

PICYS

PERTH INNER CITY YOUTH SERVICE

ANNUAL REPORT 2025-2026

MORE THAN HOUSING - SUPPORT THAT STICKS



We're committed to being a child safe organisation

REGISTERED CHARITY
acnc.gov.au/charityregister

IHCA CERTIFIED
National Standards for Mental Health Services
Quality Accredited Organisation

PICYS acknowledges the Traditional Custodians of the land where we work and live, the Whadjuk people of the Noongar Nation and pay our respects to Elders past and present. We celebrate the stories, culture and traditions of Aboriginal and Torres Strait Islander Elders of all communities who also work and live on this land.

PICYS is committed to embracing diversity, advocating for human rights, and eliminating all forms of discrimination through education and community connection. PICYS welcomes all people, is respectful of individuals and their identities, and stands with those facing discrimination. In current times it's important specifically to acknowledge that Trans Rights are Human Rights and everyone has the right to health care that affirms who they are.



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Message from our Chairperson and CEO

Great organisations are not defined by the challenges they face, but by the difference they make in the lives of the people they serve.

At PICYS, every decision we make, every service we deliver, and every partnership we build is driven by a commitment to creating better outcomes for young people. This year, we have had the privilege of walking alongside young people as they navigated challenges, strengthened their resilience, and pursued opportunities to thrive. Their courage, determination, and potential inspire our work every day.

We know that meaningful impact comes from creating environments where all young people feel safe, valued, and empowered to be themselves. This includes our ongoing commitment to supporting Aboriginal and Torres Strait Islander young people to remain connected to culture, community, and identity, and ensuring that LGBTIQA+ young people experience services that are inclusive, affirming, and responsive to their unique needs and experiences. We are proud to be an organisation that champions diversity, equity, and belonging, recognising that these are essential foundations for individual wellbeing and community strength. We are proud to be an inclusive organisation where **everyone belongs**. This commitment is woven throughout our history and identity, a story recently captured in To Be and Become, the PICYS history documentary launched at our 2025 Annual General Meeting. The documentary reflects the spirit that has guided PICYS for decades: creating spaces where young people are empowered not only to be who they are, but to become who they aspire to be. That enduring commitment continues to shape our culture, our services, and our vision for the future.

This year also marks an important milestone in our journey with the launch of **PICYS Optimising Impact Now & Tomorrow 2026-2030**. More than a strategic plan, it is a commitment to the young people, carers, families, communities, our partners and donors who place their trust in us. It sets a clear direction for how we will strengthen our impact over the next five years, ensuring that our services remain innovative, evidence-informed, culturally responsive, and centred on the aspirations of those we support.

The strategy challenges us to think beyond immediate needs and focus on creating lasting outcomes. It calls on us to deepen our partnerships, listen more closely to the voices of young people, strengthen our workforce, and continuously improve the quality and reach of our services. Most importantly, it reinforces our belief that every young person deserves the opportunity to feel connected, supported, and hopeful about their future.

Our highlights:

Following PICYS' successful proposal to expand the capacity of the Household Network service, a significant partnership was established with the State Government to increase housing options for young people experiencing homelessness. Through this initiative, the Department of Housing and Works committed to the purchase of six two-bedroom units, providing accommodation for up to 12 young people, matching PICYS' commitment to purchase an additional six two-bedroom units with the same capacity.

At the time of writing, all six properties acquired by the Department have been transferred to RISE, and young people are progressively being housed in these homes. PICYS has purchased five of the six planned properties, with settlement of the sixth and final property anticipated by the end of the 2026/27 financial year.

These investments represent an important step forward in increasing access to safe, stable, and affordable housing for young people. PICYS gratefully acknowledges the support of the State Government and the Community Housing Organisations that partner with us to strengthen housing opportunities and optimise our impact. In particular, we recognise the valuable contributions of RISE, The Salvation Army Housing, Vinnies, and Foundation Housing, whose partnerships continue to support our growth and service delivery.

We also extend our sincere appreciation to the Department of Communities, Office of Homelessness, for its ongoing support and commitment to ensuring that vulnerable young people can access the services and opportunities they need to thrive.

Meetings of directors

During the financial year, 11 meetings of directors were held. Attendances by each director during the year were as follows:

Name	Number eligible to attend	Number attended
Salli Anne Higham	11	11
Lucy Ledger	11	4
Taylah Sewell	11	8
Ryan Fernandes	11	9
Mikayla-Jay McGinley	11	6
Alana Dowley	5	4
Lisa Brown	11	10
Joanna Harper	7	7
Gee Anderson	11	4
Zac Cawdron	11	7

Our thanks also go to our other key funding partners, the Mental Health Commission and Lotterywest. The Mental Health Commission provides essential funding for the Pillar program, group-based initiatives, and the Drug Education and Support Program, enabling PICYS to deliver crucial wellbeing and early intervention services. Lotterywest's support for emergency relief funding helps ensure young people receive practical assistance and stability as they engage with housing and case management services.

Together, these partnerships enable PICYS to respond to complex needs, strengthen outcomes for young people, and create pathways toward greater independence, wellbeing, and belonging. Further information about the progress, achievements and impact of each PICYS program is outlined throughout this report.

In 2026, Perth Inner City Youth Service (PICYS) received a highly positive independent review from the Youth Homelessness Advisory Council (YHAC), a youth-led group of advocates with lived experience of homelessness. YHAC praised PICYS for its safe, welcoming and trauma-informed environment, highlighting the organisation's strong commitment to dignity, inclusion and person-centred support for young people experiencing homelessness and housing insecurity. The review commended PICYS' accessible facilities, practical supports, youth-friendly programs, low-barrier service model, and outstanding approach to LGBTQIA+ inclusion, while noting only a small number of opportunities for enhancement. Overall, YHAC stated they would confidently recommend
PICYS to young people seeking support, recognising the service as a trusted, respectful and youth-centred organisation that creates meaningful pathways to stability and wellbeing.



PICYS is deeply grateful to our private donors, whose donations help make our work possible. Their generosity enables us to respond quickly to emerging needs, provide practical support, and create opportunities that enhance the safety and wellbeing of young people. Their contribution reflects a shared commitment to ensuring that young people facing adversity feel supported, valued, and connected. On behalf of the young people we serve, we extend our sincere thanks to our donors for their trust, compassion, and ongoing support.

During the 2025/26 financial year, PICYS facilitated a range of student placement and internship opportunities, including placements through the University of Western Australia's McCusker Centre for Citizenship. These opportunities provided students with valuable hands-on experience in the community services sector, enabling them to develop practical skills, gain insight into the operations of a not-for-profit organisation, and contribute meaningfully to the work of PICYS while supporting positive outcomes for young people and the broader community.

At the heart of PICYS is an exceptional team of dedicated professionals who bring our vision and values to life every day. Through their compassion, expertise, and commitment, they create safe and supportive spaces where young people

can be, belong, and thrive. As we embark on our new strategic journey through **PICYS Optimising Impact Now & Tomorrow 2026-2030**, we recognise that our greatest strength is our people. Their dedication to continuous improvement, inclusion, and impactful practice ensures we remain well positioned to meet the evolving needs of young people and communities into the future.

PICYS is fortunate to be guided by a dedicated Board whose leadership, governance, and strategic oversight support the organisation's continued growth and impact. Our Board members generously contribute their time, expertise, and commitment to ensuring PICYS remains focused on its purpose and responsive to the needs of young people and communities. Throughout the year, the Board has provided thoughtful stewardship as we launched PICYS Strategic Plan, helping to position the organisation for a sustainable and impactful future.

We are proud to be an inclusive organisation where everyone belongs.

The 2025/26 year marked a significant leadership transition for PICYS with the retirement of Chief Executive Officer Andrew Hall after many years of dedicated service to the organisation and the young people we support. Andrew's leadership, advocacy, and unwavering commitment to improving outcomes for young people have helped shape PICYS into the organisation it is today, leaving a lasting legacy for our community. As an organisation, we extend our sincere gratitude for his significant contribution and wish him every happiness and success in his retirement. As we commenced this transition, the Board remained focused on ensuring continuity of leadership and organisational stability, while positioning PICYS to embark on the next phase of its journey through the implementation of **Optimising Impact Now & Tomorrow 2026-2030**.

We extend our sincere gratitude to each Board Member for their service, guidance, and unwavering commitment to the mission and values of PICYS. Our thanks go to Lucy Ledger (Deputy Chair), Taylah Sewell (Secretary), Ryan Fernandes (Treasurer), Zac Cawdron, Lisa Brown, Gee Anderson, and Mikaylah-Jay McGinley. The Board also welcomed the participation of Rachel Palmer, whose extensive professional experience and strategic expertise further strengthen the Board's capacity to provide effective oversight and strategic direction.

As we reflect on the past year, we do so with pride in what has been achieved and gratitude for the people who make this work possible: our team, volunteers, partners, funders, donors, and community supporters. Together, we have made a positive difference in the lives of many young people, and together we will continue to build a future where every young person has the opportunity to thrive.

As we enter this next chapter, guided by **PICYS Optimising Impact Now & Tomorrow 2026-2030**, we do so with confidence, purpose, and an unwavering commitment to creating meaningful and lasting impact for the young people and communities we serve.

Salli Higham **Chairperson**

Jo Harper **CEO**





Our Vision

Our vision is for young people to have the confidence, support, and opportunity to shape their lives and reach their fullest potential.

Our Purpose

PICYS works in partnership with young people, providing a safe and inclusive environment that promotes empowerment, integrity, and collaboration through a nonjudgmental, holistic approach.

Our Values

Respect - Everyone matters.

Empowerment - We support young people to lead their own lives.

Responsiveness - We listen and act.

Person-centred - You're at the heart of what we do.

Equity - Fair access for everyone.

Collaboration - We work better together.

Environmental care - We live and act sustainably.

Our Strategic Directions

1. Give “Voice” to young people and their journeys.
2. Provide young people with quality person-centred services, reflective and respectful of culture, lived experience and identity.
3. Support and promote connections between young people and their communities.
4. Continue to provide quality Services based on reflective practice, informed by evidence and research.
5. Provide Services to young people that attend to the broader Social Impact on their mental health, wellbeing, and access to stable accommodation.

Our Ways of Working

Youth work is a practice that places young people and their interest 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 Youth Work WA Code of Conduct.

Our Enablers

Culture

- Reflective of Our Values
- Innovative and Healthy Workforce
- Authentic in all Relationships
- Impact focused

Good Governance

- Contributes to greater Social Impact
- Delivers our Purpose performance
- Ensures Duty and Fiduciary responsibilities
- Continual development focused

Sustainable Model

- Consolidation of current Service capabilities and deliverables
- Measured impactful Growth
- Financially sustainable eg. growth/defence ratio
- Dynamic and integrated organisational structure and systems

Household Network

A total of 75 individuals, including 62 young people and 13 dependent children, received tailored case management support this period.

47 young people and 6 dependent children were accommodated in transitional housing through the Household Network Program this period.

4 received long term housing

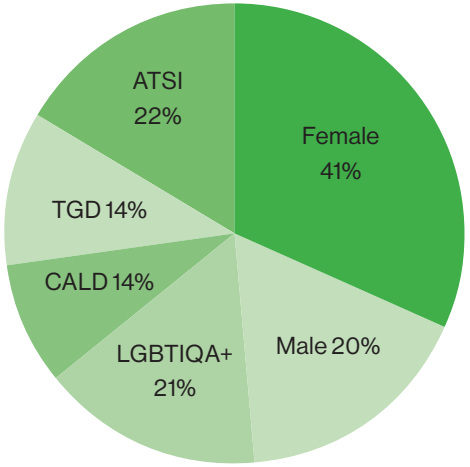
22 additional beds provided by PICYS

11 families with dependent children supported

53 people in housing

Age Range by Sex

Age (years)	Male	Female	Other	Total	%
0 - 2	5	2	0	7	9.3%
3 – 8	3	4	0	6	8%
15 - 17	1	4	0	5	6.6%
18 - 20	6	16	4	26	34.6%
21 – 25	5	16	10	30	40%
				75	



During 2025/26, PICYS strengthened the Household Network program through the expansion of the team to four Youth Workers, one Senior Youth Worker, one Assistant Manager and one Manager. This growth has increased the program's capacity to support up to 54 young people at any one time across PICYS' accommodation portfolio of 43 beds.

Over the reporting period, the Household Network supported 75 young people with complex and often intersecting needs. Sixty-four per cent (48 young people) had a pre-existing mental health diagnosis, highlighting the importance of specialist, trauma-informed support and strong partnerships with health services. During the year, 15 young people required hospital admission, reflecting the significant health and wellbeing challenges experienced by many young people.

Family and domestic violence continued to be a significant contributor to youth homelessness, with 35 young people supported by the Household Network after experiencing violence within the family home. In each of these cases, returning to the previous living environment was considered unsafe. These figures demonstrate the critical role the Household Network plays in providing safe accommodation, stability and intensive support to young people facing significant adversity, while helping them build pathways towards independence and long-term wellbeing.

Key Reasons for seeking PICYS Support

Reasons for seeking sssistance	Young People	%
Relationship/family breakdown	18	24.0%
Inadequate/inappropriate dwelling conditions	11	14.7%
Family and domestic violence	10	13.3%
Housing affordability stress	9	12.0%
Housing crisis	6	8.0%
Lack of family and community support	6	8.0%

Reasons for seeking sssistance	Young People	%
Transition from other care arrangements	3	4.0%
Other	3	4.0%
Financial difficulties	2	2.7%
Transition from foster care and child safety residential placements	2	2.7%
Mental Health	2	2.7%
Problematic AOD use	2	2.7%



For the 2025/26 financial year, young people accessing services continued to face significant and often interconnected barriers to achieving safety, stability and independence. The ongoing shortage of affordable housing remained one of the most pressing challenges, with many young people struggling to secure long-term accommodation and competing for limited crisis and transitional housing options. Access to timely mental health support was also constrained by long waitlists, limited service availability and restrictive eligibility requirements, delaying critical interventions for those in need.

Cost-of-living pressures further compounded these challenges, placing considerable financial strain on young people, particularly those reliant on income support payments. Many experienced difficulties meeting rental obligations, covering essential living costs and building financial independence. PICYS has also observed increasing concerns regarding alcohol and other drug use, often linked to trauma, peer influences and greater access to substances within social networks.

In addition, there was a noticeable rise in the number of young people coming into contact with the justice system. This ranged from offences associated with financial hardship and social disadvantage through to more serious matters, including domestic and family violence-related charges. These trends highlight the increasing complexity of the issues facing vulnerable young people and reinforce the importance of accessible housing, responsive mental health services, financial support, and early intervention programs that promote long-term wellbeing and positive life outcomes.

PICYS Pillar program

59 young people were supported during this period, and of these, 51 young people engaged with a mental health clinician (86%), and 9 (15%) were housed through PICYS Household Network program during the period.

Age (at end of support period)	Number of young people
15	0
16	1
17	5
18	2
19	9
20	7
21	14
22	9
23	4
24	2

Female	21	36%
ATSI	11	19%
Male	7	12%
CALD	7	12%
TGD	31	53%
LGBTIQA+	43	73%
NDIS entry with	5	1%
NDIS gained	3	0.5%

86% of young people engaged with Pillar had a connection with a mental health clinician.

73% of young people accessing Pillar identified as LGBTIQA+ and found a safe responsive place for their needs.

"I came to PICYS homeless in 2020 and ... now... I have a future I can actually plan for myself whilst before it was just survival."



Primary presenting diagnosis

Type of diagnosis	Number of young people	% of young people
Depression	14	24%
PTSD	12	20%
Anxiety	9	15%
EUPD	10	17%
ADHD	5	1%
Eating Disorder	1	0.2%
OCD	1	0.2%
Schizophrenia	1	0.2%

Key reasons for seeking PICYS support

Accommodation	29	49%
Experiencing Homelessness	17	29%
Social Isolation	17	29%
Financial	16	27%
Suicidal ideation	12	20%
Drug use	10	17%
Self-harm	8	14%
Family and domestic violence	7	12%

Key challenges

SERVICE ACCESS

Young people commonly experienced inability to gain access to:
~ crisis accommodation due to increased requirements for eligibility
~ low or no cost longer term clinical mental health supports
~ support to access and coordinate support with the NDIS, and
~ inclusive and accessible health services and justice system experiences

SYSTEM BARRIERS

Many young people experienced barriers to:
~ diagnosis for neurodivergence and intellectual disability due to limited affordable services and limitations for diagnosis when using AOD; and
~ accessing independent Centrelink student payments when experiencing abuse from family, preventing them from being able to get away from FDV.

SAFE HOUSING

This is the highest demand presenting issue for young people engaging with Pillar. There is insufficient safe, affordable accommodation & housing.

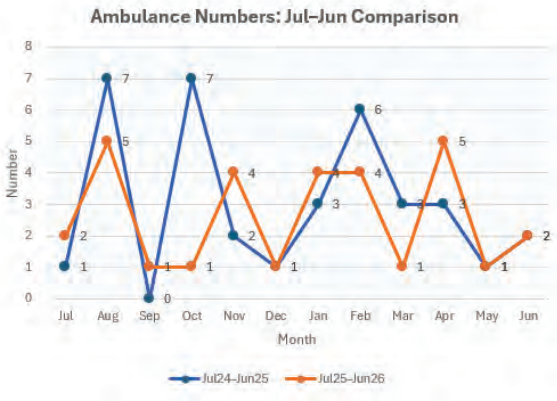
ISSUES

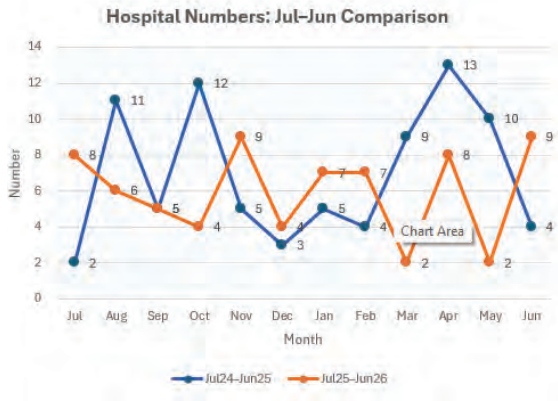
Young people experienced family and domestic violence, financial stress, suicide ideation, homelessness, social isolation, and lacking appropriate and accessible support from job service providers.

Hospitalisations and Ambulance Calls

Total emergency intervention events decreased across both indicators this reporting period compared to the previous year: ambulance trips fell from 36 to 31, and total hospitalisations fell from 83 to 71.

The ambulance-to-hospitalisation trip ratio remained broadly stable at 44% this reporting period, compared to 43% last period; the total hospitalisations figure (71) includes admissions facilitated by staff and others without the use of emergency transport, reflecting a continued reliance on non-ambulance pathways for connecting young people to hospital care.





The parallel decline in both ambulance callouts and total hospitalisations points to a broader reduction in crisis-level need, consistent with the impact of staff-supported safety planning and earlier intervention. The consistently high share of hospitalisations occurring outside of emergency transport also reflects sustained use of facilitated admission pathways - connecting young people to hospital care proactively rather than only in response to a crisis.

DESS

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 worker has 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 the last 12-months of operating can be found in the table below. The DESS worker provided 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 worker also attended nine Community of Practice sessions with the other DESS workers throughout Youth Accommodation services in WA, and two training sessions provided by the Mental Health Commission (the DESS Workers Conference and the FASD Prevention Symposium). The DESS worker also delivered 54 AOD training/information sessions to other internal staff, external service providers, families and the broader community.

Forty-eight (48) young people engaged in one-to-one support through the DESS program, which includes individual counselling sessions, brief interventions, and individual outreach. Of these 48, 30 were actively engaged in Household Network (HHN), 16 were actively engaged in Pillar and 5 were actively engaged in the Better Off program.

It's important to note that 5 young people were involved in more than one program. Two (2) of them were in both Pillar and Better Off, while another 3 were in both HHN and Better Off. Additionally, 2 young people who are considered "friends of PICYS" also received support.



DESS Worker Activities Summary

Activities by DESS Worker	# Young People	# in HHN housing	# Sessions
Individual Counselling Sessions	24	16	61
Brief Interventions	18	8	22
AOD Assessments by DESS Worker	30	18	101
Outreach TOTAL (drop in & community)	103	32	444
Outreach in community (only)	44	28	403

DESS Individuals Demographics

Trans/GD	Female	Male	ATSI	CALD	LGBTIQA+
13	25	10	13	6	16
27%	52%	21%	27%	13%	33%

100% of young people who completed an evaluation survey reported that DESS increased their knowledge of how to access AOD and mental health support and other specialist support services, and that it provides an evidence based, effective, supportive and quality AOD Education and Support Service.

A key outcome of DESS has been enhancing the capacity of PICYS Youth Support Workers to support service recipients with AOD concerns and build rapport with new young people through consultations with the DESS Worker and training sessions at the Mental Health Commission. Additionally, we've seen increased engagement from young people in HHN supported accommodation, a trend we expect to continue as HHN grows.

Over this twelve-month period PICYS reported 33 notifiable incidents concerning 17 young people to the MHC. Nine (9) of these young people, who engaged with the DESS worker, accounted for 21 of the notifiable incident reports.

Mental Health Groups

PICYS Mental Health Groups provide both open-access drop-in sessions and structured group programs throughout the week and month. These groups encompass a holistic approach to supporting young people accessing the service, ranging from sports movement groups, mental health and substance use harm minimisation groups, activism-focused groups and even social community focused groups.

Drop-in sessions are available to young people aged 15–25 and offer a welcoming space to socialise, share a meal, access service information and referrals, receive emergency relief, and use PICYS facilities, including computers, showers and washing machines. These sessions foster connection, belonging, mutual care and respect. They also provide a safe, low-pressure pathway into or out of HHN and Pillar individualised support, helping young people become familiar with the PICYS community before beginning support, or stay connected after individualised support is no longer needed.

At drop-ins, the Centrelink Community Engagement Team visits twice a month to support young people experiencing challenges with accessing Centrelink due to unfamiliarity or accessibility reasons, supporting them with systems navigation in a safe supportive space in drop-in. This trauma-informed engagement reduces barriers in accessing Centrelink through consistency, familiarity and regularity when interacting with the Centrelink Engagement Worker at PICYS.

We also have other agencies come along at different times to make services more accessible and opportunities to have our young people's perspectives shared – this year YACWA's Youth Homelessness Advisory Group visited for a consultation and Homeless Health Care have visited regularly to make their healthcare more available to PICYS young people. In recognition of the therapeutic and engagement benefits that animal companions offer for young people, we have also had HoneyBear and her person Emma from Animal Companions WA visit to share fur hugs and love.

Young people at PICYS demonstrate their love for the space and people through initiatives such as leading cooking and baking workshops during drop-in, sharing their passions with other young people in the space. Drop-in also gives the opportunity for young people to learn, share and celebrate diversity and intersectional identities in the space. For example, we acknowledged and celebrated days of significance and knowledge sharing through IDAHOBIT, Wear it Purple Day, International Day of Sign Language, National Reconciliation Week and other culturally significant days that relevant to Australian and international United Nations conventions – all relevant and important to the demographic of young people we work with.

"It's really good coming to PICYS. It's like a second family"

"I enjoyed cooking for everyone today" – young person who cooked the meal at drop in.

"I think PICYS is awesome! I had a lot of fun bowling at Be Active and plan to come back regularly. I feel really comfortable around the staff and other young people already." – young person after attending PICYS for the first time.



Base Camp Groups Activities Summary

Group sessions	# Sessions	# Visits by Young People	# Unique Individuals			
			Total	Pillar	HHN	NCM*
Base Camp drop-in	141	768	**167**	36	31	100
Base Camp aGender	12	61	**20**	6	2	12
Be Well	11	22	**7**	2	1	4
Be Seen & Be Heard	3	38	**34**	7	2	25
The SESH	12	33	**17**	8	1	8
Be Active	32	56	**23**	8	1	14
Be Social	12	61	**28**	8	2	18
TOTAL	**211**	**1006**	**208**	**36**	**33**	**139**

As part of our groups initiatives, PICYS hosts regular annual events designed to strengthen our community and promote wellbeing. These events also foster stronger working relationships between young people and staff, resulting in the high trust relationships that we have with young people. Key traditions include the PICYS Mental Health Week event in October and the Young People's Festive Lunch in December. Our events are always planned in consideration of diverse accessibility needs where possible – we always have dedicated lower-sensory spaces and wheelchair accessible options and activities, allowing us to welcome a diversity of young people.

The Mental Health Week event is delivered in partnership with NEAMI, a longstanding supporter of PICYS. We are also fortunate to receive contributions from Thread Together, and from Courtney Mills Style and her Glam Squad from Rainbow Room, who provide free gender-affirming and gender explorative haircare, nail art, and fashion styling services for young people. Alongside these activities, young people enjoy arts and crafts, casual lawn games, and lively music with staff, making this annual event a highlight of the year for at-risk young people who experience limited social connections and belonging.

This year we strengthened our relationship with Youth Pride Network, collaborating to host a 'Get Ready With Us' event at PICYS –34 young people across 2 sessions glammed up with PICYS and our collaborators to receive free clothes from Thread Together, hair styling and makeup. Young people were supported to co-created the parade float for PICYS Van for a YPN x PICYS Pride Parade entry.

During the 2024-25 financial year, Perth saw the winding up of the Yarn At Risk Network 'YARN', which ran a drug and alcohol free annual collaborative event that was made in conjunction with other youth services to engage and support young people at risk through connection to music and culture.

In light of this, PICYS facilitated a one-off Homelessness Week Event in hopes to continue the level of engagement and connection we have from young people at risk in the community. We partnered with Mission Australia DAYS, SHIFT, St John Ambulance and other community services in the local area. This event supported up to 19 young people through offering social connection, familiarity with local youth services in the area, art, sports, games, music alongside drug and alcohol psychoeducation provided by SHIFT and PICYS' Drug Education Support Worker.



Base Camp aGender

Base Camp aGender has continued to run monthly for trans and gender diverse young people experiencing or at risk of homelessness. PICYS' trans and gender diverse staff facilitated 12 Base Camp aGender sessions that were attended 61 times by 20 trans and gender diverse young people experiencing or at risk of homelessness.

We have been grateful to continue to have support from Courtney Mills, Perth based stylist who volunteers her time each month to provide style consults with young people visiting Base Camp aGender. Courtney Mills has sourced ORGsight as a donor to fund a budget for us to purchase items that young people need and want, as identified through her style consults with her and we are grateful for their continued sponsorship to support Courtney's volunteering initiative.

Thanks, ORGsight & Courtney Mills!

"I can really identify the ways each item bought for me has made a positive difference for me" – BaseCamp aGender attendee

"I'll definitely come next month. This has been so good and useful" – young trans person after attending PICYS groups for the first time

Mental Health Groups

Most Significant Change Story

At PICYS, we use the Most Significant Change (MSC) evaluation methodology to better understand the difference our services make in the lives of young people. MSC is a participatory approach that captures personal stories of change, allowing young people to share, in their own words, the outcomes and experiences that have been most meaningful to them.

The stories collected provide valuable insight into the impact of our programs beyond numbers and statistics, highlighting the real-life changes that occur through support, connection, and opportunity. PICYS staff also come together to reflect on these stories, discussing the changes they reveal and identifying key themes and learnings. This process strengthens our understanding of what matters most to young people, supports continuous improvement, and ensures their voices remain at the centre of our service delivery and decision-making.

"I was able to get help to figure things out for things that I needed like making phone calls, writing emails and doing job applications as well as ideas for training programs, job opportunities and volunteer opportunities and suggestions. This was so helpful because I had felt like I was trying really hard and not getting anywhere in my various life goals. The progress has been slow and is still going but that was so helpful for me to make some progress and get assistance with whatever I've needed. I was supported to do a referral to a youth counselling service who now give me counselling and also referred me on for individual case management and now I have a case worker with another service. Though they stopped support without warning recently, so drop in has been a great support again.

Throughout this time the social opportunity at PICYS groups has been great and talking with youth workers has been helpful too. It gave me a reason to be out of the house and talk with people that aren't my immediate family which is so good and it gave me an outlet to talk about my special interests with people who would listen and be interested. I also was able to go to Be Active, Be Social, Be Well, the SeSH and Base Camp aGender. At these I was able to have things to do when I needed more to do with my week and get out of my house and be social and learn things. Learning about Autistic Burnout at Be Well was really useful and I've been talking about it in therapy. Even being able to get ER for socks and toiletries and things like that really helps my budget. And being able to try out new crafts with the supplies at PICYS has been beneficial for me too. Base Camp aGender was so good to be able to socialise with other trans and gender diverse people and also to hear from trans and gender diverse staff who are older and with more life experience. Seeing Courtney Mills for fashion and self-expression chats and exploring my style and creative ideas was so good. I was able to get a bag, some pants and dress making supplies. It's helped me to represent myself in a more accurate way. These discussions improved my confidence in pursuing my small creative business endeavours too.

Getting encouragement and enthusiasm and moral support from everyone at drop in for my creative, education and vocational pursuits, and small business pursuits has been really uplifting. It was good to have people whose first reaction was excitement and encouragement, instead of questioning my ability to do things (like my family do). It really helped me be able to have confidence and determination to pursue my goals.

When everything feels overwhelming and sucks, coming to PICYS where things are good can help stop the spiralling and has really been beneficial for maintaining my sanity."

Results Based Accountability DATA 2025-26

76% My ability to physically care for myself has improved.

70% I have a better understanding of mental health and how it can impact on well-being.

73% I feel connected to communities that understand my experiences, identities and interests.

64% I have a better understanding of how to maintain a home.

79% I feel I can better communicate my needs to others.

70% I know more about managing my own money.

94% I feel I can trust PICYS workers.

76% I know more about how to access education, employment and training services.

100% I feel PICYS is culturally safe and appropriate.

64% I have a better understanding of drug and alcohol use and its impact on a person's well-being.

91% I can identify healthy, safe and supportive relationships.

Most Significant Change

The following Most Significant Change stories provide powerful insights into the impact of PICYS' work from the perspective of young people. These stories help us understand what matters most to those we support and inform our ongoing service improvement. Names have been changed to protect privacy and confidentiality.

Tate'o's Story

"Having someone to talk to about my relationship-y stuff has been really helpful, I didn't have that before. It started with all my family bullshit, but I have gotten to talk about romantic stuff. I have a lot more understanding and clarity. Like, when it started with the family stuff, and having an outside perspective and be able to know that that's not right. I didn't even really have romantic stuff before having PICYS. I don't know, just once again having that guidance and perspective. Sometimes I have ignored my worker's point of view, but having someone listen has been helpful. It wasn't really that they told me what to do, it was more that it helped me understand and give a space to vent and help me process. My worker did give guidance, especially around having difficult conversations, my worker helped me talk through how to go about that. I feel I am able to have more difficult conversations now. It is really nice having a queer worker. That is really important to me. There have been times with other places that are all LGBT-friendly, but having someone who actually understands the experience has meant a lot."

I have come a long way in a year and changed so much.

Al's Story

"When I started with PICYS I was living with my Mum, which was not great. The home environment was traumatic. The relationships in the home environment were not safe.

My Pillar Youth Worker helped me with the first step out of that home environment. When I was living at home, I had a bad relationship with drug and alcohol use. When I was in PICYS housing, I had a safe place to exist and time to heal. I didn't need to use drugs or alcohol as much because I didn't feel shit all the time.

The change in scenery meant I could move forward. It felt like a massive starting point for my journey, to get shit together and really start life.

I started with nothing, no emotional skills and didn't know who I was outside of drug and alcohol use. I didn't know who I was or where I stood.

I am now feeling very well supported. PICYS set me up for success. I was taken care of mentally and emotionally. I was able to access counselling services, employment services and have help with budgeting. I accessed YouthLink, housing and referrals to homes west.

I have come a long way in a year and changed so much. If I met myself a year ago, I wouldn't recognise myself. I now don't use drugs which is the end of an era."

Seb's Story

"PICYS has been there for me through a lot of life changes, when I started with the service I thought I wasn't deserving of support and that there are people in more need than me, but PICYS saw that I did need support and without them my situation would have been a lot worse. I first came to PICYS at a difficult time in my life where I was struggling at home, they gave me a place to live when my family home was not safe for me and I was sleeping in my car, I was able to move into their transitional housing where I could live comfortably. The service provided me with support when I didn't have any and were able to be my family. Staff at PICYS respected my boundaries around my decision to distance from my family and were there to help me navigate reconnecting with them when I was ready. I wasn't abandoned when I was struggling mentally, I was accepted and PICYS supported me through hospital and getting me back on my feet. PICYS was there when I started testosterone, they were there when I finally found myself and helped me get to where I was meant to be. I was able to finish studying, get a full-time job and move into stable housing with a mortgage. PICYS was there through the big things and the small, they helped me maintain my housing by coming over and helping me clean when I struggled, they supported and motivated me to continue my mental health journey when it felt nothing was going to get better. PICYS supported me to work getting towards an Autism diagnosis and get on the NDIS, I am now finishing with the service with the continued support that I need. There is no doubt in my mind that I wouldn't be where I am today without PICYS."

PICYS memberships

For the 2025/26 reporting period, PICYS continued its commitment to sector engagement and collaboration through active membership with key peak bodies, including the WA Association for Mental Health (WAAMH), the Western Australian Network of Alcohol and Other Drugs Agencies (WANADA), Community Employers WA (CEWA), Youth Affairs Council of Western Australia (YACWA), Western Australia Council of Social Services (WACOSS), and Shelter WA. These memberships enabled the organisation to remain connected to emerging sector trends, policy developments, and best practice approaches across housing, youth mental health, inclusion and alcohol and other drug services.

Participation in these networks provided valuable opportunities for collaboration with sector partners, contribution to advocacy efforts, and engagement in professional development activities. Membership also ensured access to current research, resources, training, and information, supporting PICYS to continuously strengthen service delivery and respond effectively to the evolving needs of young people and families experiencing homelessness or housing vulnerability.

Through these partnerships, PICYS contributed to a stronger and more connected community services sector while ensuring the organisation remained informed, responsive, and aligned with broader system priorities and reforms.



PICYS Partners in Impact

PICYS greatly values and thanks the following partners who have supported PICYS.

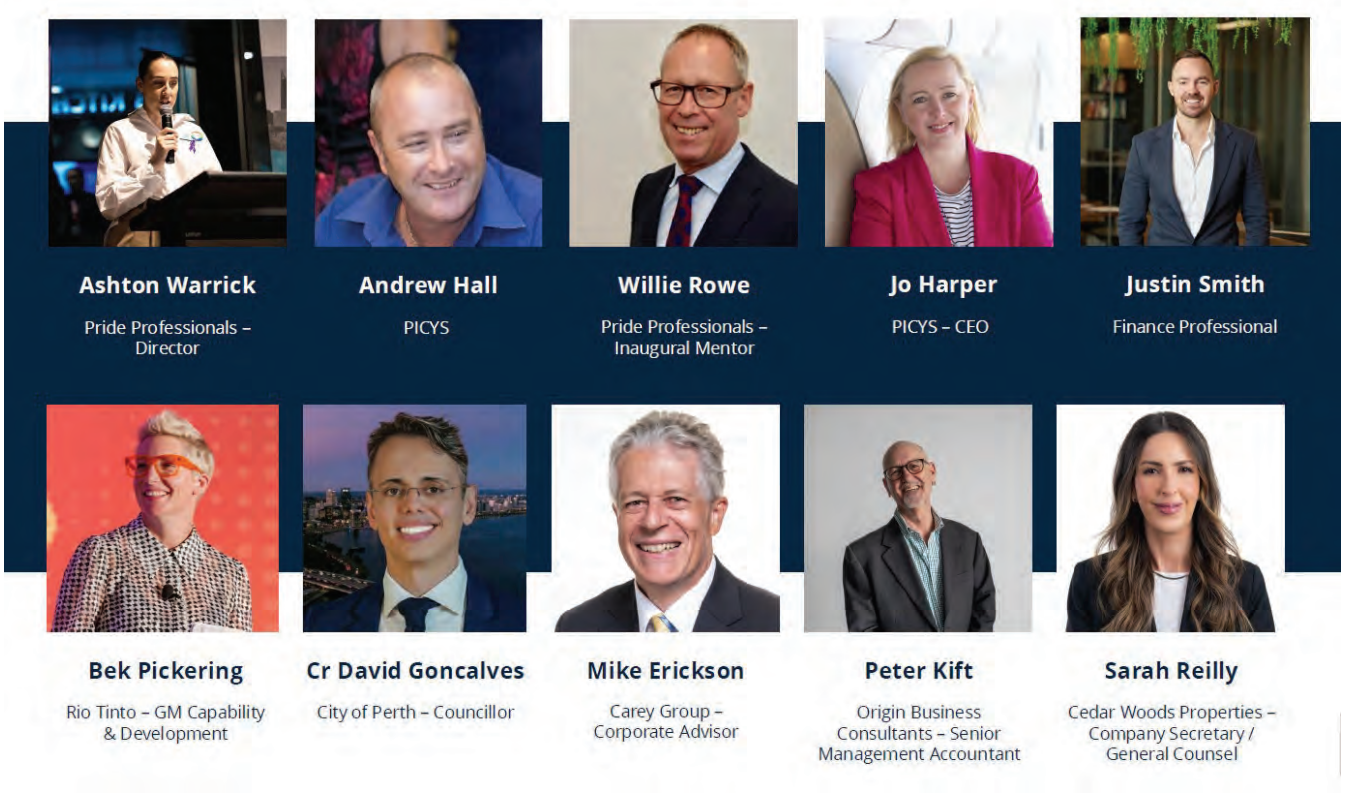
Picys legacy project:

During the 2025/26 financial year PICYS continued to work on a major fundraising initiative with Pride Professionals and ORGsight to secure a sixth PICYS property. This ambitious project represents more than an expansion of our housing stock; it is an investment in the futures of vulnerable young people who would otherwise face homelessness and housing insecurity.

This initiative reflects a shared commitment to addressing youth homelessness through long-term, sustainable solutions. At a time when demand for youth housing continues to exceed available supply, expanding our property portfolio is critical to ensuring more young people can access the security and support they need to rebuild their lives. The campaign demonstrates the power of community collaboration, bringing together corporate partners, industry leaders and supporters who are investing in practical outcomes for vulnerable young people.

The purchase of a sixth property will not only increase accommodation capacity but will also create more opportunities for young people to engage with PICYS' wraparound support model, helping them build the skills, confidence and stability needed to transition towards independent adulthood. We are deeply grateful to Pride Professionals and ORGsight for their vision, leadership and commitment to creating lasting change for young people experiencing homelessness.

We thank the following Volunteer Working Group for their passion and ongoing commitment:



Co-Creative IT

Through the generous donation of 20 refurbished laptops from Co-Creative IT, PICYS young people gained access to vital technology, supporting their participation in work, study, and social connection.



Base Camp aGender Groups and Courtney Mills Style

Our wonderful volunteer Courtney engages with young individuals at Base Camp aGender, facilitating discussions that enable them to express themselves, affirm their identities, celebrate their uniqueness, and address their diverse needs. From September 2020 to February 2025, over $20,000 worth of items were generously contributed through crowdsourcing via Courtney's Instagram. Additionally, for the past two years, ORGsight has sponsored this initiative with an annual budget of $5,000, resulting in a total of $30,000 in donations since its inception. These contributions have included significant items, such as a trans girl's first dress and a binder for a trans man following top surgery, as well as essential shoes and warm clothing.

DoTERRA

dōTERRA's generous donation of vital wellbeing products made a significant contribution to supporting PICYS young people. By providing access to essential self-care and wellbeing items, dōTERRA helped improve quality of life and foster a sense of dignity, confidence, and care among the young people we work with.

Our Funders, Sponsors and Donors

Centre for Social Impact
City of Perth
Co-Creative IT
Department of Communities
doTERRA
Individual anonymous donors
Local residents
Lotterywest
McCusker Centre
Mental Health Commission
Mill Point Rotary Club
ORGsight
PRIDE Professionals
Second Bite
Street Smart
Town of Cambridge
University of Western Australia
West Perth Rotary Club

Street Smart

We sincerely thank StreetSmart Australia for its continued partnership and financial support. As a national charity dedicated to backing grassroots organisations tackling homelessness, StreetSmart provides vital grant funding that enables PICYS to enhance services, respond flexibly to emerging needs, and deliver meaningful support to young people experiencing homelessness.

Their investment in local solutions helps ensure vulnerable young people have access to the safety, stability and opportunities they need to build brighter futures.

Our Key Partners

Advance to Zero – Ending Homelessness
ALIKE
Animal Companions WA
Courtney Mills Style
Curtin University
Edith Cowan University
Foundation Housing
Homeless Health Care
Life Without Barriers
Notre Dame University
PFLAG WA
PRIDE Professionals
Rise
RUAH
Salvation Army
The KIDS
The Rainbow Room
Transfolk WA
University of Western Australia
Vinnies WA
YouthLink
Youth Work WA



Ending Child and Youth Homelessness

PICYS continues to support the Ending Child and Youth Homelessness initiative, a collective of community organisations united by a shared vision that every child and young person has access to safe, stable housing and the support they need to thrive. Through participation in the initiative, PICYS contributes frontline expertise, advocates for systemic reform, and works alongside sector partners to address the underlying causes of youth homelessness.

The initiative's collaborative approach strengthens the sector's ability to influence policy, improve service responses, and promote evidence-based solutions that deliver better outcomes for vulnerable children and young people. By working together, the members amplify the voices of young people and drive meaningful change toward ending child and youth homelessness in Western Australia.

PICYS is proud to partner with Transfolk WA by providing access to our facilities at no cost, enabling the organisation to deliver peer support groups and community activities in a safe, welcoming environment. This partnership reflects our shared commitment to fostering inclusion, belonging, and wellbeing for young people and the broader LGBTQIA+ community. By removing barriers to access and supporting community-led initiatives, PICYS helps strengthen networks of connection and support that contribute to positive social and emotional outcomes for those who participate.

Organisation members

Anglicare WA
City of Perth
CREATE Foundation
Earthwise
Foundation Housing
Living Proud Inc
Magenta - FPWA
Mission Australia
Palmerston Association
Parents and Friends of Lesbians and Gays WA (PFLAGWA)
Peer Based Harm Reduction WA
Queer and Diverse Pathways
RDP Enterprise Solutions
Rise Network
RUAH Community Services
Salvation Army (Crossroads West)
Starick Services
St Georges Cathedral
St Vincent's De Paul WA
Transfolk WA
Uniting WA (member since October 2026)
Victoria Park Youth Accommodation
WAAC (formerly WA AIDS Council)
WANADA
Youth Affairs Council of WA
Youth Link - North Metropolitan Health Service

Individual members

Gee Anderson
Denae Basley
Lisa Brown
Zac Cawdron
George Davies
Alana Dowley
Misty Farquhar
Ryan Fernandes
Vanessa Harvey
Salli Higham
Mat Jovanou
Jane Knox-Robinson
Lucy Ledger
Dr. Ashleigh Lin
Mikayla-Jay McGinley
Clay Morse
Danica Scott
Taylah Sewell
Damien Smith
Frankie Valvasori





Treasurer's Report

Financial Year Ended 30 June 2026

I am pleased to present the Treasurer's Report for the financial year ended 30 June 2026. The financial statements were audited by Dry Kirkness (Audit) Pty Ltd, which issued an unmodified (clean) audit opinion on 8 October 2026.

FY26 was a significant year for Perth Inner City Youth Service Ltd (PICYS). The organisation maintained a strong financial position while undertaking substantial capital investment, strengthening governance and preparing for its next phase of service delivery and growth. This approach reflects the Board's commitment to ensuring that financial strength is translated into sustainable growth and lasting outcomes for the young people PICYS supports.

PICYS recorded a surplus of $523,215, broadly consistent with the FY25 surplus of $522,866. Importantly, this result primarily reflects donations and philanthropic contributions received for capital purposes, particularly property acquisitions, rather than an equivalent surplus from recurring operations. These funds are not treated as recurring income available to meet permanent operating commitments.

The Board has taken a disciplined approach to preserving and strategically deploying these contributions. Where consistent with donor intentions, significant one-off funding is invested in assets capable of creating enduring community benefit. The surplus should therefore be understood partly as capital funding received for strategic investment, rather than solely as an operating surplus.

Financial performance

Total revenue increased by 11.2%, from $2.37 million to $2.63 million. Grant income remained PICYS's principal source of revenue, increasing by 12.2% from $1.98 million to $2.22 million, reflecting the continued confidence of government agencies and funding partners in PICYS's services.

Total expenses increased by 14.3%, from $1.84 million to $2.11 million. Employment costs, PICYS's largest expense, increased by 7.1% to $1.64 million, reflecting continued investment in the workforce responsible for delivering our services. Depreciation also increased to $79,316 as the organisation's asset base expanded.

Despite increased investment in staffing, services and organisational capacity, PICYS maintained a surplus consistent with the prior year. This reflects careful financial management during a period of considerable growth and change.

Strategic capital investment

The most significant financial development during FY26 was the increase in property, plant and equipment from $2.03 million to $4.36 million, representing growth of 115.0%, or approximately $2.33 million.

This reflects the implementation of the Board's capital strategy and the planned deployment of funds accumulated for property acquisitions. These assets do more than strengthen the balance sheet. They expand PICYS's capacity to support safe and stable accommodation outcomes and create enduring community infrastructure for young people experiencing homelessness and disadvantage.

As a consequence, cash and cash equivalents decreased by 47.8%, from $3.87 million to $2.02 million. This was a planned conversion of liquid reserves into long-term assets, rather than a deterioration in PICYS's operating position. The organisation retained substantial liquidity, with current assets of $2.07 million exceeding current liabilities of $578,158 by approximately $1.49 million.

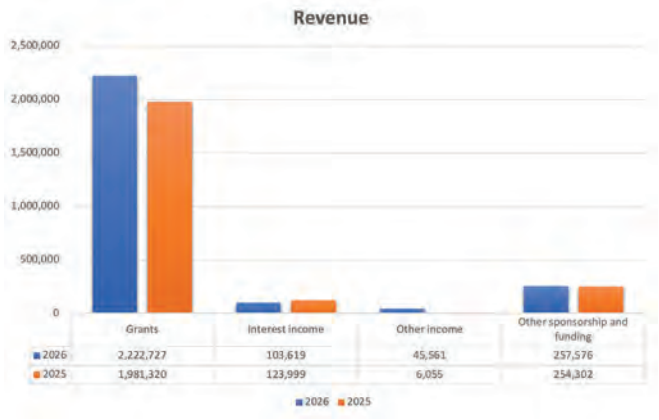
Balance sheet and governance

Total assets increased by 7.8% to $6.43 million, while total liabilities decreased by 9.0% to $591,381.
Net assets consequently increased by 9.8%, from $5.31 million to $5.84 million, and retained earnings increased by 16.0% to $3.79 million.

These results leave PICYS with a strong balance sheet, limited liabilities and a substantially expanded base of mission-aligned assets. They provide both resilience and the financial capacity to consider future capital and service opportunities.

As PICYS has grown, the Board has continued strengthening the governance arrangements required to manage that growth responsibly. During FY26, this included work on investment governance, financial oversight, risk management, policy development and Board capability. The Board also maintained a clear distinction between recurring operating





income and non-recurring contributions intended for capital purposes, protecting the organisation from using one-off funding to support permanent costs.

FY26 was also a year of leadership transition and strategic development. The Board oversaw the recruitment and appointment of a new Chief Executive Officer while maintaining organisational stability. PICYS also progressed its renewed strategic direction, ensuring decisions concerning services, staffing, property and investment remain aligned with its charitable purpose.



Looking forward

PICYS enters FY27 with $5.84 million in net assets, more than $4.35 million in property, plant and equipment, over $2 million in cash and cash equivalents, and strengthened governance arrangements.

Our priority is to translate this financial capacity into meaningful and sustainable outcomes for young people. This includes responsibly managing the expanded property portfolio, maintaining appropriate liquidity and carefully assessing future service and capital opportunities.

As Treasurer, I am proud of the way PICYS balanced immediate service delivery with long-term investment during FY26. Donor support and accumulated reserves have been converted into assets that will provide lasting community benefit, while the organisation has retained the financial resilience required to respond to future needs.

I thank our Chief Executive Officer, leadership team, staff and volunteers for their dedication. I also acknowledge our government funding partners, donors, philanthropic supporters and community partners, together with my fellow directors for their careful oversight and commitment to responsible governance.

PICYS concludes FY26 with a strengthened balance sheet, an expanded community asset base and a solid foundation for delivering sustainable, long-term outcomes for young people.

Ryan Fernandes FCA
Treasurer
Perth Inner City Youth Service Ltd