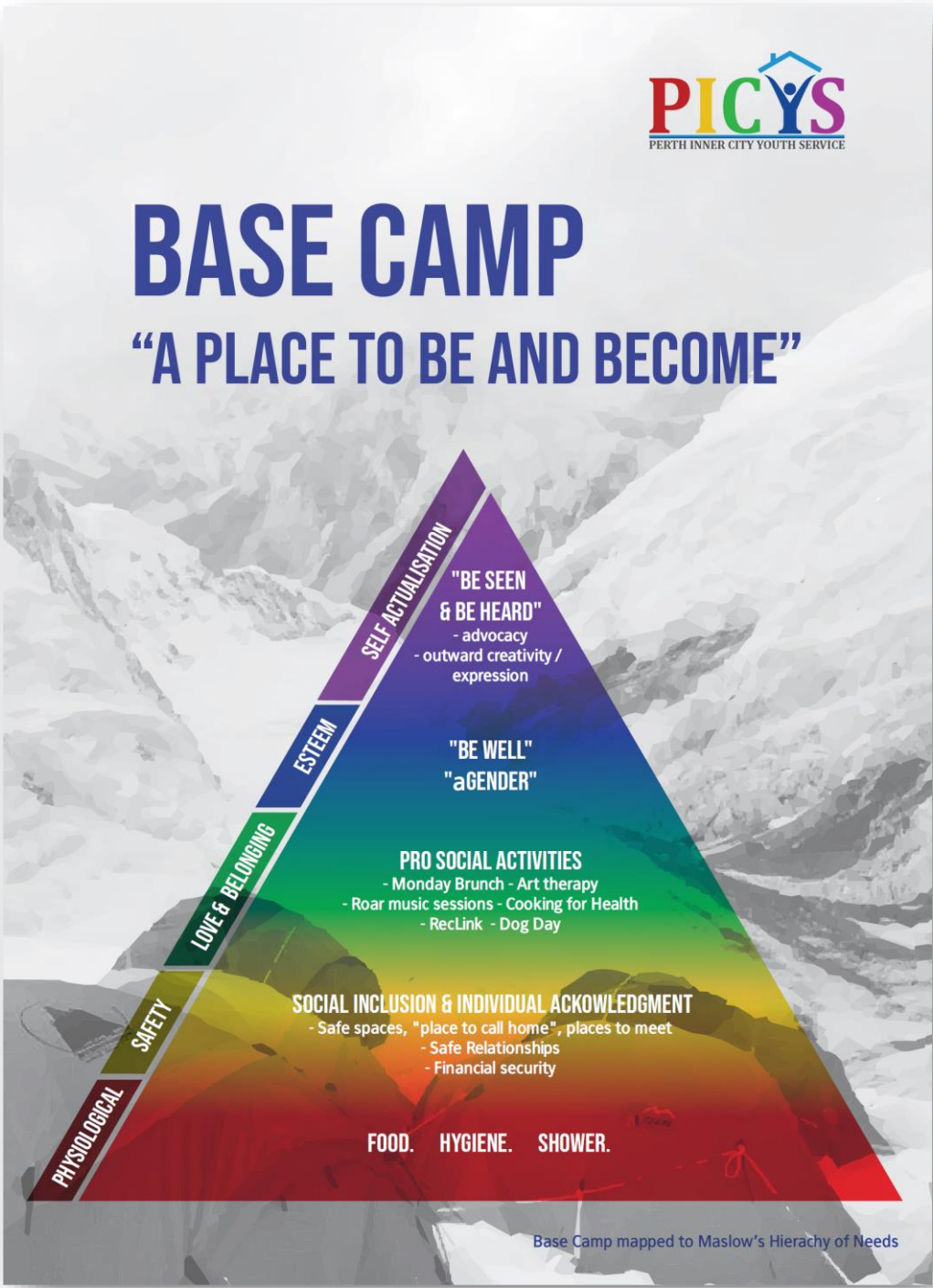
This increase in aGender engagement highlights the important role that the sessions play in developing a sense of safety and connection to PICYS for a number of young people, some of which had felt uncomfortable or anxious to access other supports that PICYS offers prior to attending Base Camp aGender. These sessions also provided a safe space for young people who are facing barriers to accessing other peer support and allied health and welfare services to connect with their peers and community, getting information about friendly services and building connection with others.



# EXECUTIVE OFFICER'S REPORT – YEAR IN REVIEW

Base Camp aGender sessions put into practice PICYS' stated commitment to supporting LGBTIQ young people, providing a specialised and supportive environment for them to be themselves, supported by workers with a lived experience of gender diversity. They have continued to be well received by trans and gender diverse young people and we expect aGender sessions to continue to grow into the future.

All Base Camp activities have been mapped to the Maslow's Hierarchy of Needs theory to demonstrate the significance and value of each activity in the development opportunities available to the young people. The next twelve months will see **Base Camp Be-Well** consolidated into operations, as well as the establishment of **Base Camp Be-Heard & Be-Seen**, an advocacy and outward expression session currently being developed. These additional Base Camps will bolster PICYS' service provision, providing an entry pathway into support for an even greater number of young people, and further establishes PICYS as an innovative and forward-thinking agency.



# EXECUTIVE OFFICER'S REPORT – YEAR IN REVIEW

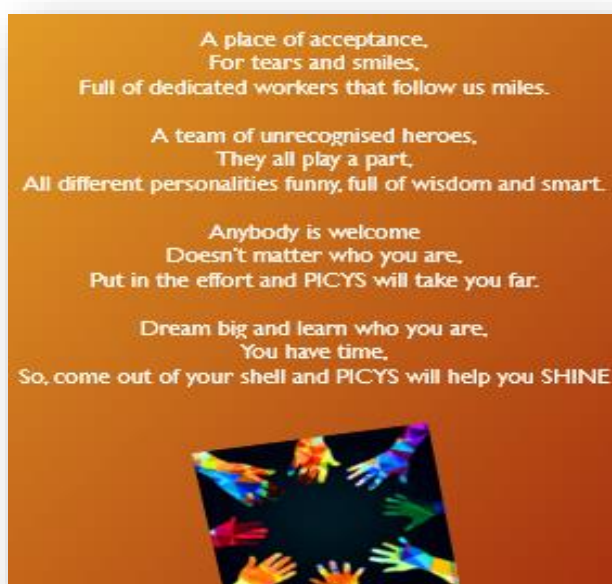
## LGBTI and TGD Engagement

PICYS has an intentional focus of 1 in every 2 young people engaged with PICYS identifying as LGBTI, and 1 in every 3 identifying as trans or gender diverse. This is an affirmative action to address the *real* discrimination and stigma alive in the current service system landscape and within communities and families. It is also important to acknowledge that the LGBTI “coming out” process is unique in every experience for the individual, their family and social connections, and it is a journey walked outside of other “system approaches” like leaving care, detention or hospital. It is knowing and understanding this and seeing the experiences and adverse impacts in many young people's lives that fuels the PICYS intentional focus.

The table below highlights this ongoing engagement and commitment.

	Annual Report	HHN	PILLAR	Total
2015	service total	26	21	47
	identify as LGBTI	8 (30%)	5 (23%)	13 (27%)
2016	service total	30	24	54
	identify as LGBTI	8 (27%)	9 (38%)	17 (32%)
2017	service total	24	23	47
	identify as LGBTI	12 (50%)	14 (60%)	26 (55%)
2018	service total	28	21	49
	identify as LGBTI	12 (42%)	11 (52%)	23 (47%)
2019	service total	38	23	61
	identify as LGBTI	17 (45%)	12 (52%)	29 (48%)
	trans and gender diverse	9 (4%)	3 (13%)	12 (20%)
2020	service total	41	32	73
	Identify as LGBTI	22 (54%)	20 (63%)	42 (58%)
	trans and gender diverse	14 (34%)	8 (25%)	22 (30%)

At the 2019 Western Australian Association of Mental Health Awards, PICYS was recognised for our excellence in the Diversity category - [PICYS Wins WA Mental Health Award 2019 - Diversity.](#)



# EXECUTIVE OFFICER'S REPORT – YEAR IN REVIEW

## What our Young People say about PICYS

Taken from "Comments" on our Results Based Accountability survey:

"I'm very grateful for PICYS for helping me get to where I am today."

"I think that PILLAR is an amazing program. I think PILLAR needs more funding and bigger opportunities put at its doorstep."

"PICYS was a huge turning point in my life. It is such a client based and lead service that you feel comfortable being able to open up and go about your recovery in your own way."

"There needs to be more places like PICYS for youth to access as it plays a major part in my recovery and I'm sure more youth can benefit from facilities such as this. I feel that people that do not live in the metropolitan area would be missing out as the catchment area is quite specific."

"PICYS is a support I know I can always rely on and call. I don't feel pressured to do anything I don't want to do. If it comes that I can't make it to my appointment I'm not hounded but accept that sometimes it's just too hard on that day whilst also being given the option to catch up another time or they can come to me."

"PICYS helps me with my basic needs such as food and housing. It has helped me to grow confident and even attain a job. My mental health has dramatically improved and I'm really grateful for all the opportunities they have opened up for me. Thank you so much PICYS."

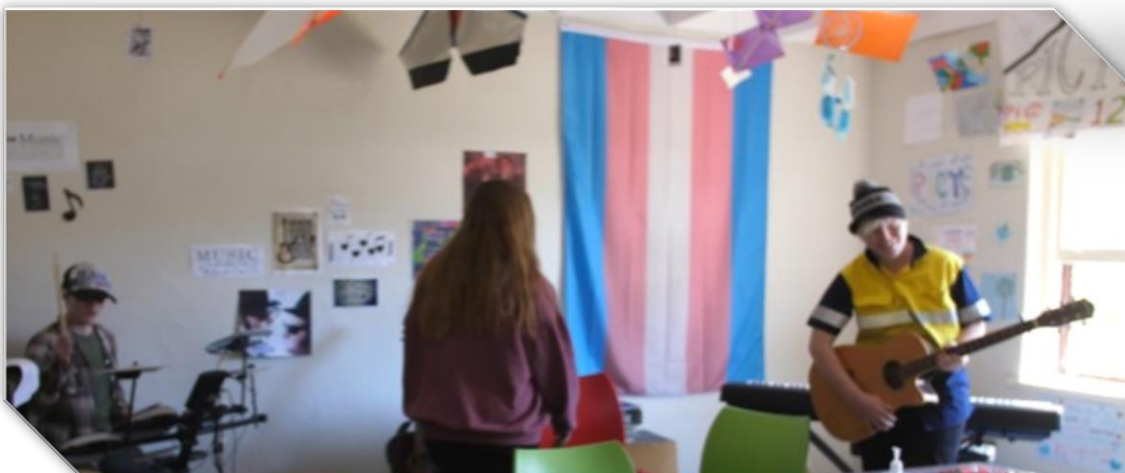


## Taken from Base Camp aGender feedback:

"Connecting with Base Camp aGender for the first time despite anxiety"

"Connecting with the trans community"

"Social anxiety has markedly decreased with each visit here"

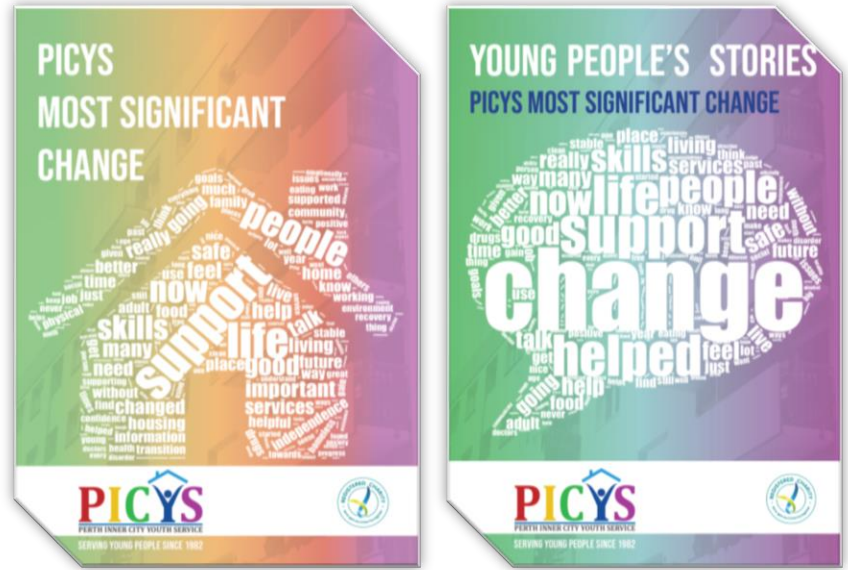




# EXECUTIVE OFFICER'S REPORT – YEAR IN REVIEW

## Most Significant Change

These publications, unveiled at last year's AGM, were received in an overwhelmingly positive manner. Since then there have been invitations from Edith Cowan's Youth Studies, Notre Dame's Behavioural Science, and UWA's Masters Social Work departments to incorporate the material into their curriculums. Additionally, we were accepted for a session of the WA Council of Social Services (WACOSS) biannual conference. Unfortunately, due to the COVID-19 pandemic, each of these items have been postponed for the time being.



Regardless, our engagement with the Most Significant Change process of peer reflection continues this year, incorporating new stories and providing for new learnings.



I particularly wish to acknowledge our Most Significant Change external stakeholders who provide a valued constructive evaluation and feedback to the youth workers – the practitioners in this transformative evaluation methodology and practice. Thank you Vanessa Harvey, Jennifer Griffiths, Alison De La Rie and our Chairperson, Salli Higham.

Below is Mile's story generated during our COVID-19 time.



# EXECUTIVE OFFICER'S REPORT – YEAR IN REVIEW

## Miles Aged 22

### Since being involved with PICYS what's been the most significant change for you?

*"I've been coming to PICYS for about a year, before that I use to go to another homelessness service a lot but PICYS is more my type of environment. Since I've started engaging with PICYS they have helped me out with a lot of things like food, having someone to talk to and getting accommodation. Soon enough my case worker is going to help me with my license and passport so I can get my citizenship. Since moving into a PICYS place my life has got better because I don't have to worry about where I'm going to sleep and if I'm going to be with my cats or not. By the time I finish at PICYS accommodation I'm sure I will have a job, half-way through my license and be ready for the adult life and all thanks to PICYS".*

### Youth Workers Reflection:

Miles was referred to our service by another homelessness service at the end of last year due to his long history of homelessness. Miles was already known to PICYS as he had been accessing our drop-in service for a number of years to access our Emergency Relief (ER). Miles struggles with his anxiety, so would often attend PICYS and leave straight away. When Miles would present at PICYS, the workers would always make Miles feel comfortable and make his experience at PICYS a positive one. Miles was part of the '50 Lives 50 Homes' program and was offered long-term housing. Miles still continued to attend PICYS sporadically accessing our ER. Unfortunately, due to Miles's alcohol and other drugs misuse and risk taking behaviours, Miles decided to give up his long-term housing as he did not feel it was a safe place as he was experiencing conflict with nearby residents. Miles then found himself once again homeless with his two cats. Miles was able to find temporary accommodation for his cats and engaged in a six-month rehabilitation program. Miles was very successful in this program, but due to not having stable accommodation, Miles found it difficult to maintain in the community. Miles was homeless and couch surfing with friends which was an environment he was trying to avoid.

With PICYS attending the '50 Lives 50 Homes' program and identifying Miles as most at need for supported accommodation, we were able to accommodate Miles and his two cats in one of our transitional accommodation units. The Youth Worker supported Miles with moving into the accommodation and continued to support Miles with his tenancy. Since then there has been some ups and downs at the unit with Miles having failed rent inspections, gatherings which had led to complaints and damage to the property. The Youth Worker was understanding and would guide Miles with doing the right thing with reporting, writing apology letters, which enabled him to sustain his tenancy.

Miles now walks into PICYS and engages well with all youth workers, attends our Be-Well mental health group, attends our drop-in and engages well with other young people accessing the service.

### The Youth Workers Group selected this story because:

This story shows that by using a non-judgemental approach to working and providing a place where people are understanding, PICYS was able to help Miles on his journey from crisis to stability. Beginning with brief visits to access Emergency Relief and for help meeting other basic needs, over time this has progressed to attending mental health support groups and coming in for longer times.

Losing his Department of Housing house and moving into PICYS transitional, was able to become part of his journey without it feeling like a step backwards. PICYS' low threshold criteria and ability to work flexibly in a way that suits the young person meant there were fewer barriers to Miles accessing support and housing.

With the patience and acceptance offered, Miles could formulate plans for the future and now has an idea of what he wants to achieve by the time he leaves our housing.

## EXECUTIVE OFFICER'S REPORT – YEAR IN REVIEW

### The Stakeholders Group selected this story because:

The Stakeholder Group selected Miles' story as representing a powerful example of "most significant change", because it demonstrates the commitment of PICYS to go the distance with young people who experience long-term, high levels of difficulty with both mental health and substance use problems. Miles (22) had an extensive history of homelessness, with severe anxiety and other mental health issues, along with substance dependency problems, when he first accessed PICYS. His needs were very much at the most basic level of obtaining food and shelter. Miles' contact with PICYS was at this level for a number of years. Miles was supported to attain safe and potentially stable accommodation, however due to his substance use, and the conflict this created with others, this was not sustainable. He then achieved success in a drug rehabilitation program, but like many others, was not able to maintain this in the community. PICYS continued to patiently support Miles, in a consistent and non-judgemental way, and has now provided him with transitional accommodation.

Understandably, Miles had further struggles in this accommodation setting, due to his substance use, neighbours' complaints about gatherings, and property damage. PICYS stood by Miles and supported him to write apology letters, and to respond as the responsible young adult he now shows the capability of becoming. As a result of this non-judgemental acceptance and support, Miles has been able to maintain his tenancy in this accommodation setting. It is also very significant that Miles has been able to have his two cats with him in this accommodation. It is often unrecognised that companion animals can be extremely important to homeless or transient people, as these relationships provide the life-affirming links people need, to both giving care, and being responded to with warmth and affection. Many young people turn down accommodation opportunities when they are forced to choose between a roof over their heads, and their companion animals. PICYS again demonstrates their focus on meeting young people's needs in ways that honours their individuality and their values.

At the time of reflecting on Miles' story, his journey is still far from over. He is now, however, engaging well with staff and other young people at PICYS, and attends a PICYS Be-Well mental health group, whereas before his anxiety was too overwhelming for him to engage in these ways. Miles has moved to a place in his life where he now has hope, and a sense of a positive future. He talks with confidence about getting a job, his driver's licence, a passport, and citizenship, and to be "ready for the adult life". Very tellingly, Miles attributes these changes in his life as "all thanks to PICYS".



# EXECUTIVE OFFICER'S REPORT – YEAR IN REVIEW

## Results Based Accountability

For all young people engaged in their own individualised support plan with PICYS.

As mentioned in previous annual reports, PICYS continues to focus on a suite of **outcome domains** which represent a wide array of everyday knowledge, skills and relationships that assist a young person to have a healthy, productive and safe life. We survey each young person actively engaged in our services every six months and use this reflective evaluation practice as part of our commitment to continual improvement.

Below are the graphed results of the surveys of the 73 young people engaged in individualised support plans throughout the reporting period.

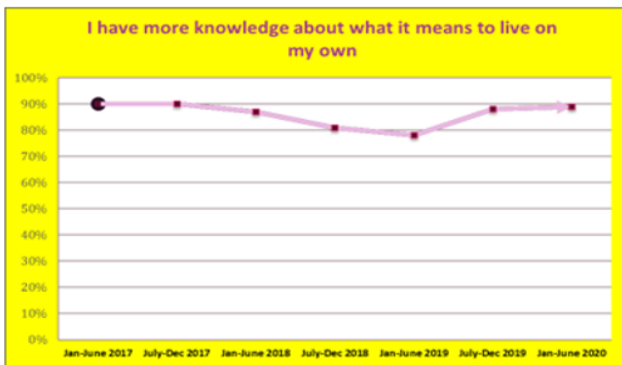
### July 2019 – June 2020 PICYS Headline Performance Measures Report



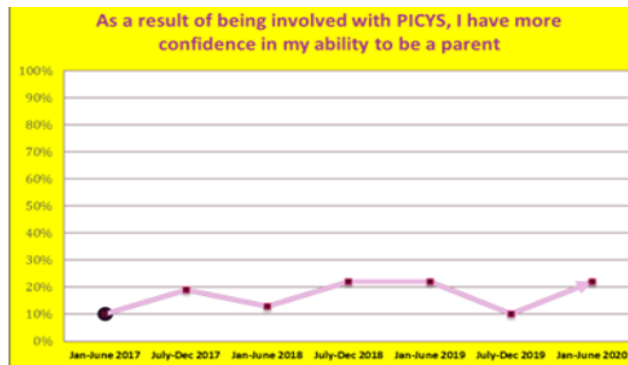
Graph1



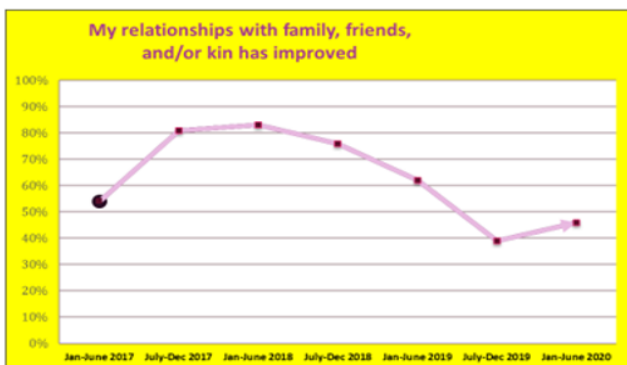
Graph2



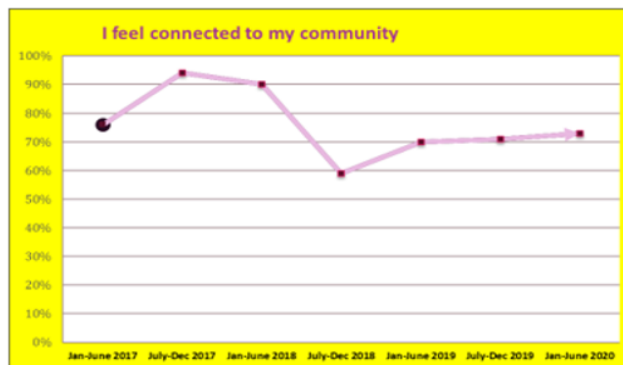
Graph3



Graph4

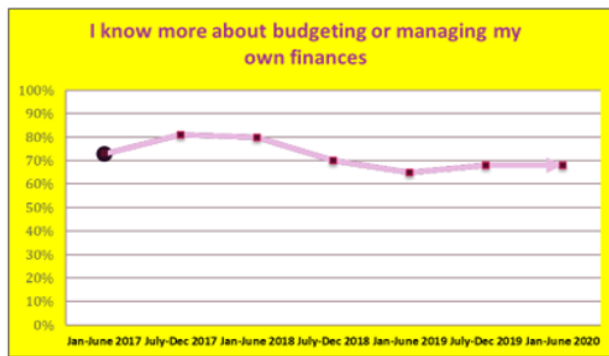


Graph5

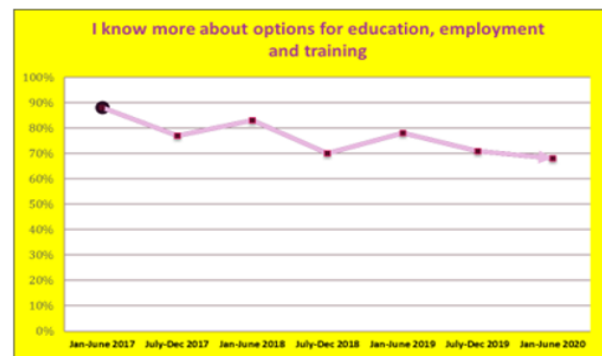


Graph6

# EXECUTIVE OFFICER'S REPORT – YEAR IN REVIEW



Graph7



Graph8



Graph9



Graph10

## Points to note from the RBA graphs:

- ✓ Graph 1 highlights the ongoing need to build young people's knowledge and skills in how to best cope with their mental health challenges
- ✓ Graph 3 highlights the consistency of young people gaining knowledge about how to live on their own, and shows a level consistently above 80%
- ✓ Graph 5 shows that there is an ongoing concern that young people's relationships with family, friends and/or kin is still low and not perceived as improving for the majority
- ✓ Graph 6 shows that even during the COVID-19 period, 70% of the young people have felt connected to the community
- ✓ Graph 8 highlights a downward trend over recent years. This shows that young people engaged with PICYS report knowing less about their options for education, employment and training. This could be a significant area of concern going forward in the new world impacted by the COVID-19 pandemic
- ✓ Graph 10 continues to demonstrate the high levels of trustworthiness developed between the young people and PICYS team, and the social license this provides to do the hard yards together



# EXECUTIVE OFFICER'S REPORT – YEAR IN REVIEW

## SPECIFIC PROJECTS 2019/2020

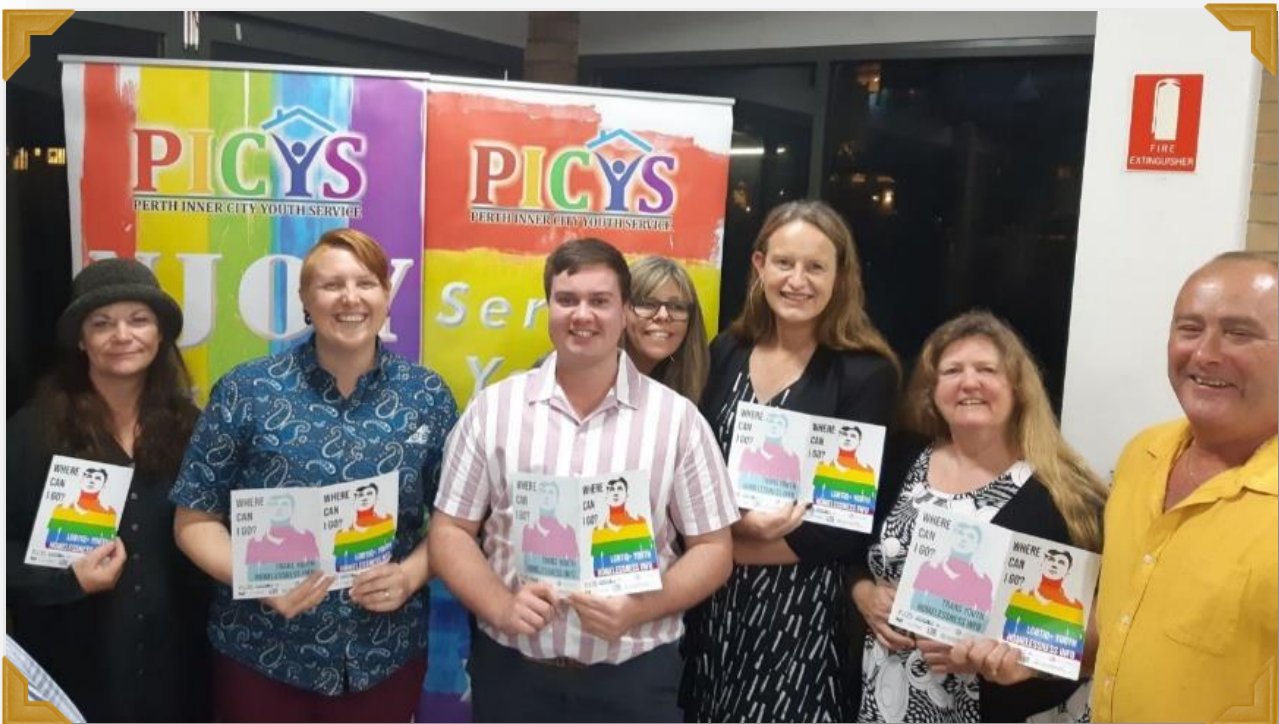
### Rainbow HAND



The Rainbow HAND champion network of workers with young people continued to meet bimonthly at YouthLink up until early 2020 when the COVID-19 pandemic was announced and social distancing requirements came into play. We will be exploring ways to re-instate the intentional focus of this network and seek to have it as a regular agenda item at ANY – Agencies Network Youth – Perth Central. PICYS thank YouthLink for their partnership in this project and hosting the meetings at their venue.

### Where Do I Go

The extremely valuable [Where Do I Go – LGBTI Youth Homelessness Resource](#) was launched in October at the 2019 PICYS AGM. We thank our project partners TransFolk of WA, ConnectGroups WA and YouthLink, along with City of Vincent and City of Perth.



# EXECUTIVE OFFICER'S REPORT – YEAR IN REVIEW



*The WA Commissioner for Children and Young People, Colin Pettit, and Senior Policy Officer Katherine Browne endorsed the publication the day following the launch*

## **PRIDE Foundation Australia, National LGBTI Health Alliance and Melbourne University**

The LGBTI Inclusive Practice Guidelines for Australian Housing and Homelessness Sectors was launched in March, though unfortunately due to the COVID-19 pandemic this was not necessarily as well advertised as possible. That being said, it is an important project and piece of work that requires attention in the homelessness and housing sectors. The full practice guidelines and facts sheets can be accessed at <http://www.lgbtihomeless.org.au/lgbtiq-inclusive-practice-guide/>

I am pleased that Dani Wright Toussaint and myself from PICYS were actively involved and that Shelter WA and YACWA also participated as comrades from Western Australia.

We are hoping this can complement the work of the WA Rainbow HAND network of champions mentioned above and promote better inclusion and safe, respectful and appropriate services in the homelessness and housing sectors of WA.

## **LGBTIQ+ Inclusive Practice Guide for Homelessness and Housing Sectors in Australia**

This document outlines guidance on inclusive practice for agencies in Australian homelessness and housing sectors working with clients who identify as lesbian, gay, bisexual, transgender, intersex, and queer or questioning (LGBTIQ+). This has been prepared in response to requests from these sectors, as well as clear research and practice evidence that LGBTIQ+ people are at higher risk of homelessness and have specific needs to address. This guide is intended to be applicable to housing and homelessness services across Australia; and to provide a practical set of principles for staff at all levels to implement systems and cultural change, as well as a source of useful information for people in the LGBTIQ+ community who are, or might be, accessing these services.



# EXECUTIVE OFFICER'S REPORT – YEAR IN REVIEW

## Brady Street Music

The partnership with Brady Street Music, a charity group focused on sharing the benefits of music, provided PICYS with a musician every Friday for our ROAR music session during Base Camp up until the requirement to cease gatherings came into effect under the COVID-19 pandemic social distancing requirements. We had the pleasure of Mike from Brady Street accompanying Celeste in performing at our 2019 AGM. We thank Brady Street Music for their continued support.



## EMBRACE – Telethon Kids Institute

PICYS is a keen partner in EMBRACE formed by the Telethon Kids institute. EMBRACE is WA's first comprehensive, research-into-practice Centre devoted to the mental health of children and young people aged 0 to 25. Whilst COVID-19 has 'put a spanner' in some of the research timelines, PICYS is fully committed to contribute in collaborative research and practice evaluations.



## YouthLink – Partnership

YouthLink has always been a keen partner with PICYS in all of the individual support we do with "in-common" young people. The success of the OPP40 partnership has been a direct outcome of the long-term successful partnership we enjoy.



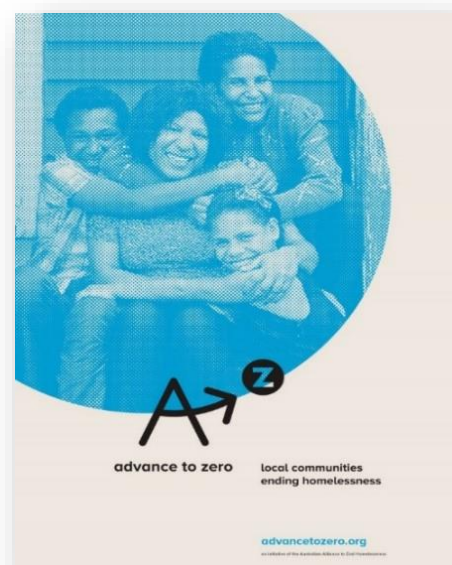
## St Vincent de Paul's – Vinnies

Vinnies joined the PICYS Association in 2018 and has since contributed three two-bedroom properties to PICYS Household Network's capacity. Vinnies is also PICYS' chosen Community Housing provider for our PLUS 12 proposal where we are requesting three further two-bedroom properties for the expanded Household Network service. The Vinnies team are a delight to work with.



## RUAH Community Services

PICYS continues to be an active partner in the '50 Lives 50 Homes' project with a key interest in housing young people, as clearly mentioned throughout the HouseHold Network and PILLAR reports earlier. In the life of '50 Homes 50 Lives', PICYS has been one of the leading youth services providing individualised support to young people engaging in the initiative. This has now progressed to PICYS being a Regional Member in the Perth Region of the Australian Alliance to End Homelessness – the Advance to Zero campaign. RUAH is the coordinating body for all operations in Western Australia and PICYS looks forward to continuing our close work with Ruah and all other members.





# EXECUTIVE OFFICER'S REPORT – YEAR IN REVIEW

## OTHER ACTIVITIES AND POINTS TO NOTE

### Youth at Risk Network

During the year PICYS maintained an active participation in the Youth at Risk Network of agencies working with young people around the Perth metropolitan area. Zoe Iveson continued to be our primary link person and played a significant role in the leadership and facilitation of YARN activities. This included PICYS managing two local Drug Action Group grants focused on YARN-sponsored activities during both Homelessness Week and Mental Health Awareness Week.



### PRIDE March

As seen on the cover of this Annual Report, PICYS participated in the 2019 PRIDE march with a number of young people and staff proudly walking together in the festive atmosphere. The young people had been making posters, t-shirts and outfits during Base Camp sessions in the weeks leading up the event. PICYS marched alongside other YARN agencies' workers and young people, building a sense of community and belonging for all involved.



### Town of Cambridge

In mid-2019 the Town of Cambridge requested PICYS apply for a Development Application to change the use of the Blencowe Street property from Residential Youth Accommodation to Community Use without Residents. The Town Council meeting in December 2019 did not accept the Town's professional staff report and recommendation for the approval, subject to a suitable parking management plan. PICYS has appealed the Town's decision in the State Administration Tribunal with the pro bono assistance of Castledine Gregory Law and Mediation. To date, this issue has not been resolved.





## EXECUTIVE OFFICER'S REPORT – YEAR IN REVIEW

### Lotterywest COVID-19 Grant



With the increased scale of work that we have undertaken in the last year, and the successful OPP40 funding from the Mental Health Commission, we applied to Lotterywest for a COVID-19 grant focused on increased service capacity and provision in response to the pandemic. Lotterywest provided PICYS \$61,758 excluding GST. This grant enabled us to establish a second workplace for the PILLAR crew to operate from, two additional "pre-loved" cars to add to our fleet, plus computers, printer, and mobile phones.

### Go Fund Me – PICYS PRIDE Assist



Key LGBTI people in Perth's community established a Go Fund Me page to raise money to support young LGBTI people who were experiencing homelessness in these challenging times. Thanks to Paul Hunt who facilitated the activity, the campaign raised nearly \$5,000 from private donors, increasing awareness of PICYS and our intentional focus and work in this space. Thanks Paul and all the generous donors and supporters.

### Woodside

In June 2020 we had discussions with Woodside regarding their Community COVID-19 grants to assist community groups to better respond in the new presenting circumstances. PICYS proposed to add capacity to our Household Network service for the next twelve months by increasing staffing and bed capacity through strategic partnerships. In late June Woodside granted \$200,000 to PICYS to bring the proposal to fruition over the next 12 months. More on this next year.



## IMPORTANT DEVELOPMENTS HEADING INTO 2020/2021

WA's mental health system is badly in need of rebalancing, away from costly crisis-led acute services to a focus on preventing mental health issues from escalating; making it easy to access the right support, at the right time, in the right place, from the right people.

Improved funding in psycho-social services like PILLAR will deliver increased awareness, earlier active engagement, reduced stigma and encourage early intervention. It is our preference to be alongside young people in the community, focused on recovery with counselling and support near their home, with a view to less periods of escalated mental health concerns requiring periods in hospital.

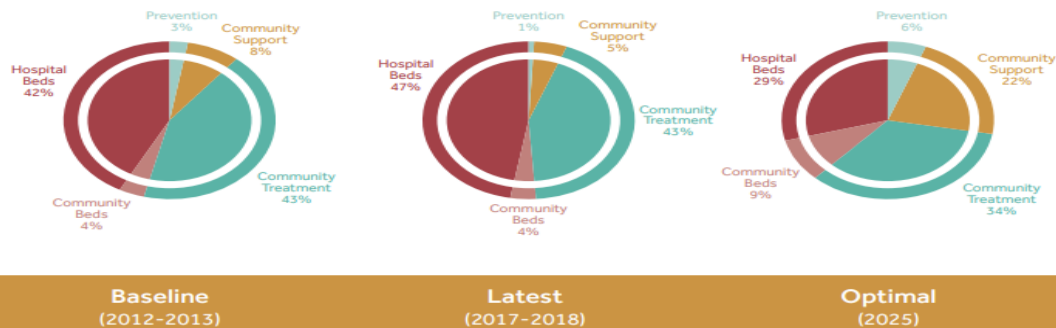
Therefore, PICYS actively supports and promotes the Prevent, Support Heal campaign run by WA Association of Mental Health (WAAMH). Below is the key take away from the 2019 WAAMH Mental Health Conference which clearly articulates the need for the campaign and the resourcing allocations to be addressed.



# EXECUTIVE OFFICER'S REPORT – YEAR IN REVIEW

## The optimal mix

The Government should fund mental health services in line with the Better Choices. Better Lives: Western Australian Mental Health, Alcohol and Other Drug Services Plan 2015-2025 (The Plan), which outlines the optimal mix to deliver an efficient and effective mental health system.



\*Office of Auditor General - Access to State-Managed Adult Mental Health Services 2019

The best service mix for the best outcomes would see:

- 29 per cent of the mental health spending on hospital beds. This has ballooned to 47 per cent under this Government.
- Government investment in prevention of 6 per cent. However, the Auditor General last year revealed this has dropped to just 1 per cent
- 22 per cent of mental health spending on community support. This is down to 5 per cent of spending.

## OUR PEOPLE

It is PICYS' people that make the culture and the positive, inclusive vibe that people so often tell us they feel; it's influenced and supported by the Association members, the elected Board and the staff, volunteers and students. This culture comes from all of us, created by individuals and groups alike, and continuing the foundation that PICYS was built on all those years ago.

The operational team at PICYS are a solid group of fabulous individuals, all willing to work collaboratively and collectively to bring about a *can-do* culture focused on the best interests and well-being of the young people we meet. No day is the same - there are similarities, yet the predominant factor is the strength of the culture and commitment.

I wish to acknowledge the brilliant team of people during the period who are the core of PICYS' everyday relationships and youth work practice with young people in this period; Maddison Archer, Bryden Beck, Matilda Birchmore, Chelsea Bramich, Katrina Browning, Robyn Cardy, Zoe Iveson, Rachel Marsh, Alex Pilgrim, Kelsie Spurr, Jen Van Der Ende and Dani Wright Toussaint.



Dani being acknowledged at the 2019 WA Youth Work Awards

## EXECUTIVE OFFICER'S REPORT – YEAR IN REVIEW

### Student Most Significant Change

As part of their learning, we ask our students “what they thought their most significant change was during their time at PICYS” – below we share with you Taylah's response.

*“I am coming close to the end of my short journey with PICYS - but what a ride it has been. I feel very lucky to have been a part of this colourful place and I will forever look back on my time with fondness and appreciation.*

*Coming into this practicum I was quite unsure about my role within the team, being the only psychologist, I felt like a fish out of water and really unsure of how I could even provide support to the team let alone the young people I really wanted to get to know and help. But this was very short lived because with the support of the PILLAR team in particular, I really felt appreciated and valued and quickly found my feet.*

*The biggest shift and most significant change for me at PICYS was a scary but extremely valuable shift from 'student on practicum' to 'clinician'. Being at Uni now for almost 8 years studying psychology, has somehow left me with this weird paradox of the longer I stay and study - the more I realise what it is I don't know. It fosters a real sense of imposter syndrome and that we won't actually feel “like a real psychologist” until we are much older and grey. PICYS has helped me in ways that I will forever be grateful for, they have allowed me to grow into a confident clinician and human being by providing a safe and supportive environment - much like the model they are providing to their young people (and nailing by the way).*

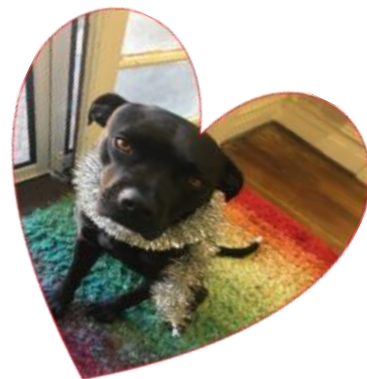
*I feel so grateful to have been a part of a service that cares about the ones who have fallen through the gaps and are on paper “resistant, difficult or non-compliant”. It has really been such an amazing eye opener to be the listening ears for these incredible young people who have either never been heard or seen by early caregivers and/or continue to experience sub-optimal treatment from those who are supposed to be helping them - who repeat patterns of not being heard. The young people's stories will stay with me through my development as a clinical psychologist - always serving as a reminder to remember what is critical in our field - human connection and that relationship is the foundation for any good work to follow.*

*Thank you PICYS legends, keep up the great work. I will miss you all and Ms. Nelly of course.”*

*Taylah (25 years old)*

**Provisional Psychologist**

*(Masters of Clinical Psychology Candidate)*



## OUR KEY GOALS FOR 2020 - 2021 YEAR

In this section of previous annual reports, I have stated significant political and community service industry policies and strategies in development that will influence and impact on young people. This year, I am taking the locus of control and stating where PICYS intends to be, through all known and unknowns realms and processes.

PICYS inception was through the creation of an Association to bring together allies who wanted to collectively serve the best interests and wellbeing of young people experiencing hardship and challenges, youth at risk was the most common phrase back in the early 1980's.

Today, PICYS still focuses on bringing together allied strengths, resources and partnerships to achieve the most significant outcomes for young people.

# EXECUTIVE OFFICER'S REPORT – YEAR IN REVIEW

Our Target Goals for 2020 – 2021 are detailed below and I am calling upon our allies to help us achieve these goals.

- ✓ We will partner to deliver 24 transitional supported accommodation places for young people engaged with PICYS
- ✓ We will continue to provide active support and engagement to those young people post our tenancies while they establish their future accommodation stability
- ✓ We seek to provide housing support to a further 14 young people in Housing First properties, this will require additional resourcing
- ✓ We will provide 40 young people with individualised psycho-social support
- ✓ We will continue to provide the wide array of Base Camp strategies and activities focused on social inclusion, belonging and the well-being of young people who engage
- ✓ We will seek active partnerships and collaboration that directly benefit young people and provide opportunities for those engaged with PICYS
- ✓ PICYS will continue to advocate for the recognition, safety and best interests of young people, with a keen focus on those experiencing hardship and disadvantage

## CONCLUSION

This year has seen some high moments and celebrations, many challenging times, and some extremely sad times with the passing of some wonderful young people, all in a year no-one could have imagined with an “unprecedented” pandemic and its impact.

As I said in the introduction, this has been a year that PICYS has stood tall and delivered in spade loads. It has been a tough year, and on all accounts PICYS has been resilient and committed to always putting our best foot forward, and doing our utmost to ensure we keep our integrity in working for the best interests and well-being of the young people who we meet.

I am honored to work in this mob, the staff and the Board and the Association, and the young people.

Andrew Hall JP  
**PICYS Executive Officer**

## Special Acknowledgements

### Key Partners

Brady Street Music Incorporated	TransFolk of WA
CrossRoads – Salvation Army	Telethon Kids Institute
Foundation Housing	Vinnies WA
Rise Community Network	YouthLink
Ruah 50 Lives 50 Homes	Youth Reach South

### Funders, Sponsors and Donors

Bakers Delight – Myaree store - Fred	Local Residents
Castledine Gregory Law and Mediation	Lotterywest
Department of Communities	Mental Health Commission
City of Vincent	Mill Point Rotary Club
City of Perth	St Anselm's Anglican Parish Kingsley
Earthwise	Scarborough Rotary Club
FoodBank	Subiaco Rotary Club
Homeless Perth We Care	Second Bite
Individual Anonymous Donors	United Way
Local Drug Action Group	Uniting Church Parish Floreat
	Woodside



# TREASURER'S REPORT

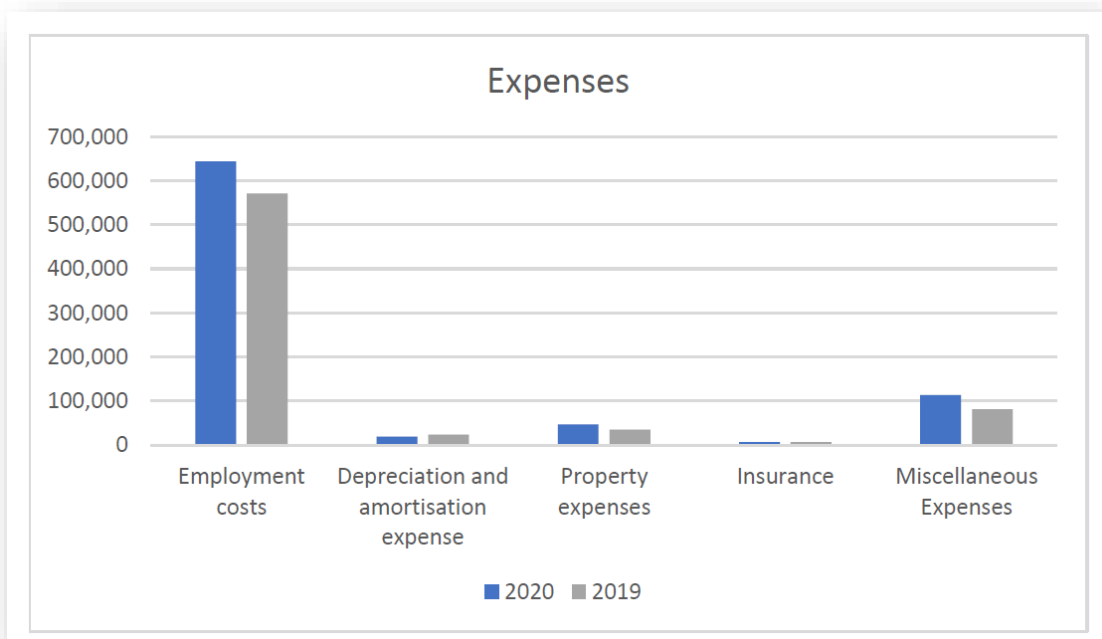
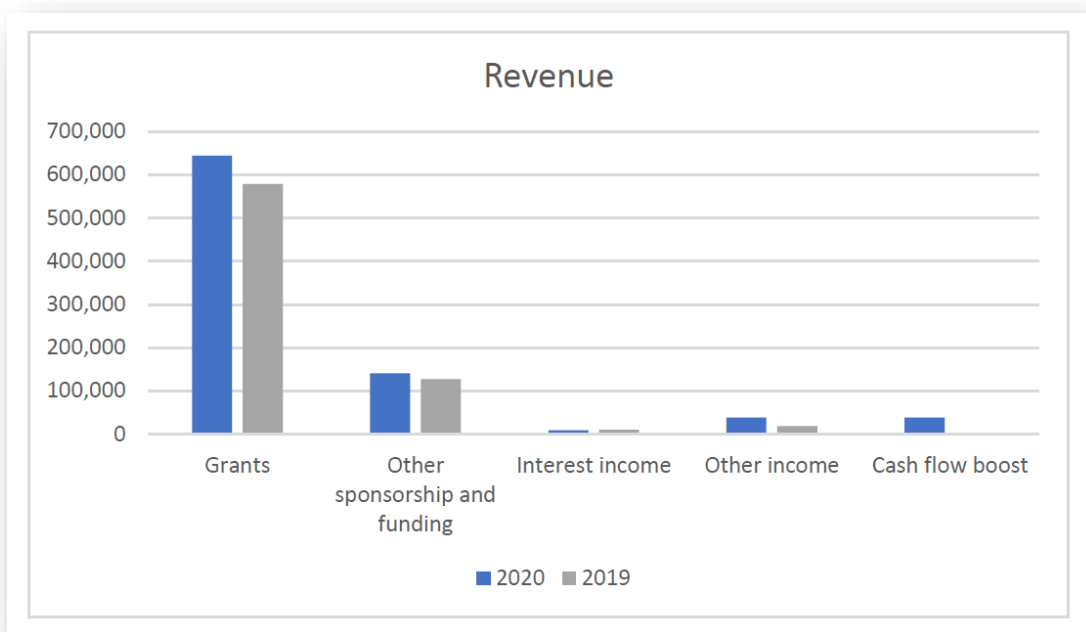
## Treasurer's Report

Overview of Fiscal Year ended 30 June 2020



Financial Year 20 was a challenging year due to COVID-19. Despite this, PICYS continued to grow, with the number of cases actively managed increasing from 63 in FY19 to 73 in FY20.

Overall revenue was \$871,888 FY20 up from \$735,145 FY19; with total expenses being \$830,030 FY20 up from \$717,496 FY19.



## TREASURER'S REPORT

I commend the Executive Officer and team for the surplus of \$41k for FY20 despite the growth in the services provided and the increase in operation costs due to the effect of the Equal Remuneration Order.

PICYS consolidated Statement of Financial Position as at 30 June 2020 was \$2,054,088 total equity up from \$2,012,230 FY19. A complete copy of the full Consolidated Audit will be available at the AGM and afterwards on the website alongside this year's Annual Report.

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 procurement rounds.

The PICYS primary Government funded programs operated comfortably and within its means, continuing to deliver the valuable services it is recognised for. Our strong financial performance was primarily due to a generous benefactor who made a personal donation of \$120k during the financial year. The Board is currently exploring ways to use this donation to create a long-term impact.

From a cash flow and management perspective, PICYS' cash position increased year-on-year by \$93k as a result of the surplus left over from the 2020 year putting PICYS in a satisfactory 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 its current means of obtaining funds. To that effect we have secured additional funding from the state government for FY21 enabling us to expand our PILLAR program in FY21 and a donation from Woodside allowing an expansion of our HHN program. This will mean a further increase in young people engaged in active case management in the next year.

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  
**PICYS Treasurer**

# PLEDGE FORM



22 Blencowe Street  
West Leederville WA 6007  
PO Box 1062  
West Leederville WA 6901  
Email: [info@picys.org](mailto:info@picys.org)  
Admin 9388 2791 Fax 9388 2793  
[www.picys.org.au](http://www.picys.org.au)

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 provides a safe and secure environment.

PICYS pledge to promote and support the positive wellbeing, appreciation, active participation and voice of young people in Perth & beyond.

## Pledge Form

### Donor Information (please print or type)

Name \_\_\_\_\_  
Address \_\_\_\_\_  
City, Post Code \_\_\_\_\_  
Phone 1 | Phone 2 \_\_\_\_\_  
Fax | Email \_\_\_\_\_

### Pledge information

I (we) pledge a total of \$ \_\_\_\_\_ to be paid:  now  monthly  quarterly  yearly.

I (we) plan to make this contribution in the form of:  cash  cheque  EFT

Form enclosed  Form will be forwarded

### Acknowledgement information

Please use the following name(s) in all acknowledgements: \_\_\_\_\_

I (we) wish to have our gift remain anonymous.

\_\_\_\_\_  
Signature(s)

\_\_\_\_\_  
Date

Please make cheques payable to:  
Perth Inner City Youth Services  
PO Box 1062  
West Leederville WA 6901

Please make direct deposits to:  
Perth Inner City Youth Service  
BSB: 036051  
ACC: 141668

*"Serving Young People for over 30 years"*  
PICYS IS REGISTERED WITH THE AUSTRALIAN CHARITIES & NOT-FOR-PROFITS COMMISSION  
ABN: 32 619 050 277  
Charity Collections Licence: 17939



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HOUSEHOLD NETWORK : 9388 2792

PILLAR : 9380 4660

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ABN 32 619 050 277