



Kurbingui 
youth & family development

ANNUAL REPORT 2019-2020



Kurbingui Youth Development Ltd is the organisation’s Trading Name and Kurbingui Youth and Family Development is our new business name changed to reflect the services provided and the direction of the organisation in response to the needs of the community.

Kurbingui Youth & Family Development would like to pay respect and acknowledge the Traditional Owners, Elders, Past Present and Emerging of the land and country on which we live and work.

Cultural Disclaimer

Aboriginal and Torres Strait Islander people are advised that this document may contain images or content referring to deceased persons. It may also contain words or descriptions that may be deemed culturally insensitive.

Whilst we take every effort to ensure we use the term Aboriginal and/or Torres Strait Islander peoples, there may be at times instances where we use the term ‘Indigenous’ to refer to Aboriginal and/or Torres Strait Islander peoples, for example, referencing a specific program or organisation.

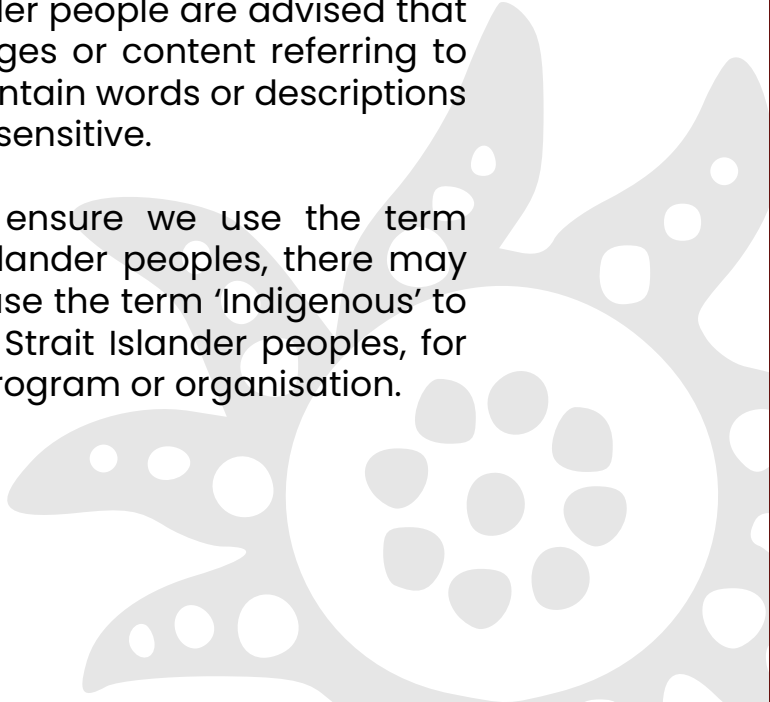


TABLE OF CONTENTS

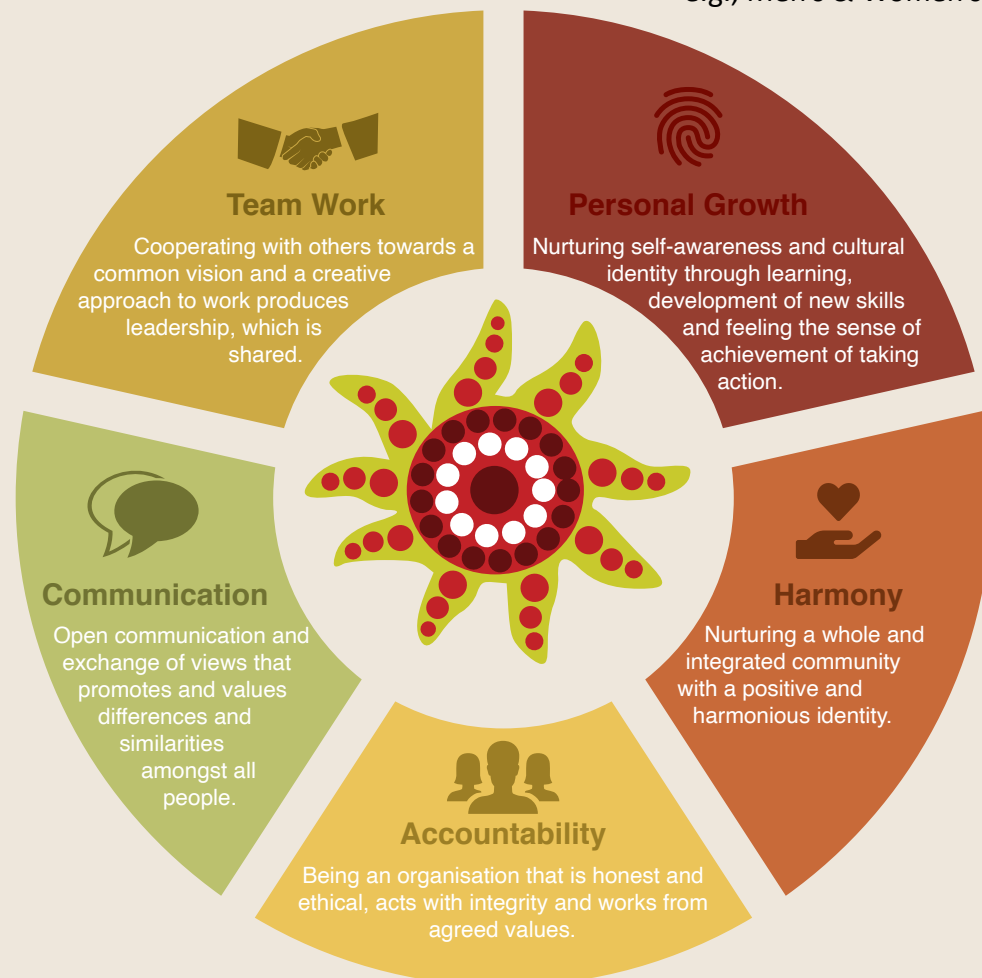
ABOUT KURBINGUI YOUTH AND FAMILY DEVELOPMENT	04
OUR GOVERNANCE	05
OUR STRUCTURE	06
OUR STRATEGIC PLAN	07
MESSAGE FROM OUR CHAIRPERSON	08
MESSAGE FROM OUR CEO	09 - 11
HR REPORT	12 - 13
FINANCIAL OVERVIEW & AUDITORS REPORT	14 - 33
COMMUNITY PROGRAM REPORTS	34 - 35
BRIDGES	36 - 41
COMMUNITY ACCESS	42 - 43
COMMUNITY YOUTH RESPONSE DIVERSIONARY PROGRAM	44 - 51
FAMILY-LED DECISION MAKING	52 - 55
SKILLING QUEENSLANDERS FOR WORK	56 - 57
'FAMILY MATTERS 'OUR WAY STRATEGY	60 - 61
FAMILY PROGRAM REPORTS	62 - 63
NUMULA FAMILY SAFETY RESPONSE PROGRAM	64 - 69
YADENI TAGO	70 - 75
YEACA DHARGO FAMILY WELLBEING PROGRAM	76 - 81
SOCIAL EMOTIONAL WELLBEING PROGRAM REPORTS	82 - 83
NATIONAL SUICIDE PREVENTION TRIAL	84 - 87
AUSPICED PROGRAM REPORTS	88 - 89
BRISBANE NORTHSIDE ELDERS & MENS SHED	90 - 91
ACKNOWLEDGEMENTS	92 - 93

About Kurbingui

Kurbingui Youth and Family Development (Kurbingui) is an Aboriginal community based and driven not for profit organisation that provides services to the Aboriginal Torres Strait Islander community members, families, children and young people living within the Greater Brisbane, Moreton Bay and South East Regions.

Kurbingui began operations in 2001 and are proud to have an established and maintained solid footprint throughout these regions; delivering various community services and support across areas such as employment and training, family and youth support, domestic and family violence, alcohol and substance abuse, social emotional wellbeing, cultural education and engagement, education support for children and young people and their families, youth justice, recreation and sports, groups and workshops for young people, men and women.

- Bridges Program.
- Community Access.
- Numula Family Safety Program.
- Skilling Queenslanders for Work.
- Yadeni Tago Indigenous Family and Child Connect and non-Indigenous Family and Child Connect (in partnership with Mercy Community).
- Yeaca Dhargo Indigenous Family Wellbeing.
- National Suicide Prevention Trail (NSPT)
- Frontline Connector Training.
- Kurbingui Aboriginal Torres Strait Islander Cultural Engagement Program (Tailored for specific groups).
- Cultural Programs Tailored for specific groups e.g., Men's & Women's & Young People.



Our Governance

Kurbingui Youth Development Limited (Kurbingui) is a registered Not-For-Profit (NFP) Aboriginal and Torres Strait Islander community-controlled organisation and a Company Limited by Guarantee operating across Greater Brisbane, Moreton Bay. It is funded by government and non-government grants and self-managed revenue services and activities.

Kurbingui is a leading organisation that delivers a range of programs and services aimed at improving the lives of Aboriginal and Torres Strait Islander people. Our programs and services contribute to the cultural, social, emotional and spiritual wellbeing of Aboriginal and Torres Strait Islander people with a strong focus on addressing isolation, homelessness, poverty, discrimination and unemployment through the provision of case management, outreach, community development, education, employment, training, community events and activities.

To undertake all services effectively, Kurbingui partners with the three levels of government, other not-for-profit organisations, agencies and community members to achieve effective and meaningful programs and services. Staff operate as a cooperative and collaborative team working to the organisation's policies, procedures, relevant legislation and professional practice standards.

Our staff are flexible, multi-skilled and able to work with multi-disciplinary teams and community agencies to deliver high quality services to community members. Our staff continually update their skills and knowledge to ensure the best quality service delivery.

As one of South East Queensland's leading Aboriginal and Torres Strait Islander community employers, we provide a culturally rich workplace within a human services quality framework.

Our Board of Directors

Chairperson - Neil Ellard

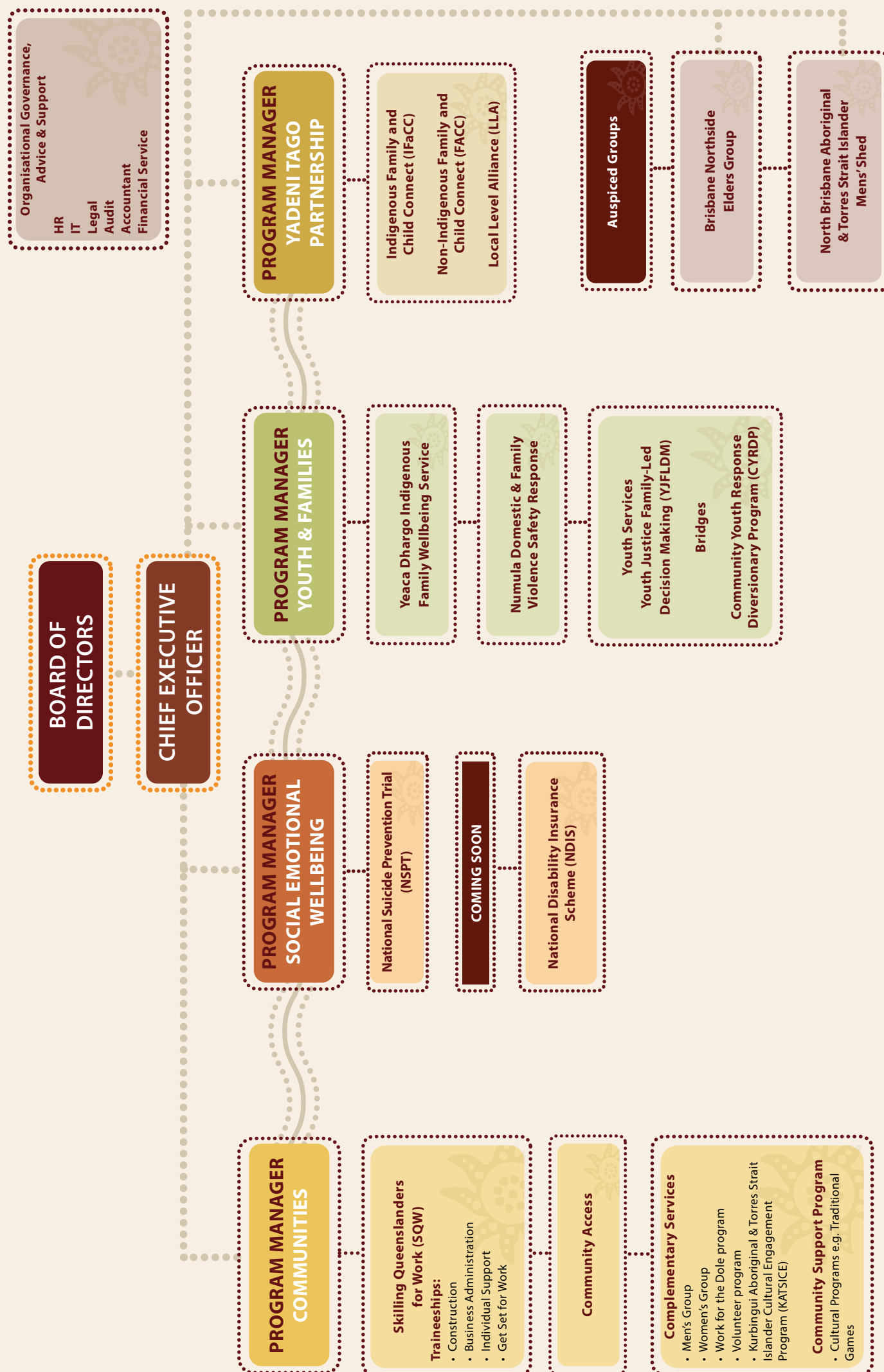
Director - Richard Grimshaw

Director – David Miller

Our Chief Executive Officer

Glenda Jones-Terare

ORGANISATIONAL CHART



Our Strategic Plan

- Kurbingui to be a leader in quality Aboriginal and Torres Strait Islander Service provision.**
 - Meeting all key funding requirements and key performance indicators.
 - To provide ongoing opportunities for staff professional development, training and supervision.
 - To increase program collaboration and referrals within Kurbingui.
 - Develop a strong integrated culture within Kurbingui.
- Kurbingui to have a strong relationship and engagement with the Aboriginal and Torres Strait Islander community.**
 - To develop a clear communication and promotion strategy including both local and wider community.
 - Increase the frequency of community accessing Kurbingui hubs.
 - For Kurbingui staff and Board to prioritise, attend and play active roles in relevant community events.
 - For Kurbingui to continue to host regular community events on Kurbingui premises.
- Kurbingui to be a flexible, sustainable and financially autonomous organisation able to respond directly to community need.**
 - Kurbingui obtaining revenue from various fee for service and business opportunities (the top of the fonts are not showing) focused around employment training and cultural support.
 - Kurbingui has developed an organisational structure to support future business development and its integration with government funded programs.
 - Kurbingui to utilise business generated funds for development of community-driven Aboriginal and Torres Strait Islander programs and projects.
- Kurbingui to have strong supportive relationships with relevant community stakeholders and strategic partners.**
 - Identify and establish relevant partnerships to develop opportunities for future funding.
 - To establish and maintain formal relationships with other Aboriginal and Torres Strait Islander organisations to enhance collaborative service provision and better awareness of community need.
 - To identify and establish relevant partnerships to develop future fee for service and business opportunities.
- Aboriginal and Torres Strait Islander cultural values are promoted.**
 - Increase cultural awareness in mainstream community.
 - Ensure ongoing culturally appropriate support is provided to the Aboriginal and Torres Strait Islander community.

Message from Our Chairperson



I would like to commence by acknowledging the Traditional Custodians of the land upon which we meet today, as well as paying my respects to Elders; past, present and emerging.

It has been another productive year for both Kurbingui and the board. The change in our environment by the impact of COVID19 has highlighted the importance of 'building a flexible, sustainable organisation based on cultural values that can empower community to reach their potential'.

Kurbingui continues to be outcome focused, engaging with the community, government, non-government, including corporate sectors in forums that influence policy, programs, and services.

We continue to build our strong reputation of delivering support services for our community, by creating opportunities for our community members to have a voice and engage with government and non-government partners.

The professionalism and capacity of the Board of Directors along with the leadership and management of our CEO Glenda Jones-Terare and our committed Elders, Senior Managers, Leaders and Staff members to deliver the high-quality services our community needs and directly contribute to keep our most vulnerable safe during the pandemic has continued to be innovative and high quality.

At the Board level, we continue to develop our foundations and infrastructure to ensure our viability and growth into the future. Our Strategic Plan for 2021-25 will be released in the coming months to share our vision, mission, core values and our future direction.

We have had a change at the board level with:

- The resignation of Jo-Anne Campbell in May 2020. I would like to thank Jo-Anne for her commitment to Kurbingui since 2012 and wish her well in her future endeavours.
- A new board member, Richard Grimshaw. I am pleased to welcome Richard to the Board of Directors. Richard comes to us from the private sector and brings his substantial knowledge and experience in the finance sector and as a business owner. Richard's bio is on the Kurbingui website if you would like more information.

The strength of Kurbingui and the passion our team has to deliver the best services to our people has stood up well during this challenging year. In reflecting on past Chairperson Reports I note in the 2012 report and we were in a very different place. We were uncertain of our future and were planning on making significant changes to how we would operate. The board took affirmative action with the release of a new strategic plan that committed Kurbingui to improving our foundations, governance and most importantly, firmly embed Kurbingui in the community. Our resolve, purpose and passion has never waned, and it is with pride that I sit here and provide an update on the activities and the organisation's success.

In closing, I would like to thank the many people who have contributed during this most uncertain year. Our Elders, Business partners, Partner Agencies and Stakeholder, Board of Directors, Management and Leadership, Staff and Community Members continuing commitment and support that ensures Kurbingui and the community continues to thrive. It is a privilege to work with each of you and our shared passion continues to inspire me.

Stay safe.

Neil Ellard
Chairperson

Our CEO Reflections



What a challenging year for Kurbingui, locally, the broader community services sector, the state, the nation and of course globally. I have been searching for another word instead of 'unprecedented' because of its overuse throughout the past year to accurately describe what we have all experienced but unfortunately nothing else really comes to mind to best describe it.

I am proud to say that as usual the Elders, Board of Directors and community members have continued to support me in the position of CEO, management, and staff to continue usual service delivery as well as during the COVID19 lockdown and restrictions. They all stepped up to support us to successfully communicate and adjust the mode of services as needed to assist to maintain ongoing quality services to our clients and community members.

At this time, I would like to acknowledge the commitment and dedication of the management and staff in ensuring the continuation of the delivery of all Kurbingui high-quality support services. It was a privilege to participate with our management, leaders and staff who came together with partner agencies and relevant stakeholders to create new and innovative ways to maintain service delivery in all modes throughout the community sector. The changes implemented proved to be so beneficial that we have retained them moving forward and integrated them into the usual way of delivering services e.g. Face to Face meetings with access via digital platforms for participants unable to physically attend, no contact food hamper drop offs and digital platform used for recruitment interviews for local applicants.

Throughout the year we have seen significant increases in the demand for services from families experiencing Domestic and Family Violence related issues which staff continued to support as best as possible with the current resources. In response to this demand, the Department of Child safety, Youth and Women provided additional funding to the Yeaca Dhargo Indigenous Family Wellbeing (YDFW) Program to increase resources to assist the team to meet the increasing demand by way of the addition of an Indigenous Domestic and Family Violence Specialist position (for 12 months) and additional brokerage specific to assisting these families to cover urgent expenses.

Other areas of demand that increased was around supporting children and young people to continue home schooling and the impact on them in relation to accessing food and funds to assist with paying for utility bills. Our Bridges program staff in partnership with our other program staff worked closely with external partner agencies that included GIVIT, and similar organisations supported Kurbingui in donated digital devices for students to enable them to continue online learning. In addition, staff sourced reconditioned devices for minimum costs using funds from multiple small grants secured during the initial phases of the pandemic. Computers for Learning, Australian Computer Traders and our own IT company ADITS assisted in the provision of the reconditioned computers and laptops. Where there were not enough digital devices to distribute, our staff worked across programs to assist schools to distribute hard copy lessons to family homes.

The Youth Team extended their services to respond to the issues related to young people undertaking in anti-social behaviour and gathering at the Westfield Chermide Shopping Centre throughout the Christmas school holidays. This project was funded by the Department of Child Safety, Youth and Women (specifically Youth Justice).

The Youth Team and management worked quickly to get the project off the ground and viewed this as a great opportunity to engage with young people and provide support specific to their needs and link them, and where appropriate, their family members into services to assist them to effectively deal with

Our CEO Reflections

difficulties they were experiencing. The Youth Team integrated diversionary activities already established through Kurbingui's other Youth Programs which many of the young people participated in within a short time frame. Elders also worked with the additional recruited staff providing support to young people at the shopping centre and Kurbingui offices. All stakeholders worked in collaboration to divert as many young people as possible away from entering or re-entering into the Youth Justice system. The Westfield Team worked closely with Westfield staff and management and outcomes from the project indicated there was a significant reduction in offending behaviour and the number of young people entering in the Youth Justice system. Westfield Centre Management are exploring other opportunities for the future to work in collaboration with Kurbingui and Youth Justice to deliver similar programs that will include a space for the young people to congregate in a safe environment, and provide a separate space for the Elders, Youth Worker and Young People to engage and interact.

Additional work was undertaken in the development of the Kurbingui Case Management Database. Unfortunately, achieving the final stages was delayed due to the COVID19 lockdown and restrictions and the capacity of the IT (Information Technology) developer and staff participation at that time. As the restrictions were relaxed work was resumed, and it is anticipated that this work will be finalised during early in the next year.

Once again Kurbingui was successful in achieving HSQS (Human Services Quality Standards) and ISO 9001 accreditation and underwent further work to prepare for the audit in October 2020 to achieve accreditation from the HSQS NDIS (National Disability Insurance Scheme). I am pleased to say that the organisation is well placed to successfully achieve this.

The development of the organisation's new Strategic Plan was also a casualty of the COVID19 pandemic and has been delayed as well. Work will continue in the new year and it is also anticipated that the new plan will be finalised by 2021.

Unfortunately, the Kurbingui Annual General Meeting (AGM) had to be rescheduled several times due to the COVID19 lockdown and restrictions. It was held within this financial year via Microsoft Teams. This was just as exciting and proved to be an enjoyable successful evening. Moving forward, it has been decided that Kurbingui will offer a face-to-face AGM and also offer digital platform access for those that may be unable to physically attend.

Ongoing training, mentoring/ guidance and consultation from technical specialists continued as part of Kurbingui's continuous improvement processes. Systems and processes including but not limited to Cybersecurity were updated further to mitigate the increasing threats flagged within the IT Cybersecurity sector and related legislation.

This will be an ongoing process to ensure Kurbingui remains current and relevant in all aspects of the organisation.

As mentioned previously, the Brisbane Northside Elders and the Aboriginal Torres Strait Islander Men's Shed members provided ongoing support to community, the Board of Directors, management, staff, and program service delivery throughout this year. They continued to lobby, influence decision makers, and advocate tirelessly on issues related to the disadvantage experienced by families, children, young people and individuals. The membership of the Brisbane Northside Elders group increased and the Men's Shed membership expansion has unfortunately been placed on hold for the second part of the year due to the pandemic. While the Elders were in lockdown and also required to limit their face-to-face connections with the wider community, they continued to support via phone and digital platforms.

They adjusted how they supported all stakeholders quite quickly and like most of us became familiar with technology we were previously unfamiliar with really well. The Elders taught the staff about the value of the good old fashion "phone tree" during this time. It was a blast from the past that proved to be extremely successful and relevant.

Our CEO Reflections

For those of you that don't know, a phone tree is something that has been used for many years, which is when there is a list of people that require messages/information to be passed on or you are seeking information. It works when there is a list of people. The first person on the list initiates the call and shares the message or information to the next person on the list and so on. Once everyone on the list is called, the last person calls the first person with the outcomes of the overall communication. This method was useful when trying to locate missing community members and proved effective in terms of the turnaround of information being provided back to the original caller, enabling staff to locate the community member and respond in a timely manner. Thank you to all of our hard-working Elders. Your support is genuinely second to none.

The unique partnership with Mercy Community – "Yadeni Tago" Turrbal language for "Advancing Together" – Indigenous and non-indigenous Family and Child Connect has continued to grow and evolve in keeping with the needs of the community and stakeholders. Joint professional development and training of staff, events, workshops and community activities have continued. The beauty of this partnership is that together both organisations are committed to the partnership and work closely to resolve any difficulties encountered or experienced regardless of the energy and resources needed to achieve the identified outcomes.

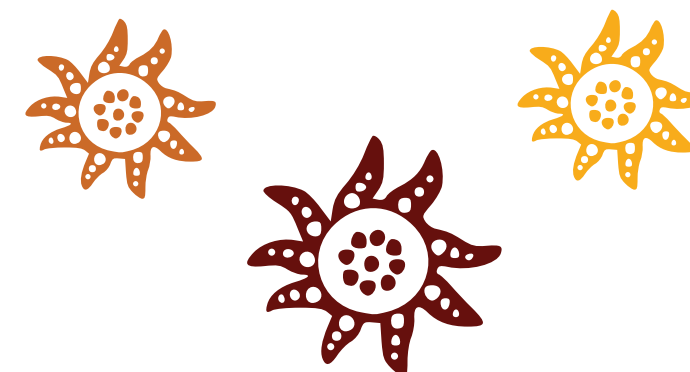
Other partnerships with organisations such as Jabiru, Life Without Barriers, Qld Housing/Q Shelter, Micah Projects, Second Bite, Strong Women Talking, Child Safety, Youth Justice, Ed Qld, Qld Health, Mindle Bygul, Bric Housing, PHN and many others who are just as important continue to strengthen the responses to our communities together throughout the Greater Brisbane, Moreton Bay and South East Regions.

I would like to acknowledge these organisations and our other genuine partners for their ongoing collaboration, great relationships and commitment to and with Kurbingui and our Aboriginal Torres Strait Islander and non-indigenous community members.

Moving into the new year, management and staff will continue to work to deliver high quality support services through existing funded and unfunded services. Kurbingui management and staff will continue to secure additional resources to meet the growing demand from the community and respond to the needs of families and individuals experiencing Domestic and Family Violence related issues, Family Support, Educational support from Prep through to year 12 for students and their families, Expansion of access for community members to technology for online services such as Centrelink, My Gov and Employment and Training opportunities, the establishment of facilities to deliver a regular and larger Foodbank service as well as the implementation of additional tailored groups and activities in areas such as the Music Program, Men's, Women's, Youth and Family Groups.

Once again, I would like to thank all of the community for their ongoing support, in particular the Board of the Directors, the Brisbane Northside Elders, the Aboriginal Torres Strait Islander Men's Shed, our volunteers, our genuine partner agencies, which includes our funding bodies and of course the management, leadership team and staff for the wealth of knowledge, skills, strength, determination and commitment they bring to the organisation. I feel very privileged to work with such wonderful people and look forward to working with you all throughout the next year together.

Glenda Jones-Terare
Chief Executive Officer



HR Report

Recruitment, Selection and Onboarding

Recruitment processes were undertaken for a variety of roles cross the organisation.

Selection is meritorious, fair and transparent. All unsuccessful candidates were advised in writing.

Onboarding processes ensure employment documentation is provided to new starters prior to commencement and completed forms are forwarded to payroll and appropriate staff for actioning.

Induction and orientation processes ensure a smooth transition into new positions and provide the information needed for new employees to function comfortably and effectively as soon as possible.

Employment and Board representation of Aboriginal and Torres Strait Islander peoples

Kurbingui aimed to maintain Aboriginal and Torres Strait Islander people representation of no less than 80 percent for employment and 90 percent for Board of Directors by the end of 2019-20. We maintained approximately 95 per cent representation of Aboriginal and or Torres Strait Islander program staff and maintained 100 percent representation of Aboriginal and or Torres Strait Islander Board of Directors up to May 2020 which subsequently changed to 66 percent (2 out of the 3 positions).

Workplace Relations

Award

For employment terms and conditions, program and service delivery staff are covered by the Social, Community, Home Care and Disability Services Industry Award. Pay rates are currently in accordance with the Queensland 'Fisher' & '316 Regulation'.

Terms and conditions for the Skilling Queenslanders for Work Business Administration trainees are covered by the Clerks – Private Sector Award. The Skilling Queenslanders for Work Construction trainees are covered by the Building and Construction General On-site Award.

Employment Contracts / Agreements

All program / service positions and trainees are employed on a maximum-term contract which specifies the program, service or traineeship for

which they're engaged and the duration of their employment period. Positions that are not linked to a specific program or service may be engaged on short-term or agreed length of time.

Staff Performance: probation, review, improvement and standards of behaviour

Kurbingui managers and team leaders strive to recognise, motivate, coach and/or improve staff performance as much as practicable. Performance management processes are undertaken when required; our aim is to give struggling employees the opportunity to improve, achieve and succeed while still holding them accountable for past performance.

Commitment to Professional Supervision and Employee Assistance Program (EAP)

Kurbingui acknowledges the sometimes-distressing nature of matters presented to staff as part of their role. Team leaders and management consult with staff regularly and offer access to professional supervision, internally and externally, and also offer the Employee Assistance Program as a matter of process.

Learning and Development

Kurbingui invests in building the skills and abilities of staff to build a workforce with the capability to meet future service delivery challenges. The organisation will continue to work with our partners in the areas of professional development, training and further education to support the ongoing development of staff.

Staff Development

- A Domestic Violence Seminar Series
- Aboriginal Torres Strait Islander Mental Health First Aid Training
- AMHFA
- ARC Training
- Beyond visit induction to the Brisbane Youth Detention Centre
- Bridging Troubled Waters
- Brisbane Region LLA Meeting
- Case Management Training
- Child in View DV workshop
- Chubb Fire Training

HR Report

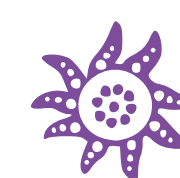
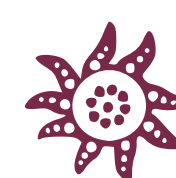
- CPR
- Cultural Supervision
- Deadly Youth Thinking
- Deadly Thinking
- Designing, Driving & Leading Change D&FV
- DFV Tenancy toolbox Training
- Digging Deeper Training
- DV-alert Indigenous Workshop
- DVO, Family Law and Victims Assist Legal Training
- Effective Case Noting for Child and Youth
- Effective Supervision Training
- Encompass Training Working with Complexity
- Exploring Ethics in the Face of Shame
- Facilitation Training for Care Coordinators
- Family law/victims assist training
- Family Lead Decision making Training
- First Aid
- Forum Women & Homelessness
- Governance and Effectiveness Training
- Healing to Believe
- HR Induction & Diversity in the Workplace
- INSIST and ASSIST
- Intellectual Disability and Domestic and Family Violence Webinar
- Introduction to the Anti-Discrimination Act
- Introduction to the Human Rights
- Journeys Group Facilitator Training
- Kidsafe Child Car RESTRAINT & Road Safety Workshop
- LGBTIQ+
- Local Level Alliance Workshop
- Love Bites Program
- Murri Yarning Circle
- NDIS awareness
- Neglect as an Early Warning Sign. Children at Risk
- Policies and Procedure Update
- Preventing Child Sexual Exploitation
- Professional Forum: Intersection of Domestic and Family Violence and Child Protection
- Putting Strengths into Practice
- QCOSS Training
- QShelter webinar
- Queensland Police Youth Committee
- Queer without Fear

- Re- Dress Meeting
- Redicase Training
- Risk Assessment Child Safety
- Safe and Together DV Training
- Screening tool for Assessing Risk of Suicide
- SDM & CAP Training
- SNAICC Partnership Training
- Social Emotional Wellbeing Train the Trainer
- St Johns First Aid Training
- STARS Suicidal work shop
- Strengthening Families communities Training
- Strengths into Practice
- Suicide Prevention Professional Development
- Suicide Prevention Webinar
- Talking About Suicide
- Technology & Security for Victims, Survivors
- The Developing Brain
- Training for effective Case Noting
- Transitioning to Remote Work -
- Truth, Healing reconciliation Task Force Forum
- Understanding Impact of Trauma
- Victim Assist Qld Training
- Working with Complexity - Parents with Mental Health, Substance misuse and FV issues
- Working with parents affected by alcohol and other drug use: Considering the needs of children in practice
- Yellow Card Portal presentation and feedback session
- YJFLDM training 101
- Young people and inhalant use: How can we better respond?
- Youth Mental Health First Aid
- MHPH - Responding to the needs of a person presenting with suicidality

Lisa Russell

Human Resources Consultant

HR + Co. Consulting



Kurbingui Youth Development Ltd

47 298 315 697

Financial Statements

For the Year Ended 30 June 2020

Kurbingui Youth Development Ltd

47 298 315 697

Contents

For the Year Ended 30 June 2020

	Page
Financial Statements	
Directors' Report	1
Auditor's Independence Declaration	2
Statement of Profit or Loss and Other Comprehensive Income	3
Statement of Financial Position	4
Statement of Changes in Equity	5
Statement of Cash Flows	6
Notes to the Financial Statements	7
Directors' Declaration	15
Independent Audit Report	16

Financial Overview & Auditors Report

Financial Overview & Auditors Report

Kurbingui Youth Development Ltd

47 298 315 697

Directors' Report 30 June 2020

The directors present their report on Kurbingui Youth Development Ltd for the financial year ended 30 June 2020.

General information

Directors

The names of the directors in office at any time during, or since the end of, the year are:

Names	Position	Appointed/Resigned
Neil Ellard	Chair	
David Miller	Secretary	
Joanne Campbell	Treasurer	Resigned 19 May 2020
Richard Grimshaw	Treasurer	Appointed 5 May 2020

Directors have been in office since the start of the financial year to the date of this report unless otherwise stated.

Principal activities

The principal activities of the Company during the financial year were to provide a range of services to the Aboriginal and Torres Strait Islander community which include employment and training; family support programs and information and referral services.

Significant changes

No significant change in the nature of these activities occurred during the year.

Operating results

The net surplus of the Company amounted to \$ 173,189 (2019: \$ 154,533).

Auditor's independence declaration

The auditor's independence declaration for the year ended 30 June 2020 has been received and can be found on page 2 of the financial report.

Signed in accordance with a resolution of the Directors:

Director  Director 

Dated this 20th October 2020 of 2020

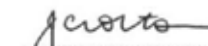
Audit & Assurance srjww.com.au



AUDITOR'S INDEPENDENCE DECLARATION

As auditor for the audit of Kurbingui Youth Development Ltd for the year ended 30 June 2020, I declare that, to the best of my knowledge and belief, there have been:

- no contraventions of the independence requirements of the *Australian Charities and Not-for-profits Commission Act 2012* in relation to the audit; and
- no contraventions of any applicable code of professional conduct in relation to the audit.


Jason Croston, FCA
Registered Company Auditor
Brisbane
SRJ Walker Wayland

Dated: 21 October 2020

Financial Overview & Auditors Report

Kurbingui Youth Development Ltd

47 298 315 697

Statement of Profit or Loss and Other Comprehensive Income For the Year Ended 30 June 2020

		2020	2019
	Note	\$	\$
Revenue	3	3,793,221	3,403,088
Other income	3	50,000	-
Total revenue		3,843,221	3,403,088
Consultancy expense		102,716	41,372
Depreciation and amortisation expense		36,132	5,477
Employee benefits expense		2,918,846	2,508,736
Occupancy costs		74,188	94,099
Program expenses		313,672	296,804
Other operating expenses	4	224,479	302,068
Total expenditure		3,670,032	3,248,555
Total surplus/(deficit) for the year		173,189	154,533

The accompanying notes form part of these financial statements.

3

Financial Overview & Auditors Report

Kurbingui Youth Development Ltd

47 298 315 697

Statement of Financial Position As At 30 June 2020

		2020	2019
	Note	\$	\$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	5	1,419,931	1,148,368
Trade and other receivables	6	26,307	84,021
Other assets	8	10,091	46,667
TOTAL CURRENT ASSETS		1,456,329	1,279,056
NON-CURRENT ASSETS			
Property, plant and equipment	7	223,711	123,258
TOTAL NON-CURRENT ASSETS		223,711	123,258
TOTAL ASSETS		1,680,040	1,402,314
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	9	210,360	187,887
Borrowings	10	7,000	7,000
Provisions	11	21,000	21,000
Employee benefits	13	246,780	199,144
Other liabilities	12	367,210	340,259
TOTAL CURRENT LIABILITIES		852,350	755,290
NON-CURRENT LIABILITIES			
Borrowings	10	14,583	21,583
Employee benefits	13	33,120	18,643
TOTAL NON-CURRENT LIABILITIES		47,703	40,226
TOTAL LIABILITIES		900,053	795,516
NET ASSETS		779,987	606,798
EQUITY			
Accumulated surplus		779,987	606,798
TOTAL EQUITY		779,987	606,798

The accompanying notes form part of these financial statements.

4

Financial Overview & Auditors Report

Kurbingui Youth Development Ltd

47 298 315 697

Statement of Changes in Equity For the Year Ended 30 June 2020

2020

	Accumulated surplus \$	Total \$
Balance at 1 July 2019	606,798	606,798
Surplus/(deficit) for the year	173,189	173,189
Balance at 30 June 2020	779,987	779,987

2019

	Accumulated surplus \$	Total \$
Balance at 1 July 2018	452,265	452,265
Surplus/(deficit) for the year	154,533	154,533
Balance at 30 June 2019	606,798	606,798

The accompanying notes form part of these financial statements.

5

Financial Overview & Auditors Report

Kurbingui Youth Development Ltd

47 298 315 697

Statement of Cash Flows For the Year Ended 30 June 2020

CASH FLOWS FROM OPERATING ACTIVITIES:

Receipts from customers	3,920,184	3,492,176
Payments to suppliers and employees	(3,512,738)	(3,239,646)
Interest received	7,702	12,069
Net cash provided by/(used in) operating activities	415,148	264,599

CASH FLOWS FROM INVESTING ACTIVITIES:

Movement in property, plant and equipment	(136,586)	(48,659)
Net cash provided by/(used in) investing activities	(136,586)	(48,659)

CASH FLOWS FROM FINANCING ACTIVITIES:

Proceeds from borrowings	-	28,583
Repayment of borrowings	(7,000)	-
Net cash provided by/(used in) financing activities	(7,000)	28,583

Net increase/(decrease) in cash and cash equivalents held

Cash and cash equivalents at beginning of year	1,148,368	903,845
Cash and cash equivalents at end of financial year	1,419,931	1,148,368

The accompanying notes form part of these financial statements.

6

Financial Overview & Auditors Report

Kurbingui Youth Development Ltd

47 298 315 697

Notes to the Financial Statements For the Year Ended 30 June 2020

The financial report covers Kurbingui Youth Development Ltd as an individual entity. Kurbingui Youth Development Ltd is a not-for-profit Company, registered and domiciled in Australia.

The principal activities of the Company for the year ended 30 June 2020 were to provide a range of services to the Aboriginal and Torres Strait Islander community which include employment and training, family support programs and information and referral services.

The functional and presentation currency of Kurbingui Youth Development Ltd is Australian dollars.

Comparatives are consistent with prior years, unless otherwise stated.

1 Basis of Preparation

In the opinion of those charged with Governance the Company is not a reporting entity since there are unlikely to exist users of the financial statements who are not able to command the preparation of reports tailored so as to satisfy specifically all of their information needs. These special purpose financial statements have been prepared to meet the reporting requirements of the *Australian Charities and Not-for-profits Commission Act 2012*.

The material accounting policies adopted in the special purpose financial statements are set out in notes 2(a)-(i) and indicate how the recognition and measurement requirements in Australian Accounting Standards have not been complied with.

2 Summary of Significant Accounting Policies

(a) Income Tax

The Company is exempt from income tax under Division 50 of the *Income Tax Assessment Act 1997*.

(b) Leases

Lease payments for operating leases, where substantially all of the risks and benefits remain with the lessor, are charged as expenses on a straight-line basis over the life of the lease term.

The method of not recognising the operating leases on the statement of financial position does not comply with AASB 16 Leases.

(c) Revenue and other income

Revenue is recognised when the amount of the revenue can be measured reliably, it is probable that economic benefits associated with the transaction will flow to the Company and specific criteria relating to the type of revenue as noted below, has been satisfied.

Revenue is measured at the fair value of the consideration received or receivable and is presented net of returns, discounts and rebates.

Interest revenue

Interest is recognised using the effective interest method.

(d) Goods and services tax (GST)

Revenue, expenses and assets are recognised net of the amount of goods and services tax (GST), except where the amount of GST incurred is not recoverable from the Australian Taxation Office (ATO).

7

Financial Overview & Auditors Report

Kurbingui Youth Development Ltd

47 298 315 697

Notes to the Financial Statements For the Year Ended 30 June 2020

2 Summary of Significant Accounting Policies

(d) Goods and services tax (GST)

Receivables and payables are stated inclusive of GST.

Cash flows in the statement of cash flows are included on a gross basis and the GST component of cash flows arising from investing and financing activities which is recoverable from, or payable to, the taxation authority is classified as operating cash flows.

(e) Property, plant and equipment

Each class of property, plant and equipment is carried at cost or fair value less, where applicable, any accumulated depreciation and impairment.

Items of property, plant and equipment acquired for nil or nominal consideration have been recorded at the acquisition date fair value.

Land and buildings

Land and buildings are measured using the cost model.

Plant and equipment

Plant and equipment are measured using the cost model.

Depreciation

Property, plant and equipment, excluding freehold land, is depreciated on a straight-line basis over the assets useful life to the Company, commencing when the asset is ready for use.

Leased assets and leasehold improvements are amortised over the shorter of either the unexpired period of the lease or their estimated useful life.

(f) Cash and cash equivalents

Cash and cash equivalents comprises cash on hand, demand deposits and short-term investments which are readily convertible to known amounts of cash and which are subject to an insignificant risk of change in value.

(g) Employee benefits

Provision is made for the Company's liability for employee benefits arising from services rendered by employees to the end of the reporting period. Employee benefits that are expected to be wholly settled within one year have been measured at the amounts expected to be paid when the liability is settled.

Long-term provision recognised for long service leave has been measured on the undiscounted basis which does not comply with AASB 119 Employee Benefits.

(h) Provisions

The method of recognising a provision for training expenses does not comply with AASB 137 Provisions, Contingent Liabilities and Contingent Assets.

8

Financial Overview & Auditors Report

Kurbingui Youth Development Ltd

47 298 315 697

Notes to the Financial Statements For the Year Ended 30 June 2020

2 Summary of Significant Accounting Policies

(h) Provisions

The method of recognising a provision for redundancy does not comply with AASB 137 Provisions, Contingent Liabilities and Contingent Assets.

(i) Economic dependence

Kurbingui Youth Development Ltd is dependent on the Government for the majority of its revenue used to operate the business. At the date of this report the directors have no reason to believe that the Government will not continue to support Kurbingui Youth Development Ltd.

3 Revenue and Other Income

	2020 \$	2019 \$
Revenue		
Activity income	24,406	54,442
Donations	2,247	2,708
Grant income	3,550,795	3,235,172
Interest	7,702	12,069
Other revenue	14,567	17,175
Partnership income	193,504	81,521
	<u>3,793,221</u>	<u>3,403,088</u>
Other income		
Cash flow boost subsidy	50,000	-
	<u>50,000</u>	<u>-</u>
Total Revenue	<u>3,843,221</u>	<u>3,403,088</u>

9

Financial Overview & Auditors Report

Kurbingui Youth Development Ltd

47 298 315 697

Notes to the Financial Statements For the Year Ended 30 June 2020

4 Result for the Year

The result for the year includes the following specific expenses:

	2020 \$	2019 \$
Other expenses:		
Accounting and audit fees	34,184	26,837
Advertising and promotion	20,711	11,173
Computer and software	7,956	11,839
Equipment expenses	3,029	11,949
Insurance	6,223	16,798
Loan interest	1,042	955
Motor vehicle expenses	104,870	103,219
Publications and resources	3,787	48,145
Sundry expenses	15,657	10,650
Training expense	27,021	60,504
Total other expenses	<u>224,479</u>	<u>302,068</u>

5 Cash and Cash Equivalents

	2020 \$	2019 \$
Cash on hand	1,692	362
Cash at bank	1,418,239	1,148,006
Total cash and cash equivalents	<u>1,419,931</u>	<u>1,148,368</u>

6 Trade and Other Receivables

	2020 \$	2019 \$
CURRENT		
Trade receivables	5,899	81,082
Prepayments	20,408	2,939
Total current trade and other receivables	<u>26,307</u>	<u>84,021</u>

10

Financial Overview & Auditors Report

Financial Overview & Auditors Report

Notes to the Financial Statements For the Year Ended 30 June 2020

7 Property, plant and equipment

	2020 \$	2019 \$
PLANT AND EQUIPMENT		
Capital works in progress		
At cost	14,798	-
Total capital works in progress	14,798	-
Furniture, fixtures and fittings		
At cost	23,539	28,263
Accumulated depreciation	(21,382)	(19,091)
Total furniture, fixtures and fittings	2,157	9,172
Motor vehicles		
At cost	133,258	108,258
Accumulated depreciation	(81,663)	(76,422)
Total motor vehicles	51,595	31,836
Office equipment		
At cost	63,609	54,778
Accumulated depreciation	(46,841)	(42,431)
Total office equipment	16,768	12,347
Computer software		
At cost	129,381	36,699
Accumulated depreciation	(39,607)	(24,932)
Total computer software	89,774	11,767
Leasehold Improvements		
At cost	66,579	66,579
Accumulated amortisation	(17,960)	(8,443)
Total leasehold improvements	48,619	58,136
Total property, plant and equipment	223,711	123,258

8 Other Assets

	2020 \$	2019 \$
CURRENT		
Accrued income	10,091	46,667
Total current other assets	10,091	46,667

Kurbingui Youth Development Ltd

47 298 315 697

Notes to the Financial Statements For the Year Ended 30 June 2020

9 Trade and Other Payables

	2020 \$	2019 \$
CURRENT		
Trade payables	11,380	604
Accrued expenses	54,387	42,382
Superannuation payable	61,799	55,028
GST and PAYG payable	81,510	87,891
Other payables	1,285	1,980
Total current trade and other payables	210,360	187,887

10 Borrowings

	2020 \$	2019 \$
CURRENT		
Bank loan	7,000	7,000
Total current borrowings	7,000	7,000
NON-CURRENT		
Bank loan	14,583	21,583
Total non-current borrowings	14,583	21,583

11 Provisions

	2020 \$	2019 \$
CURRENT		
Provision for staff courses	21,000	21,000
Total current provisions	21,000	21,000

Financial Overview & Auditors Report

Financial Overview & Auditors Report

Kurbingui Youth Development Ltd

47 298 315 697

Notes to the Financial Statements For the Year Ended 30 June 2020

12 Other Liabilities

	2020	2019
	\$	\$
CURRENT		
Bridges	26,792	-
DSS Volunteer Grant	4,802	-
Food Bank Project	6,323	-
National Suicide Prevention Trial	78,886	73,326
Religious of QLD	7,882	-
SQW	93,243	207,536
Yeacca Dhargo	141,408	50,000
Auspiced funds - held in trust	7,875	9,397
Total current other liabilities	367,210	340,259

13 Employee Benefits

	2020	2019
	\$	\$
CURRENT		
Annual leave	129,339	78,597
Leave loading	35,362	-
Long service leave	13,961	20,454
Personal leave	-	31,975
Redundancy provision	68,118	68,118
Total current employee benefits	246,780	199,144

	2020	2019
	\$	\$
NON-CURRENT		
Long service leave	33,120	18,643
Total non-current employee benefits	33,120	18,643

14 Members' Guarantee

The Company is incorporated under the *Australian Charities and Not-for-profits Commission Act 2012* and is a Company limited by guarantee. If the Company is wound up, the constitution states that each member is required to contribute a maximum of \$ 1 each towards meeting any outstandings and obligations of the Company. At 30 June 2020 the number of members was 14 (2019: 14).

13

Kurbingui Youth Development Ltd

47 298 315 697

Notes to the Financial Statements For the Year Ended 30 June 2020

15 Cash Flow Information

(a) Reconciliation of result for the year to cashflows from operating activities

	2020	2019
	\$	\$
Surplus/(deficit) for the year	173,189	154,533
Cash flows excluded from profit attributable to operating activities		
Non-cash flows in profit:		
- depreciation	36,132	5,477
Changes in assets and liabilities:		
- (increase)/decrease in trade and other receivables	57,714	(74,624)
- (increase)/decrease in other assets	36,575	(46,667)
- increase/(decrease) in trade and other payables	22,476	22,869
- increase/(decrease) in unexpended grants	26,951	175,781
- increase/(decrease) in provisions	-	21,000
- increase/(decrease) in employee benefits	62,111	6,230
Cashflows from operations	415,148	264,599

16 Contingencies

In the opinion of those charged with governance, the Company did not have any contingencies at 30 June 2020 (30 June 2019: None).

17 Events after the end of the Reporting Period

No matters or circumstances have arisen since the end of the financial year which significantly affected or may significantly affect the operations of the Company, the results of those operations or the state of affairs of the Company in future financial years.

18 Statutory Information

The registered office and principal place of business of the company is:

Kurbingui Youth Development Ltd
Yadeni Tago House
425 Zillmere Road
Zillmere QLD 4034

14

Financial Overview & Auditors Report

Kurbingui Youth Development Ltd

47 298 315 697

Directors' Declaration

The directors declare that:

- there are reasonable grounds to believe that the registered entity is able to pay all of its debts, as and when they become due and payable; and
- the financial statements and notes satisfy the requirements of the *Australian Charities and Not-for-profits Commission Act 2012*.

Signed in accordance with subsection 60.15(2) of the *Australian Charities and Not-for-profit Commission Regulation 2013*.

Director 

Director 

Dated 20th October 2020

Financial Overview & Auditors Report

Audit & Assurance srjww.com.au



INDEPENDENT AUDITOR'S REPORT

To the Directors of Kurbingui Youth Development Ltd.

Report on the Audit of the Financial Report

Opinion

We have audited the financial report of Kurbingui Youth Development Ltd, which comprises the statement of financial position as at 30 June 2020, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statement, including a summary of significant accounting policies, and the directors' declaration.

In our opinion the financial report of Kurbingui Youth Development Ltd has been prepared in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012*, including:

- (a) giving a true and fair view of the Company's financial position as at 30 June 2020 and of its performance for the year ended on that 30 June 2020; and
- (b) complying with Australian Accounting Standards to the extent described in Note 1, and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013*.

Basis for opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the Company in accordance with the *Australian Charities and Not-for-profits Commission Act 2012* (ACNC Act) and the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Emphasis of Matter – Basis of Accounting

We draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the Company's financial reporting responsibilities under the ACNC Act. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.



Responsibilities of Directors for the Financial Report

The directors of the Company are responsible for the preparation of the financial report that gives a true and fair view and have determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the requirements of the ACNC Act and for such internal control as the directors determine is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the directors are responsible for assessing the Company's ability to continue as a going concern, disclosing as applicable, matters relating to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the Company or to cease operations, or have no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Company's financial reporting process.

Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial report.

As part of an audit in accordance with Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by Company.
- Conclude on the appropriateness of directors' use of the going concern basis of accounting and based, on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to

the date of our auditor's report. However, future events or conditions may cause the Company to cease to continue as a going concern.

- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.


Jason Croston
SRJ Walker Wayland
Director

Date: 21 October 2020

Address: Unit 3, 27 South Pine Road, BRENDAL QLD 4500



COMMUNITY PROGRAM REPORTS

In This Section...

- Bridges Program
- Community Access
- Community Youth Response Diversionary Program
- Family-Led Decision Making Program
- Skilling Queenslanders for Work (SQW)

Bridges Program

Bridges Overview

The Bridges Program is a federal government initiative funded by National Indigenous Australians' Agency. The program supports families and children from early childhood to transitioning into higher learning or employment. Kurbingui Youth and Family Development would like to take this opportunity to thank the National Indigenous Australians' Agency for continuing to invest in the young emerging Elders of the future.

The program seeks to ensure that families are supported to give children a good start in life by improving their early childhood years, care, education journey, school preparedness (regardless of year level) and family support. Key performance indicators for the Bridges Program include, assist children's school attendance, improve their literacy and numeracy, support children and young people's transition from early years to school and from primary school to higher education and or employment as well as encourage further learning.

Key features of the program are providing face to face support to children, young and their families, group work within the education system such as Yarning Circles, Mentoring Programs, Homework Clubs (outside the education system), community events such as "Back to School Day", Holiday Programs, the Young Deadly Spirits Program, and Park 'n' Play.

The Bridges Program works collaboratively with schools, parents, children, young people and the community from the North of the Brisbane River through to the Moreton Bay area with the aim of supporting successful educational achievements, educational journey and overall student outcomes as well as creating positive educational related experiences for all of the family members.

Over the past 12 months, Bridges staff have worked with over approximately 58 client referrals which included 44 parents/care givers, 58 children/young people (as well as their family members), and 70 school-based and community-based support workers who assist Aboriginal and Torres Strait Islander school children, young people and their families within

education systems.

Group participants throughout the year totalled approximately 150 children and young people.

The most significant challenge that occurred for the program was the COVID19 pandemic, whereby initially face to face home visits were suspended due to the community lockdown and subsequent COVID19 restrictions and other safety measures. Telephone, texts, emails and digital platforms such as ZOOM, SKYPE and Microsoft Teams were utilised to ensure service delivery continuation occurred.

All group work within schools were postponed due to school closures; however, ongoing contact with the schools continued to ensure that students continued to be supported. The Bridges support staff received updates from the School staff regarding the issues related to the children and young people's continued learning at home. The support provided during that time included the Bridges staff picking up hard copy lessons and delivering them (no contact) to the family home and or sourcing digital devices and data for them to be able to undertake online lessons. The mode of learning varied per household.

The staff of other programs supported the Bridges staff in sourcing as many digital devices as possible with the aim to provide at least one digital device per household. This is an ongoing project because of the needs of the families for their children and young people. It is important to mention at this point that a majority of the devices sourced for the families working with the Bridges program were sourced through GIVIT. Their support throughout the lockdown for all of Kurbingui programs, families and community members made such a significant difference for their situations.

Other stakeholders including Harvey Norman and other agencies that provided reconditioned laptops and computers at minimal costs also assisted children and young people of the Bridges and other programs within the organisation. How stakeholders and partner agencies came together throughout this time was exceptional to say the least. In addition, At the beginning of 2020, GIVIT supported the Bridges

Bridges Program

program to provide digital devices once again to many more of our families to assist them with the "Bring Your Own Device" project at schools.

They continue to assist where they can in this area with the aim of building the capacity of families to provide the required technology to support their children and young people's learning journey.

Network meetings continued by phone, emails and on various digital platforms which resulted in larger numbers of agencies participating and sharing resources of all types as well as the establishment of more partnerships and collaborative working relationships that supported better outcomes for the community. This was also the case for the ongoing contact between Bridges staff and the various schools. This mode of communication and no contact pickup and delivery of lesson plans arrangements enabled ongoing collaboration for the planning and support of our children, young people and families and assisted in a smooth transition as students returned to school to reinstate the learning support, Yarning Circles and other cultural activities.

The number of schools engaged with the Bridges program for these activities also continued to increase from 6 to 8 based on the need of the Aboriginal Torres Strait Islander student numbers attending. The Yarning Circles and other related activities continued to be as successful as they were prior to the COVID19 pandemic. Where there are smaller numbers of Aboriginal Torres Strait Islander students attending other schools within the catchment area, support required may be specific to the individual students and their families within the school community or through community activities such as the homework club. The Bridges program tailors support based on the presenting needs of the students and their families where possible. Partnerships are essential in delivering the services given the staffing number (1.2 FTE) of the program.

Data

The Bridges program receives referrals from Education Queensland (Ed Qld), Youth Justice and other government and non-government agencies

including internal Kurbingui programs such as Yeaca Dhargo Indigenous Family Wellbeing (Yeaca Dhargo) support service and the Youth Programs. At the time of reporting Bridges has approximately 19 active clients in addition to the children and young people that participate in the groups which at any one time can total 40-50 students attending the various school activities each month. Fortnightly/monthly face to face contact occurred via the case management process with both the parents/caregivers and children/young people dependent on the need of the family. The Bridges program has a no waitlist policy and aims to action all referrals within 48 hours. Throughout this reporting period the Bridges Program staff worked with approximately 58 clients, providing activities, group work, in school support, transportation, information and advice to families relating to further education, alternative education options as well as vocational/employment and training options. Clients of the program remain open for a significant period as they are often linked into supplementary programs like the Homework Club, School Holiday, and Strong Deadly Spirits. It is important to note that a client is the primary person (student) referred and is counted as 1 regardless of the number of family members that are involved in the case management. At any one time the Bridges staff can be interacting with up to an average of 8 family members identified as significant to the student. The Family Led Decision Making process integrated into the service delivery assisted in the effective case management and achieving successful and sustainable outcomes.

The referral rate reduced to approximately 1-2 referrals a month from the commencement of the COVID19 pandemic which totalled 10 new referrals. Whilst the referral rate was slightly reduced from the previous 6 months, working throughout the various COVID19 restrictions was challenging and required innovative and time-consuming responses to ensure the continuation of support services.



Bridges Program

Relationships with Schools

The Bridges Program has formed a positive relationship with the Brisbane Northside and Moreton Bay area school communities. Formal agreements were reviewed and updated during this reporting period. Unfortunately, due to the interruption of the COVID19 pandemic only 6 were finalised. This process will continue in the next reporting period. The updated agreements include expectations and principles for delivering programs within the school such as respecting and valuing Aboriginal and Torres Strait Islander cultural diversity, developing Independent Learning Plans (ILPs) for students, flexibility within the school environment relating to resources and organisational resources and setting clear expectations for students in collaboration with their families in terms of their learning and development. As part of the review of the agreement, the schools agreed to meet to discuss the Yarning Circles being incorporated into the curriculum (term 3) in 2020. Positive relationships have been fostered with education staff across the catchment area and these relationships assist the collaboration with Bridges staff to identify resources for young people within the school community, advocacy for young people who are excluded from school or experience multiple suspensions, assist to support parents, mediate and negotiate on behalf of parents/caregivers, children and young people within the school environment, and implement activities.

Yarning Circle's

Bridges staff facilitates Yarning Circles within the school environment. The students learn about Culture, Identity, History, Protocols, Days of Significance e.g., NAIDOC, Racism, Bullying, Health and Physical activities. The topics varied from week to week depending on the group members' interests. This Yarning Circle averages approximately 20 participants per session. Many Aboriginal and Torres Strait Islander children and young people in urban settings have limited knowledge about their family and cultural connections and traditional practices. An emphasis is placed on building the children and young people's knowledge of their culture as well

as encouraging pride in their traditional cultural practices and heritage. This in turn promotes the children and young people's self-worth, sense of belonging and identity. Another aspect of the Yarning Circle is focused on components of healthy relationships, respecting people's boundaries, personal space, bullying and the impact on other students, deep listening 'didarri' and how this skill will increase their learning and development.

Homework Club

A homework club was also occurring every Monday afternoon until November 2019 with an average of eight (8) to ten (10) participants per afternoon. Bridges staff assisted with learning support for the participants, research relating to key cultural events and people such as Eddie Mabo, the meaning of days of significance e.g., NAIDOC, and Aboriginal and Torres Strait Islander sporting heroes. However, due to renovations occurring onsite and limited space the Homework club ceased for the school holiday period and the COVID19 pandemic resulted in his activity being placed on hold. It is anticipated that the Homework Club will recommence in the Kurbingui 'Old Bakery' in July 2020. Feedback from parents and carers has been positive regarding this activity as support is face to face and provides a culturally appropriate environment for young people to learn. Parents would regularly attend these sessions as well and business administration trainee's (from Skilling Queenslanders program) would also provide support to the children and young people attending.

Strong Deadly Spirits Program

The Bridges Program also facilitates the Strong Deadly Spirits program in conjunction with the Social Emotional Portfolio within Kurbingui. This program targets young Aboriginal and Torres Strait Islander people aged from 12 – 17 years. There is a strong focus on cultural activities and Elders often support the young people by storytelling and passing on cultural knowledge as well as information regarding their ancestors. The aim of this program is for young people to gain a sense of identity and connection to their culture and learn coping strategies. This program works with young people from across a suite

Bridges Program

of Kurbingui Programs and focuses on leadership, respect. There are approximately 12 – 14 participants per session and transportation, food is provided. These sessions are offered on a weekly basis during the school terms. Unfortunately, this program was postponed due to COVID 19 restrictions and is also scheduled to resume in July 2020.

Networking – Program awareness

Bridges staff attend meetings, Queensland Pathways Secondary College (QPSC), Moreton Bay Yarning Circle (50 to 60 Services attend), Youth Justice Forums, Meetings with schools to discuss program implementation, Local Level Alliance meetings (40- 50 services), meetings with Flexi-schools such as Jabiru. The Bridges staff continue to attend key community meetings and forums to promote program awareness within the catchment area. Key relationships continue to be fostered and maintained by Bridges staff which include but are not limited to Jabiru, Zillmere PCYC, Deadly Choices, QPSC, Momentim, Deadly Sisters, Moreton Bay Aboriginal Torres Strait Islander Community Health Service (MATSICHs) and Northgate ATSICHs, Queensland Police Service, Education Queensland, Brisbane City Council, and Local Level Alliance (LLA).

Back to School Day

The Kurbingui Back to School Day was held before the school year commenced in January 2020 with 160 people registering and participating on the day. Second Bite catered the day supplying BBQ foods, fruit, veggies, and other goodies. The extra food was packed into bags and boxes so families could take them home. A family in the community donated all the lucky door prizes and it was an honour to have them attend on the day. Our regular Indigenous Barber and Jabiru Hairdresser came in and cut the children's and young people's hair to assist parents/carers to make sure that they were prepared for the school year. Community Service organisations from various areas within the sector had stalls on the day providing information, activities, and school resources. The local Qld Police Officers also attended, distributed promotional material and let the children, young people and other family members take pictures and

play on their Police Bikes.

School Holiday Program

The school holiday program occurred in January 2020 with approximately 7 young people participating. The activities included swimming, a cultural tour at Southbank, other cultural activities including arts and crafts and barbecues. The program ran for three days each fortnight during the holiday break.

Case Management

Case management is a significant component of the support provided by the Bridges program and includes advocacy for children and young people within the school system, identifying specialist services for families with complex issues, attending stakeholder meetings, providing classroom support to a child/young person, fortnightly/monthly home visits to families and young people, transportation, identifying alternative learning, vocational, educational, training and employment pathways.

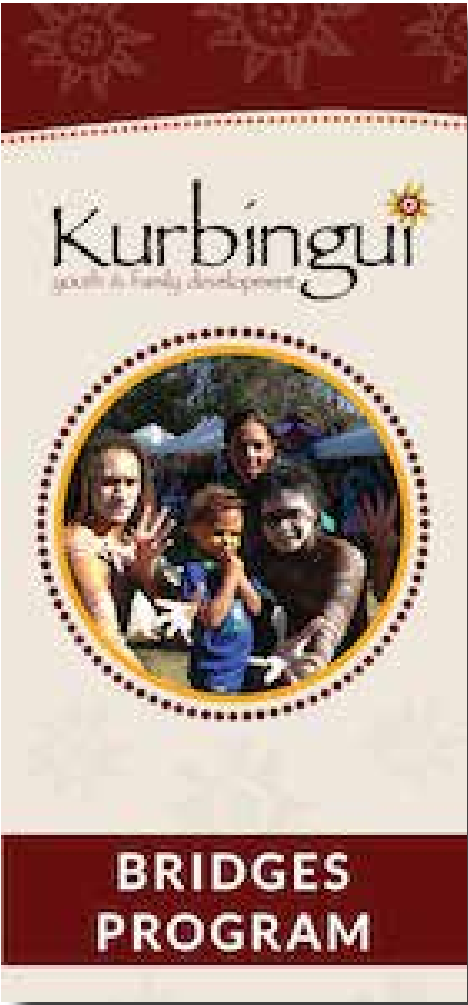
Linkages to other services for family support such as the Yeaca Dhargo Indigenous Family Wellbeing support service and/or Social Emotional Wellbeing program, Child and Youth Mental Health Services (CYMHS) Speech Pathology, and Tutoring.

Kurbingui has a suite of programs embedded in the organisation and Bridges receives referrals internally from the Social Emotional Wellbeing program, the Yeaca Dhargo Indigenous Family Wellbeing Program, The Community Youth Response Team, Youth Justice Family Led Decision Making Team and the Community Access Program.

Working with parents and caregivers is also an element of the program and where complex and/or multiple stressors are identified, and support is provided via referral to relevant services for ongoing family support as well as practical support.

Barriers that can impact on a child/young person's education is homelessness, financial hardship, neglect, domestic and family violence, poor supervision, parenting issues, lack of routines in the home, learning disabilities, substance, and alcohol misuse.

When these issues are identified by the family Bridges staff will make linkages for the family with internal and external support services. Bridges staff take time to build and maintain relationships with all stakeholders including the parents, schools, children, and young people. Bridges staff understand it is important to build and maintain key relationships with all stakeholders. Collaboration is essential to achieving positive and sustainable outcomes that support successful academic outcomes.



Bridges Program is funded by the National Indigenous Australians Agency (NIAA) through the Indigenous Advancement Strategy.



Community Access

The Kurbingui Community Access program is a supported and self-funded service. The Community Access service aims to support members of community who require assistance with practical everyday tasks relating to a range of activities such as access to computers, support to navigate the Internet, resume writing, printer documents, scanning and faxing documents, assistance with applications for housing, legal and/or employment opportunities.

The service was created as a result of community members requiring support not meeting the criteria of other support services provided by Kurbingui. The Community Access Service staff member traditionally works across the Numula Family Safety Response Program (Numula) and the Bridges Program. Their role consists of providing support to young people who are experiencing issues within the education system or have disengaged from the education system and supporting "Yarning Circles" within the school, where appropriate, within the Bridges Program as well as administrative assistance receiving referrals, data entry and research within the Numula Program.

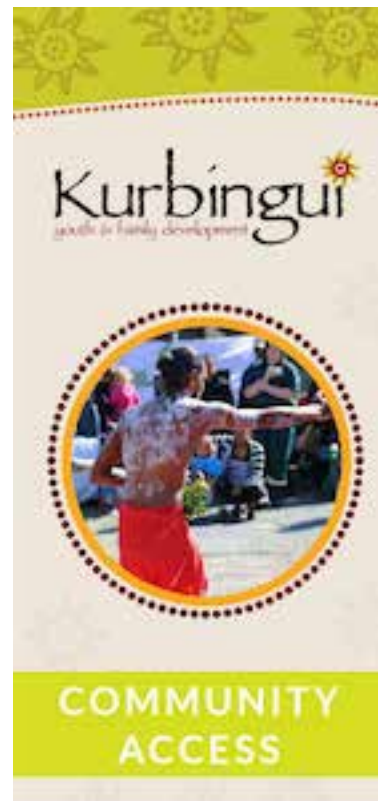
The Community Access service was made available on Monday and Friday's each week between the hours of 9.00am and 4.00pm for the first 6 months of 2019-2020 and then due to the renovations of the front office space the support for community members has been shared by the Community Access staff member and the Administration staff across the Yadeni Tago building and the main office.

The Kurbingui Community Access service ceased support provision from the Yadeni Tago building when the COVID19 pandemic commenced due to safety restrictions. It was decided when the position became vacant that the focus of the new staff member would focus on the increased demand of the Bridges and Numula Programs and the reduced demand of Community Access support during the restrictions. It is important to note that ongoing support services continued to be provided by staff from the main office in line with the restrictions and social distancing practices when required.

Understandably, a lot of support during the 2020 was provided over the phone and via emails and

texts. The requests for support did reduce during the restrictions at times; however, when there were requests staff of the main office responded incorporating that in their daily duties.

I would like to acknowledge the staff members for providing the ongoing support to the community, in particular, our Administration Staff and Program Manager - Communities. Moving forward as the restrictions reduce an ongoing review of the demand from community will be assessed and the service will be reinstated formally out of the Yadeni Tago building while the renovations of the front office are still being undertaken.



Kurbingui
youth & family development

This program is self-funded by Kurbingui Youth & Family Development.



Community Youth Response Diversionary Program

Introduction

The Community Youth Response Diversionary Program (CYRD) is a new program funded by the Department of Youth Justice Qld. The program is available to all young people 8-17 years of age with a particular focus on Aboriginal Torres Strait Islander young people due to the over representation within the Youth Justice system. Specifically, the program staff work to engage with young people who are making unsafe choices, are homeless or sleeping rough, may be at risk of entering into or already involved with the Youth Justice system.

The CYRD services delivered by Kurbingui Youth Development Limited will include:

Diversion Services

Diversion Services work with police to provide a culturally appropriate, alternative intervention to police charging and/or remanding young people in custody. The priority for Diversion Services is to be responsive during high-risk periods, particularly after hours (including via outreach), in response to requests from Police to assist with the de-escalation of a potential arrest and/or to prevent remand.

Features of Diversion Services:

- Capacity to immediately respond and engage the target group at known locations or as identified by police or others.
- Ability to work collaboratively (e.g., with police and other stakeholders - where required) to assess situations, the needs of young people and respond appropriately.
- Highly skilled staff with the ability to identify and de-escalate high risk behaviours that may be influenced by several factors (e.g., trauma, substance use etc.).
- Transport young people to an assessed/identified place of safety.
- Engage and collaborate with families and other stakeholders to enable young people's immediate safety and to focus on reducing 'at-risk' behaviour.
- Actively collaborate to integrate with existing services and networks to ensure young people

are linked to any required ongoing support services to respond to identified need.

- Prosocial activities may be incorporated to support the primary focus of the diversion response required by police.
- Provide updates to Youth Justice, and other relevant stakeholders regarding issues and outcomes of the young people's needs, the support provided and the nature of follow up required.

Intensive Case Management

CYRD Intensive Case Management services includes lead case coordination and support planning for young people, their families, and relevant stakeholders.

Features of Intensive Case Management:

- Provide initial and ongoing assessment of young people's individual needs (e.g., responsive to age, gender, culture etc.) including risk assessment and ongoing safety planning as needed.
- Assist young people to achieve their goals by providing individual, practical, and well-planned assistance focused on the factors that are contributing most to offending behaviour. This may include, but is not limited to:
 - Facilitating the young person's positive connections to family, friends and community.
 - Facilitating the young person's engagement with education, employment and pro-social activities.
 - Providing practical support as determined by the young person's case plan.
 - Convene case panels with relevant stakeholders to plan, monitor and review case plans at required periodic intervals.
 - Collaborate with other service providers to support young people to address identified need and achieve positive outcomes.
 - Prosocial activities may be incorporated as part of the case management.



Community Youth Response Diversionary Program

CYRD Intensive Case Management Reporting Period July 2019 – June 2020

Table 1 - Referrals received by CYRD July 2019 to June 2020

Demographic								Age (yrs)		Closed
Referrals Accepted	Referrals Declined	Aboriginal	TSI	Both	Other	Male	Female	8-14	15-17	Clients
33	1	25	1	6	2	23	11	21	13	9

Table 1 outlines the ethnicity, gender and ages of the young people who have been engaged in Intensive Case Management with the CYRD program.

Presenting issues for the young people included but not limited to:

- Domestic and family violence
- Alcohol and Drug misuse
- Self-Harm
- Disengagement from school
- Homelessness
- Disconnection to kin and family members
- Polysubstance misuse
- Mental health
- Breakdown of Foster/Kinship care placement
- Offending behaviour

Table 2 - Diversionary Program referrals (only) received July 2019 - June 2020

Referrals			Demographic				Gender			Age (yrs)			Closed
All	Accepted	Declined	Aboriginal	TSI	Both	Other	Male	Female	Not Captured	8-14	15-17	Not Target Age	Clients
117	116	1	90	4	15	8	64	35	18	55	26	36	8

Table 2 outlines the total number of referrals that were captured in relation to the diversionary programs only. A number of the young people that have been engaged with the Intensive Case Management process have also participated in these activities, with the rest of the participants being family members, friends and young people who had been participating in at risk behaviours that may have put them in a position of coming in contact with the Youth Justice System.

Out of the 117 referrals recorded, 81 participants are within the primary and secondary target groups, 36 participants are outside of the target age group, 18 participants 'gender' was 'not captured' and 8 participants were identified as non-Indigenous.



Community Youth Response Diversionary Program

Table 3 - Diversionary Activities

Activity	Frequency	Duration	Location	Participants
Moreton Bay Fishing Program	Weekly	2 hrs Excluding Transport	• Various Locations North Brisbane	60 participants Throughout annual reporting period (not including repeat participants) Total= 60
Touch Football Program	Weekly	3 hrs	• Zillmere • Deception Bay	• 141 participants • 41 participants Throughout annual reporting period (not including repeat participants) Total = 182
Kurbingui Breakfast Program	Weekly	3 hrs	• Brisbane CBD	25 YP engaged Throughout the 4-month period (Not including repeat participants) Total= 25
Outreach (After Hours)	Weekly	4hrs (longer if needed)	• Moreton Bay	3 Young People Engaged
Outreach (After Hours)	Weekly	3 hrs (longer if needed)	• Brisbane CBD	187 Young people engaged. Total = 190
				Overall Total = 457

Table 3 reflects the total number of participants that have been involved in the weekly diversionary programs across the last 12 months of this reporting period.

The total of 457 participants is split across 6 weekly diversionary activities, where a participant may be counted per their attendance across any or all the activities provided. Numbers were reduced due to COVID 19 pandemic lockdown and restrictions which prevented activities from occurring during those periods.



Fishing Program

Average Participants per day: 6

The fishing program was developed to teach Aboriginal Torres Strait Islander young people basic fishing skills such as:

- rigging up a line
- putting bait on the hook
- handing fish when caught
- learning the different species
- understand tides and moon patterns
- throwing a fishing line
- learning to throw a cast net
- cleaning fish

Community Youth Response Diversionary Program

The Kurbingui CYRD program staff understand that teaching young people basic skills for fishing will create a new passion or re-ignite it.

The objectives would be young people will utilise fishing as an outlet from anti-social behaviours such as, stealing, physical and verbal assault, loitering and poly substance misuse. Fishing will also reconnect the young people back to country and practicing culture within an urban environment with modern day technology, and techniques passed down from generation to generation. Sharing of stories and other rich conversations occur during the activity regularly which enhances the engagement and develops solid relationships with the workers. Elders often participate in the fishing activity and is successful in connecting with all of the young people regardless of nationality because they also gain a better connection to the area, a better understanding of Aboriginal Torres Strait Islander culture and promotes individual reflections about their own family and country of origin which also strengthens their own identity. In addition, as they build on their own fishing skills, they often take-home dinner for the family.

Touch Football Program

Average Participants per day: 20

The Kurbingui touch football program is most popular of all of the diversionary activities. This program was delivered throughout year with the exception of the period where the COVID19 lockdown and restrictions were implemented. It was recorded that young people from more than 30 different ethnic/cultural backgrounds had attended this program. Touch football enables CYRD support workers to mentor participants by having group and individual conversations in a safe environment throughout the activity. The aim of this activity is for participants to learn:

- Teamwork
- Football skills
- Motivate interest in team sports
- Effective communication skills
- Effective problem solving
- Community ownership
- Healthy lifestyle choices

- Cultural mentorship (youth workers)
- Community engagement

Kurbingui Breakfast Program

Average YP engaged per breakfast: 7

The Kurbingui Youth Breakfast was the last activity to be developed throughout this reporting period. Kurbingui Youth team received information that Aboriginal Torres Strait Islander young people are in the Brisbane CBD most mornings, with no supports in place. Kurbingui Youth workers prepare a hot breakfast (Bacon & egg toasties) and deliver every Wednesday mornings, from 5am-10am engaging young people who have slept overnight at King George Square, Queen Street mall and Roma Street park lands. Other advantages of this program are Kurbingui Youth workers can have one on one conversations while the young person is sober and willing to cooperate and work out what services are currently involved and other potential services for ongoing support and provide transport to a safe place.

Now that the COVID19 restrictions have been relaxed, the Kurbingui breakfast program will continue to be provided at Kurbingui and in future times other appropriate locations throughout the catchment area. Young people have expressed their interest in attending within their own community rather than frequenting the Brisbane City area.

COVID19 Impact on Service Delivery

The CYRD program was heavily impacted by COVID-19 throughout March 2020 to June 2020 due to lockdowns, and social distancing restrictions. The CYRD and FLDM teams collaborated to adjust the service delivery to respond as best as possible in line with the demands from young people, their families, and stakeholders. Outreach included the team having a presence in the Brisbane City, Westfield Chermside and Northlakes Shopping Centres and other known meetings places most nights between 4pm and 10pm.

The aim of this outreach was not only to engage with the young people but also to ensure as best as possible to educate them about COVID19 safe behaviours

Community Youth Response Diversionary Program

and support them to return to safe places and limit interactions with groups of people and undertaking other at-risk behaviours. This work was undertaken with partner agencies, Kurbingui FLDM, ATSICHS, QPS, Ipswich Youth service (IYS), Kummara, Brisbane City Council (BCC) and IUIH outreach workers. Social distancing and other COVID19 practices were strictly adhered to and shifts for all workers were split throughout this time to meet the required need. A reduced number of activities, family and stakeholder meetings were undertaken throughout this time due to the no contact restrictions; however, digital platforms, phones and the meetings that did occur were undertaken in parks, front and back yards and other appropriate locations with social distancing measures implemented. Innovative responses were developed and implemented by the teams to ensure continued support and assistance was provided.

Standard Afterhours Outreach

Thursday night outreach is undertaken at in the Brisbane North, Chermside Westfields and Northlakes Westfield Shopping Centres between 4/5pm -10 pm with activities delivered in collaboration with other agencies such as YMCA. Workers also drive through the areas where they know young people often congregate to engage with them and offer support which may include transport to a safe place. This work assists with the engagement and participation of young people and their families in the program.

Cultural Activities

Other cultural activities that have occurred throughout this year has included Elder engagement, sharing stories – positive historical information specific to their families to promote connection and a sense of belonging, yarning about their own situation, and sharing a meal. Day excursions to culturally significant and sacred sites with Traditional Custodians and Elders were also a big part of the cultural activities, with the young people being able to experience and learn the stories of creation and learn the history of what these areas mean to the local Aboriginal people of these lands.

Partner Activity

A number of participants in the program attended the Social Emotional Wellbeing Portfolio's -Strong Deadly Spirits program which is provided once a week throughout the school terms. This program is aimed at supporting young people experiencing issues related to mental health issues for themselves, a sibling, or parents/carers. During the various activities staff share information and have conversations with the participants. Many family members link in as well as other community volunteers including elders. Staff report that a common topic of discussion raised by participants is coping with trauma, grief and loss. External consultants have also facilitated discussions and activities regarding topics of interest with the permission of the parents/carers. All of these facilitated discussions were targeted to the specific age range to ensure appropriateness of content and delivery.

Crossover with FLDM

The CYRD and FLDM programs share multiple clients and have established a wide range of program overlap, for a collaborative approach for young people and their families. When CYRD receive a new referral, both the FLDM and CYRD worker will attend an initial home visit, promote a family meeting to develop support plans. At the FLDM meeting the Kurbingui FLDM support worker will identify needs of the young person and family and link them into the appropriate support services. The CYRD support worker undertakes case management with the young person and their families which includes the identified stakeholder groups. Young people also participated in cultural diversionary programs which were facilitated by the workers in collaboration with external consultants, community volunteers and Elders.

Transition back to original CYRD Service Model

As the COVID19 restrictions were relaxed the CYRD staff transitioned back into the original model of service delivery. CYRD meetings and activities increased as young people and families felt more comfortable to have face to face meetings and most

Community Youth Response Diversionary Program

support service staff were returning to face-to-face support service delivery (even if it was somewhat limited for many months). Courts also continued to be virtual for most of this reporting period. The team continued to adjust the various modes of communication with all stakeholders and have retained some of the practices included during the COVID19 restrictions as they have added value to the way services and collaboration can occur.

Kurbingui CYRD Chermside Westfield School Holiday Project

Kurbingui Community Youth Response Diversionary (CYRD) & Family Led Decision making (FLDM) programs conducted after hours outreach service to the Brisbane CBD and other Northern Suburb locations to engage youth who had unstable housing or who were living rough and would in turn revert to the streets in the CBD. On the evening route into the CBD the youth team would liaise with QPS and shopping center security at Chermside Westfield's, as this had become a known hotspot for young people to congregate at the shopping centre and the BCC bus stop and who were at times presenting with at risk behavior.

Through the great work and the connections that had been done over this time it led to an opportunity to partner with Westfield Chermside shopping Centre for a School Holiday Program from mid December 2019 through to the resumption of school at the end of January 2020. This program was funded by the Department of Child Safety, Youth and Women (specifically Youth Justice) and was an opportunity to engage young people within and around the Chermside Westfield facility.

Several additional staff as well as some local community elders came on board in part time roles to be able to service the 3 days (Thursday, Friday and Saturday) that had been identified by the Westfields security and staff. The team worked with the Westfields staff and security team as well as working alongside the Brisbane City Council Security staff (Wilson Security), the Police Beat team (located in the centre) and the local police patrols from Boondall Police Station. The program focused on keeping young people safe by

looking at diversionary activities within the centre and try to divert the young person from any further actions that may result in contact with the Youth Justice system.

Across the 6 weeks of the program there were 270 young people that engaged with Kurbingui staff and community Elders, some of which were already connected through our CYRD outreach and other diversionary programs. This program also had a focused on the broader community as well and the team were able to engage 55 young people that identified as non-indigenous. The staff working on the ground were also able to establish that most of the young people engaged in the program lived in the Northern Brisbane suburbs, however there were 24 young people indicated that they were from the Southside of Brisbane. Over the course of the program there was a small number of young people that has disclosed they had been affected by inhalants and/or alcohol and the team were able to assist these young people and help them with the appropriate support to maintain their safety. Through the interventions put in place by the team the good news outcomes indicated that there had been a significant decrease in this type of activity undertaken by the young people by the end of the program.

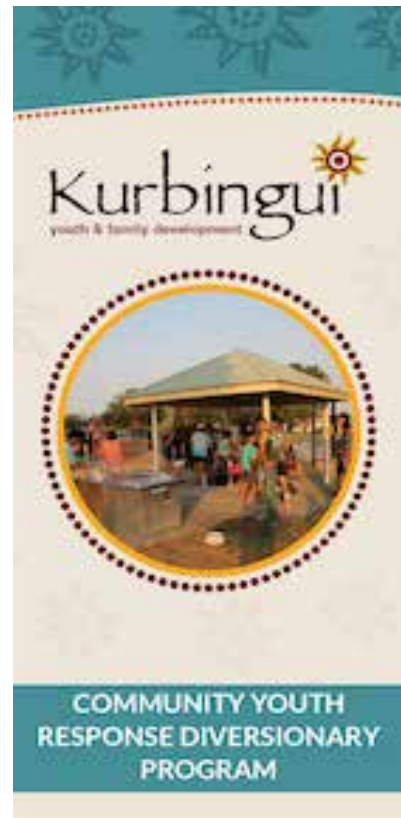
Acknowledgement of Staff

The Elders, Board of Directors, CEO and Youth and Families' Program Manager would like to commend and acknowledge the commitment and dedication of the CYRD team for their flexibility and innovation during the intensive COVID19 pandemic period and the following restrictions. Their collaboration and innovation relating to all aspects of service delivery was exceptional. Their ability to transition to different modes of support provided was always high quality. They continue to effectively work in collaboration with stakeholders including participation in regular network meetings and working groups. Regardless of the obstacles before them, they persevered and more often than not were able to remain engaged throughout the year with the young people. Successful outcomes shared with the FLDM included many young people not reoffending, returning

Community Youth Response Diversionary Program

to some form of education and or employment, accessing therapeutic support and returning to their home or identified stable accommodation.

It has become clear that the close working relationship with the FLDM program team, in particular, is extremely successful. The culturally safe Family Led Decision Making meetings and initial development of the support plans is extremely valuable to transition to CYRD to provide intensive case management as a lead agency with partner support services and adds to the continuity of care and wrap around approach identified as preferred practice within the Aboriginal Torres Strait Islander communities Kurbingui supports.



**Queensland
Government**

Department of Youth Justice

This program is funded by Queensland Government Department of Youth Justice.

Community Youth Response Diversionary Program



Family-Led Decision Making

Introduction

The Family Led Decision Making (FLDM) program is funded by the Department of Youth Justice to support Aboriginal & Torres Strait Islander young people, who are at risk of entering or have entered the Youth Justice system. That includes young people within the Brisbane Youth Detention Centre (BYDC), Restorative Justice Conferencing or involvement with Queensland Police Service (QPS).

The primary target group of the program is 8-14 yrs old, and the secondary target group is 15-17 yrs old. The FLDM program works collaboratively with the young person and the identified family members and stakeholders through a Family Led Decision Making meeting process to develop a support plan which include identifying supports required to assist the family work through issues together with the young person.

The FLDM Team undertakes some case work including initial support for appointments, transport, stakeholder conferencing, other identified tasks specific to the support plan, referrals to support services and warm handovers. The FLDM teamwork in partnership with a wide range of government and non-government agencies and support services. All therapeutic responses to young people and their families are integrated with culturally safe practices approaches. Many of the young people work with the other Youth Justice program provided by Kurbingui – Community Youth Response Diversionary program where they participate in various activities and cultural events to further develop their skills, knowledge, and sense of cultural identity.

Referral Pathways

Referrals are received from QPS, Department of Youth Justice, Department of Child Safety, other government and non-government agencies and services as well as self-referrals. Many of the young people referred are on dual orders i.e., they are in the care of the Department of Child Safety and Youth Justice orders. These young people most often present with extremely complex needs which requires additional time to engage and identify supports that

would assist them to resolve issues experienced. On average young people remain engaged with the program for 10 weeks; however, with some young people the disconnect with their family of origin or carers may require up to additional 8-10 weeks.

Kurbingui FLDM support workers undertake centre based and outreach support and meet with young people and family members in agreed locations. The team co located throughout the week in the North Brisbane, Buranda and Moreton Youth Justice offices to support the intake process and collaborative work with young people and their families.

Partnership agencies include but is not limited to:

- Aboriginal Torres Strait Islander Community Health Service (ATSICHS)
- KUMARRA
- Moreton Aboriginal & Torres Strait Islander Community Health service (MATSICHS)
- Qld Police Service
- Youth Justice Service Centres
- Child safety Service Centres
- Redcliffe Area Youth Space (RAYS)
- Education Queensland
- Kurbingui Bridges Program
- Kurbingui Numula Family & Domestic Violence Safety Response Program
- Kurbingui Yeaca Dhargo Indigenous Family Wellbeing Support Service (YDFW)
- Skilling Queenslanders for work (SQW)
- Youth and Family Support Service (YFS)
- Brisbane Youth Detention Centre (BYDC)
- GIVIT
- Aboriginal Torres Strait Islander Legal Service (ATSILS)
- The BOSS Boxing
- The Institute of Urban Indigenous Health (IUIH)
- Change Futures
- National Suicide Prevention Trial (NSPT)
- The Royal Brisbane Hospital & Mental Health Service (Indigenous and non-indigenous)
- Yadeni Tago – Indigenous and non-indigenous Family and Child Connect Program (Kurbingui and Mercy Community Partnership)
- Registered Training Organisations

Family-Led Decision Making

COVID19 Impacts and the CYRD Crossover

The FLDM program was heavily impacted by COVID-19 throughout March 2020 to June 2020 due to lockdowns, and social distancing restrictions.

The FLDM and CYRD Teams collaborated to adjust the service delivery to respond as best as possible in line with the demands from young people, their families, and stakeholders. Outreach included the team having a presence in the Brisbane City, Westfield Chermside and Northlakes Shopping Centres and other known meetings places most nights between 4pm - 10pm.

The aim of this outreach was not only to engage with the young people but also to ensure as best as possible to educate them about COVID19 safe behaviours and support them to return to safe places and limit interactions with groups of people and undertaking other at-risk behaviours.

This work was undertaken with partner agencies, Kurbingui CYRD, ATSICHS, QPS, Ipswich Youth service (IYS), Kummara, Brisbane City Council (BCC) and IUIH outreach workers. Social distancing and other COVID19 practices were strictly adhered to and shifts for all workers were split throughout this time to meet the required need.

A reduced number of FLDM meetings were undertaken throughout this time due to the no contact restrictions; however, digital platforms, phones and the meetings that did occur were undertaken in parks, front and back yards and other appropriate locations with social distancing measures implemented. Innovative responses were developed and implemented by the teams to ensure continued support and assistance was provided.

Crossover with CYRD

FLDM and CYRD programs share multiple clients and have established a wide range of program overlap, for a collaborative approach for young people and their families. When CYRD receive a new referral, both FLDM and CYRD worker will attend an initial home visit, promote a family meeting to develop support plans. At the FLDM meeting the Kurbingui FLDM support worker will identify needs of the young person and family, then link them into the support services. CYRD support worker undertake case management with the young person, their families which includes the identified stakeholder groups. Young people also participated in cultural diversionary programs which were facilitated by the workers in collaboration with external consultants and Elders.

Table 1 FDM Program Annual Data July 2019- June 2020

Referral Source				Gender		Target Age Groups	
CYRD Referral	Youth Justice including Restorative Justice Referral	BYDC Referral	Self-Referral	Male	Female	Primary Target 10-14 yrs	Secondary Target 15-17 yrs
11	6	5	1	20	3	5	18

Table 1 outlines FLDM program received referrals from Community Youth Response & Diversionary (CYRD), Youth justice/Restorative Justice, Brisbane Youth Detention Centre (BYDC) and self-referrals. Table 1 also outlines gender and the primary and secondary target groups numbers. Numbers were reduced due to the COVID19 pandemic lockdown and restrictions.

Family-Led Decision Making

Table 2 FLDM Ethnicity and Case Work Annual Data July 2019- June 2020

Ethnicity				Case Work Delivered		
Aboriginal	Torres Strait Islander	Both Aboriginal & Torres Strait Islander	Other	Number of Family Members Participating in FLDM (excluding young person)	Number of Engagements, with YP, Family and Stakeholders	Number of Family-Led Decision Making Meetings
22	0	1	0	87	714	23

Table 2 outlines the nationality of all young people referred into the FLDM program, as well as the case work delivered by FLDM support workers. FLDM support workers were required to complete multiple tasks to ensure the young person was engaging the program. High number of engagements happened behind the scenes before and after a FLDM meetings indicating that huge efforts are undertaken to ensure engagement. Many of the family members connected to the young person identified, live in different suburbs to where the young person may reside at the time of engagement. An example of this is Support Workers having incorporated phone/digital platforms to connect with relatives in another town in FLDM meetings to ensure that all members were present.

The numbers of engagements indicate the amount of work that often must be undertaken to successfully complete a FLDM as well as the complexity of the young person and or family's situation and or needs. Participants in the FLDM meetings generally included FLDM support worker, CYRD support worker, stakeholders e.g., Youth Justice, Child Safety (where a young person was on dual orders) other support services, family members and often the school or learning organisation representative.

Transition Back to Original FLDM Service Model

As the COVID19 restrictions were relaxed the FLDM staff transitioned back into the original model of service delivery. FLDM Meetings increased as young people and families felt more comfortable to have face to face meetings and most support service staff were returning to face-to-face support service delivery (even if it was somewhat limited for many months).

Courts also continued to be virtual for most of this reporting period. The team continued to adjust the various modes of communication with all stakeholders and have retained some of the practices included during the COVID19 restrictions as they have added value to the way services and collaboration can occur.

Acknowledgement of Staff

The Elders, Board of Directors, CEO and Youth and Families' Program Manager would like to commend and acknowledge the commitment and dedication of the FLDM team for their flexibility and innovation during the intensive COVID19 pandemic period and the following restrictions. Their collaboration and innovation relating to all aspects of service delivery was exceptional. Their ability to transition to different modes of support provided was always high quality. They continue to effectively work in collaboration with stakeholders including participation in regular network meetings and working groups.

Regardless of the obstacles before them, they persevered and more often than not were able to remain engaged throughout the year with the young people. Successful outcomes included many young people not reoffending, returning to some form of education and or employment, accessing therapeutic support and returning to their home or identified stable accommodation.

It has become clear that the close working relationship with the CYRD program team, in particular, is extremely successful. The culturally safe intensive case management that follows the development of the support plan and initial case work as well as the ongoing support and leadership with partner agencies adds to the continuity of care and wrap around approach identified as preferred practice within the Aboriginal Torres Strait Islander communities Kurbingui supports.

Family-Led Decision Making



Queensland Government

Department of Youth Justice

This program is funded by Queensland Government Department of Youth Justice.



Skilling Queenslanders for Work

Skilling Queenslanders for Work (SQW) represents a commitment to increasing workforce participation, driving job growth, and strengthening the performance of the Queensland economy by improving work opportunities for disadvantaged Queenslanders.

Tailored, local community-based support is offered to young people, mature-age job seekers, Aboriginal and Torres Strait Islander people, people with disability, women re-entering the workforce, Australian Defence Force (ADF) veterans and ADF ex-service members, and people from culturally and linguistically diverse backgrounds. Skilling Queenslanders for Work is characterised by:

- clearly defined target groups
- voluntary participation
- individual pathways
- integrated mix of assistance
- strong support for participants.

Work Skills Traineeships

SQW funds paid work placements within community, public works, and environmental projects for up to six months. Participants undertake a SQW (Certificate I in Business Administration, Construction, Conservation and Land Management, Hospitality or Retail Services) that integrates vocational skills with on-the-job training.

During 2019-2020, Kurbingui Youth & Family Development successfully delivered the SQW initiative in the last 12 months across two rounds per year, where the traineeships were paid to actively participate in:

- Certificate I in Business Administration; or
- Certificate I in Construction.

Effectively there are two (2) SQW cohorts within the contractual year, each approximately six (6) months in duration. During 2019-2020 period the two (2) respective cohorts were undertaken:

Cohort late 2019 only (25/07/2019 - 11/12/2019) - MTO4443:

- 20 enrolled at commencement of Traineeship (15 Construction / 5 Business Administration)

- 1x Trainee did not meet probation requirements and employment contract was terminated. 1x Trainee was recruited to backfill this position.
- 15x completed the course - 10 x Construction / 5x Business Administration (6 x Construction did not complete)
- 7x gained employment - 5x Construction / 2x Business Administration (resulting in 46% outcome).

***Cohort early 2020 only (20th February 2020 - 25th November 2020) - MTO4443:**

* Please note the effects of the COVID19 pandemic effected and ultimately suspended the Traineeship. Due to the relaxation of COVID19 restrictions (e.g., social distancing measures) the Trainees recommenced late October 2020.

- Pre-Covid 20 enrolments / Post Covid 16 enrolled at [re]commencement of Traineeship (Pre-COVID19 / Post COVID19 lockdown and strict restriction 15 / 5 Construction & 11 / 5 Business Administration)
- 1 Trainee was terminated due to unsatisfactory work performance/attendance.
- 15 completed the course - 10 x Construction / 5 x Business Administration
- 11 gained employment - 6 x Construction / 5 x Business Administration (resulting in 68% outcome).

Prior to the recommencement of both Courses, Kurbingui made every effort to contact the original [pre-Covid] Trainees in both Courses to re-engage with their Traineeship. However, six (6) Construction and one (1) Business Administration Trainees did not return. Subsequently, recruitment for substitutes was undertaken and this saw three (3) Construction and one (1) new Business Administration Trainee commence.

Given the contractual arrangements, Kurbingui re-negotiated the contract. The respective Courses were 16 & 15 weeks effective from the recommencement period (late October 2020 to late February 2021).

Upon recommencement of both Traineeship Courses, the following activities occurred included but were

Skilling Queenslanders for Work

not limited to all aspects undertaken by the SQW Team:

- 'Welcome Back' BBQ, invites to Elders; Trainees; Dep't members; RTO representatives etc. (5th November)
- Human Resources [re]Induction (Position Descriptions; Code of Conduct etc.)
- Training and Support Plans undertaken with Trainees
- Timesheets, includes Payroll processes (submitting Leave requests)
- Resume writing / interview techniques etc. - greater focus especially at start of Course
- First Aid & CPR training
- Drug Arm education and awareness sessions
- Referrals to support services as identified in the individual support plans – to assist overcome any barriers to stable employment
- Graduation (25th February 2021)
- Cultural engagement and education program
- Community Days and other events
- Post course employment support (up to 3 months post Traineeships ending).

Employment Outcomes

Construction Trainees (6 x outcomes in total)

- 1x further education and training (completed Cert. II Security Operations)
- 1x further education and training (Barber course)
- 1x Security screen fabrication (confirmed employment - 3 days/week)
- 3x building/construction areas
- Business Administration Trainees (5 x outcomes in total):
- 2x employment outcome at 'Strong Women Talking' (1 day/week with potential to increase)
- 1x employment outcome at Full Time work (administration position – private firm)
- 1x employment outcome at 'Queensland Law' (5 days/week)
- 1x employment outcome at a cleaning company (1 day/week with potential to increase)

Both Strong Women Talking and Mercy Community, respectively are Host Placements for the Business

Administration and that's rewarding to note that one of our Host Placements have employed SQW Trainees with the view to increase their hours.

The two (2) respective, Registered Training Organisation (RTO) Australian Skilling Group [Construction] and Orion Training [Business administration] successfully taught the participants:

- confidence within themselves to participate in the workforce and/or undertake further training
- skills and knowledge needed for real work base practical application.

Reasons why participants did not complete their Traineeship, include though not exhaustive involved:

- loss of immediate family members who have passed away
- family/culture responsibilities
- criminal matters (e.g., re/incarceration; court)
- personal matters (e.g., relationships; drug/alcohol addiction; medical condition)
- lack of self-confidence/identity; cultural identity etc.

The SQW Team are cognisant that a greater emphasis is required to achieve tangible employment for the Trainees. The current SQW Team have demonstrated their commitment to the initiative, and this was evident during the Covid-19 pandemic circumstances and really orchestrated the revival of the SQW initiative at Kurbingui to ensure that the initiative was afforded every possible opportunity, along with the Trainee's to ensure the initiative was a success despite a challenging period.

The 2020 Graduation was a great success and was well attended by the Trainee's families, program funding body, politicians and other key stakeholders. The Trainees honoured their fellow colleague Trainee, that sadly passed away during the Construction course.

The SQW Team continue to provide guidance and assistance to the most recent Traineeship cohort to ensure they are provided with employment/training opportunities along with general social and emotional support. This is also a contractual obligation for 3 months post Trainee's completion.

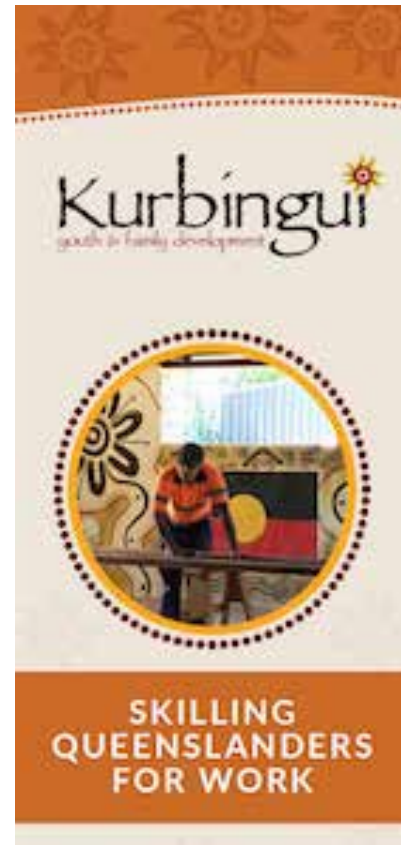
Skilling Queenslanders for Work

As part of the continuous improvement process within Kurbingui the Social Emotional Wellbeing Program Manager, SQW Construction Supervisor, SQW Coordinator and SQW Administration support and Kurbingui Administration Office managers in consultation with the CEO undertook a review of all aspects of the SQW program. Improvements were implemented within current processes and the traineeship to complement the learning support already offered and the day-to-day content where identified. These improvement strategies were included in the overall organisational audit process in October 2019 for Human Service Quality Standards Accreditation, the International Standards Accreditation (ISO 9001) and the NDIS Human Service Quality Standards. All of which were passed with no amendments required.

Acknowledgement and thanks go out to all involved in these processes and most importantly during the COVID19 pandemic early stages. The ongoing support for the trainees after the program was suspended was second to none and the hard work to continue to work out ways within the ever-changing restrictions and social distancing measures was innovative and solution focussed. The feedback from the cohort was extremely positive. Special thanks to the SQW Coordinator - Milliana Nuga, SQW Construction Coordinator – Chris Rainbow, SQW Administration Officer Sheridan Kina and their Program Manager – Lone Pearce for their hard work and commitment with this program.

Sorry Business

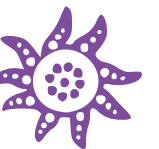
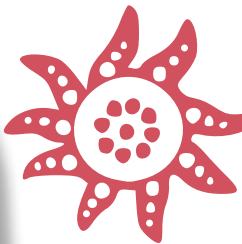
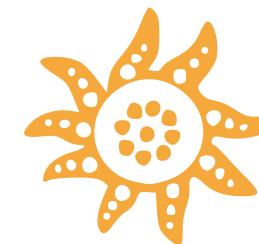
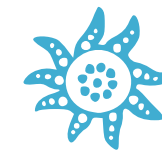
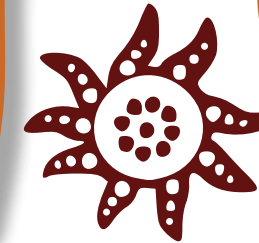
During this cohort one of the Construction Trainees passed away. He passing was a tragic loss for the family, community, this trainee cohort and Kurbingui overall. Kurbingui management and staff would like to acknowledge his passing and pay respects and condolences to his family.



**Department of
Employment, Small
Business and Training**

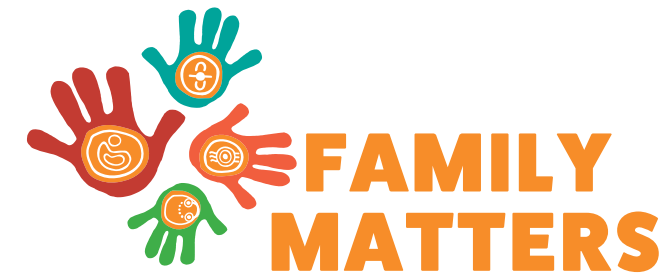
Skilling Queenslanders for Work is funded by the QLD Government Department of Employment Training and Small Business.

Skilling Queenslanders for Work





Family Matters “Our Way Our Strategy”



Strong Communities. Strong Culture. Stronger Children.

The Secretariat of National Aboriginal Islander Child Care (SNAICC) has been working with their partners on a campaign to end the over representation of Aboriginal and Torres Strait Islander children in out-of-home care: **Family Matters – Strong communities. Strong culture. Stronger children.**

Kurbingui Youth and Family Development has taken the Family Matters pledge.

We believe we need a new approach, to ensure that all Aboriginal and Torres Strait Islander children grow up safe, well and cared for in their families, communities and culture.

We agree that this must be through all organisations, services and governments:

- Applying a child focussed approach
- Ensuring that Aboriginal and Torres Strait Islander people and organisations participate in and have control over decisions that affect their children.
- Protecting Aboriginal and Torres Strait Islander children’s right to live in culture.
- Pursuing evidence-based responses.
- Supporting, healing and strengthening families.
- Challenging systemic racism and inequities.

Our Way Strategy and Action Plan for Aboriginal and Torres Strait Islander children and families

Together with Family Matters — a national campaign led by more than 150 Aboriginal, Torres Strait Islander and non-Indigenous organisations across Australia — the Queensland (Qld) government made a commitment to work in together with the Aboriginal and Torres Strait Islander community to eliminate this disproportionate representation of Aboriginal and Torres Strait Islander children in statutory out-of-home care, within a generation.

Guided by Aboriginal and Torres Strait Islander perspectives, the Our Way Strategy outlines our approach, across 20 years, to work differently together to improve

life opportunities for Queensland’s vulnerable Aboriginal and Torres Strait Islander children and families.

A key commitment in Supporting Families Changing Futures, Our Way represents a fundamental shift in how child protection, family support and other services work with, and for, Queensland’s Aboriginal and Torres Strait Islander children and families.

Changing Tracks outlines the actions we will take in the first three years to achieve our goal. It builds on existing initiatives and includes new actions guided by Elders, community leaders, community run organisations, peak bodies and relevant government agencies, aimed at:

- Reducing the over-representation of Aboriginal and Torres Strait Islander children in the child protection system.
- Closing the gap in life outcomes for Aboriginal and Torres Strait Islander people experiencing vulnerability.
- Ensuring all Aboriginal and Torres Strait Islander children grow up safe and cared for in family, community and culture.

Kurbingui Youth and Family Development is committed to the Our Way Strategy - Changing Tracks

Supporting Families Changing Futures is a reform program that builds on the commitments and progress of the Queensland Government and partner organisations to implement the recommendations of the 2013 Queensland Child Protection Commission of Inquiry.

Key priorities in Supporting Families Changing Futures include responding differently to the overrepresentation of vulnerable Aboriginal and Torres Strait Islander children and families in the statutory child protection system, reducing child and youth sexual abuse, and closing the gaps in life outcomes.

Supporting Families Changing Futures is committed to the development and delivery of an action plan for vulnerable Aboriginal and Torres Strait Islander children and families. Our Way and Changing Tracks support the strategic direction of the Supporting Families Changing Futures reform program to meet the needs and requirements of Queensland’s Aboriginal and Torres Strait Islander children, families and communities.

www.csyw.qld.gov.au/campaign/supporting-families/background/strategy-action-planaboriginal-torres-strait-islander-children-families



Family Program Reports

In This Section...

- Numula Domestic & Family Violence Safety Response
- Brisbane Yadeni Tago Indigenous Family & Child Connect (IFaCC) & Family and Child Connect (FACC)
- Yeaca Dhargo Indigenous Family Wellbeing Program

Numula Family Safety Response Program

“Numula” is Yuggera language meaning “embrace”

Numula Family Safety Response Program (Numula) is a confidential service that provides support and assistance to Aboriginal and Torres Strait Islander people impacted by Domestic and Family Violence.

The Numula Family Safety Response program (Numula) is funded to provide culturally responsive support and links to other services for Aboriginal & Torres Strait Islander individuals and families impacted by Domestic and Family Violence. The program is the only Aboriginal Torres Strait Islander program of this kind in the North Brisbane and Moreton Bay areas.

The Numula Family Safety program was developed in response to the concerns of the local Aboriginal & Torres Strait Islander Community, especially through the voices of the Northside Elders, Men, Women, children and young people, and government and non-government stakeholders including local and State Police Services, Queensland Health and Allied Services, and Domestic and Family Violence response services.

The Numula Family Safety Program practice framework is strength based/solution focused and promotes safety from a prevention and early intervention perspective. The program accepts referrals from the Police (via Redbourne), all other government and non-government services as well as through self-referrals.

Kurbingui would like to acknowledge and thank the Department of Prime Minister and Cabinet, under the Safety and Wellbeing Programme, for their continued support in funding this valuable community response program. Through this funding, Numula is staffed by 1.4 FTE roles. Staff continue to be active in establishing and maintaining partnerships and stakeholder relationships within the community, actively respond to referrals and initiate groups, participate in community events and promote the program as well as promote family and individual safety across the sector.

The program has achieved the targets set within the service agreement and recognises the breadth of the catchment area. This achievement cannot underplay that the need for Aboriginal and Torres Strait Islander specific family and domestic violence services continues to exceed available supports within the regions.

Referral Summary

In total the Numula Program worked with 181 individuals and their family members during this period. (Please see Figure 1). The majority of these referrals for support are received through Redbourne, which is a direct service provider referral database used by the Queensland Police Service. The referral process enables Numula Family Safety Workers to engage or attempt to engage with individuals or families within a 48-hour period of being attended by Police. It is important to note that a referral does not take into consideration the other family members. A referral is based on one individual. It is common for Numula staff to work with up to 10-20 people in one family that are identified as key family members by the referred person.

Other referrals such as self-referrals, external agencies and inter-program referrals come by word of mouth from the community, through information sessions with Elders, State Government bodies and other program workers, externally and internally.

The range of issues referred through to the program includes:

- Intimate partner and relationship violence (respondent and aggrieved)
- Parents and carers seeking strategies to address violence from adult children
- Help seeking for self and family members through counselling, legal, parenting, and individual support
- Mental health concerns for self and others
- Alcohol and drug related issues
- Support with court processes
- Protection Order application and Variation support
- Victim Assist Applications
- QPS Vulnerable Persons Unit referrals.

Numula Family Safety Response Program

Figure 1:- Numula Family Safety Program Referral Breakdown

Month	Number of Referrals		Referral Source		Gender	
	Monthly	Quarterly	Redbourne	Other	Male	Female
July	8	41	5	2 self, 1 external	2 (25%)	6 (75%)
August	17		16	1 self	3 (28%)	8 (72%)
September	16		15	1 self	6 (38%)	10 (62%)
October	20	58	18	1 self; 1 Internal	7 (35%)	13 (65%)
November	21		17	2 self; 2 Internal	7 (34%)	14 (66%)
December*	17		17		8 (48%)	9 (52%)
January*	14	45	12	1 self; 1 Internal	3 (22%)	11(78%)
February	15		13	2 self	4 (27%)	11 (73%)
March	16		16		6 (40%)	9 (60%)
April	6	37	5	1 self	4 (66%)	2 (34%)
May	16		11	5 Internal	6 (44%)	9 (56%)
June	15		13	2 self	2 (14%)	13 (86%)
TOTAL	181		*reflects a pattern DFV services note in relation to the Christmas and school holiday period.			

Program Activities

Numula Family Safety Program activities within a group or individual setting include referral processes, interactions from the initial engagement, links to local services and supporting this process, group work like Yarning Circles and Programs, as well as community activities and events. Within these activities it includes key stakeholder engagement to identify existing activities, the design or co-design and facilitation of activities across programs and services. Below outlines the activities that the Numula Family Safety Program engaged in for the period.

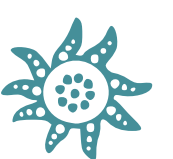
1. Stakeholder Engagement/ Networking

Attending stakeholder and networking meetings is an essential component of the program to maintain current information for referral pathways.

The following key network events and stakeholder groups have formed part of Numula activity and contribute to important referral pathways for individuals:

- Brisbane North Community Connection Group meeting

- Brisbane Domestic Violence Practitioners Network
- Brisbane North Service Provider Network
- North Side Response DFV Meeting
- QPS Networking Day (including a Numula Program presentation)
- Northside Alliance Against Domestic Violence
- Brisbane North Murri Network
- Deadly Network Gathering
- Deadlee Maardars Association
- Moreton Bay Murri Network
- Queensland Aboriginal and Torres Strait Islander Foundation
- Brisbane North Local Level Alliance
- Moreton Bay South Care Coordination Collective
- Murri Peer Group



Numula Family Safety Response Program

2. Group Programs

Numula continued to work collaboratively with the Zillmere Community Centre to co-facilitate a Women's Group fortnightly within the Centre. The group provides information about maintaining safety and reduces isolation for those seeking support and local connection, with discussion focussing on topics of concern or interest to the women. Aboriginal and Torres Strait Islander women join with other local women across cultures and participate in activities and information sessions/discussions.

- **No Shame** this outlines issues before Domestic and Family Violence begins and what a healthy relationship entails. It provides improved access to culturally approved services and supports that will assist families before the violence starts and empower both parties to say 'No to Domestic and Family Violence'.
- **Which WAY Now** is another program that started in early 2020. This program was for both parties where Domestic and Family Violence is occurring. It is educational and help to empower and motivate clients to resolve issues and understand the legal processes and systems.

This program aims to assist with violence reduction, reduced contact with the criminal justice system and improve wellbeing and resilience. The goal of the program is to ensure families have a safer home and community environment.

- **Yarning Circle for Women** – This program encourages women to Work together with the female Elders in the community to empower them in a culturally safe environment. The program also aims to help reduce the normalisation and acceptance of Domestic and Family Violence by increasing mindfulness, resilience, awareness, skills and knowledge of individuals and families to make informed choices and decisions to improve their quality of life.

- **Love Bites Program** – working with and in collaboration with the other programs offered at Kurbingui. Developed for high-risk individuals and children before or after entering the youth justice path. This program is for healthy relationships and is also developed to reduce contact with the criminal justice system.

During the COVID19 initial stages of the pandemic outreach continued in keeping with the restrictions and required safety practices for staff and clients. Face to face no contact visits were undertaken with clients' that were comfortable. Clients who preferred other means of communication, phone calls and electronic (digital) platforms were used. During lockdown the Numula staff worked in collaboration with internal and external partner agencies to source digital devices to provide to families to enable the clients' children and young people to participate in school lessons from their homes. Where families did not have access to digital devices and the supply was extinguished, staff at Kurbingui collected and dropped off paper-based lessons from their schools to their homes.

Organisations such as GIVIT, Second Bite, Life Without Barriers, Mercy Community and Connected Inc provided a majority of support to our families during this time. It is important to note that QShelter and other housing agencies worked hard with the Numula staff to source emergency accommodation for those families needing to escape DFV situations. It was identified by Numula staff and government and non-government agencies that there was a significant increase in the incidents of DFV during the lockdown and ongoing COVID19 restrictions. Digital support networks were established by Kurbingui and partner agencies to ensure that agencies could continue to work together and provide support where needed to meet the increasing needs.



Numula Family Safety Response Program

Numula staff continued to run the women's group on a digital platform and where possible provided donated phones to women to enable them to remain in contact and participate in the groups online. The success of the groups was evidenced by the number of participants as well as other female members of their families that did not live in the local area participating with them in the groups. This was exciting as the clients of Numula felt that their family members understood and supported them through this medium.

Vodcasts (Video Podcasts) were undertaken with staff and stakeholders to ensure information was available through all of Kurbingui's social media platforms. This proved to be a great success. For families where it was assessed they were at high risk, Numula staff undertook no contact cold calls, regular phone calls and food hamper drop offs to remain in contact as much as possible.

3. Professional Development

Maintaining knowledge for practice through professional development and forums provides relevance and currency to the program. Training attended included the following:

- For the record- Effective case notes for child and youth work
- Legal Training
- Love Bites Training
- Digger Deeper training for Encompass Model
- Suicide Prevention Professional Development Webinar series
- "Talking about suicide" Workshop
- Orange the world
- Healing to believe
- Professional Forum: Neglect as an Early Warning Sign of Children at Risk Forum
- Designing, Driving and Leading Change workshop within the Domestic Violence Human service sector
- Bridge over Troubled Waters Training.
- First Aide Training St Johns
- Child in View Forum BDVS

Success Stories

1. The Numula Program received a referral for a mother who was experiencing stalking and harassment from her ex-partner. The ex-partner broke into the home and stole her young baby on at least two occasions and also breached the Domestic violence order in other ways on 8 separate occasions. The Numula Program worked closely with the Queensland Police Service (QPS) Vulnerable Persons Unit at Stafford, DV Connect and Yeaca Dhargo indigenous Family Wellbeing program to ensure the mother and child's safety was secured. Staff were able to secure emergency housing in another area for the mother due to the serious risk her ex-partner posed to both herself and her child.
2. The Numula Program received a referral regarding serious levels of intimate partner violence towards a mum in front of her children. A number of attempts were made to contact the mum initially without success; however, following a letter being sent to her outlining the purpose of the program and the reason for contacting her, she agreed to engage. Mum continued to work with Numula staff to ensure that she and her children were safe in stable accommodation with a DVO in place.
3. The Numula program received an urgent request from a woman and her 3 children in crisis who was located at the Zillmere Train Station, on the day of the Kurbingui Back-to-School event, with several suitcases and bags full of clothes.

The woman had no means of transportation, no food and no accommodation and had just arrived in Zillmere from another area. She was crying when located by another worker and when she was aware that Kurbingui had a DFV response service she requested immediate assistance.

The woman was observed to have bruises all over her body, cuts and stab wounds. She communicated that she was recently discharged from hospital and her ex-partner had been incarcerated as a consequence

Numula Family Safety Response Program

of the assault on her and breaching the Domestic Violence Order (DVO) which occurred in front of her three (3) children.

Numula staff were able to attend to their immediate needs such as food and also some toys for the children while their mother and staff worked on gaining accommodation and dealing with other matters. The woman was already receiving support from a service in the area she fled from so the Numula staff contacted them and they worked collaboratively to organise emergency accommodation, transport, food and immediate support for her and the children who were all traumatised.

The client expressed her appreciation to everyone involved and once the Domestic and Family Violence issues were responded to, a referral for support in other areas was made to the Kurbingui Yeaca Dhargo Indigenous Family Wellbeing Program (Yeaca Dhargo). The Numula staff undertook a warm handover for the family who are still working with the Yeaca Dhargo staff.

Update Summary

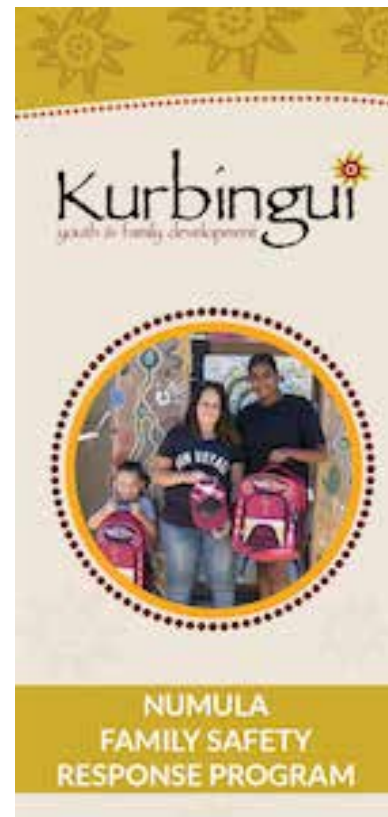
This upcoming financial year, new systems will be implemented to gather additional information about the services required from Numula staff as well as the standard information pertaining to the KPI's of the program.

Welcome packs have been reviewed and updated with information regarding the program, the roles and responsibilities of the Numula staff, information about other Kurbingui and partner agency services, emergency numbers, compliments and feedback forms, and privacy and confidentiality forms.

With COVID-19 restrictions changing the Numula program will look at re-instating the Women's Yarning Circle which is to be held at Kurbingui. The Strong Women Talking Program will also be reengaged to be able to offer a culturally appropriate support program with a focus of healing for Women who have been or are experiencing a Domestic and Family Violence situation.

The Program Coordinator is working with the male

staff at Kurbingui to establish a Men's Yarning Circle as well as a Perpetrator Program which has been much needed. Most of the male clients that have requested for Kurbingui to reinstate Perpetrator Program. These men have identified themselves as volunteer participants which is extremely heartening to know that they wish to look at ways to cease DFV behaviours. It is anticipated that the groups will be run in the next month or so.

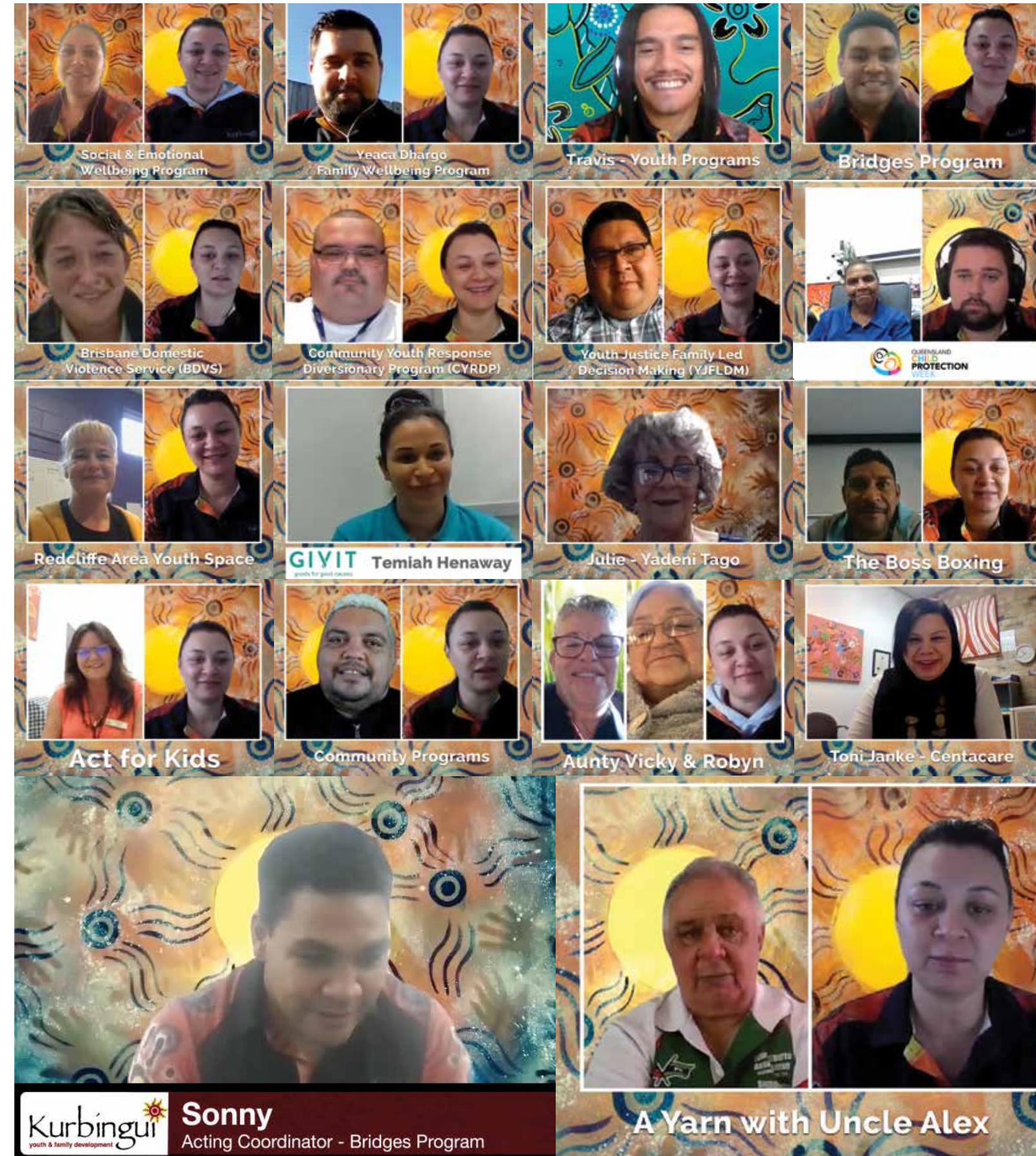


Australian Government
National Indigenous
Australians Agency



Numula Family Safety Response Program is funded by the National Indigenous Australians Agency (NIAA).

Numula Family Safety Response Program



Yadeni Tago (Brisbane Indigenous Family and Child Connect and Family Connect)

Overview

The Family and Child Connect/Indigenous Family and Child Connect, known as Yadeni Tago, is an early intervention and prevention service that is designed to support families so that they do not enter the child protection system. The service is delivered as a partnership between Kurbingui Youth and Family Development and Mercy Community. Yadeni Tago provides information and advice to families that are referred, undertakes assessment of a family's needs and then refers families to the services that are appropriate to their needs. Referrals to Yadeni Tago can be made via a 1300 number or by webmail and all families must consent to receive a service, only Prescribed Entities are able to refer without consent. Referrals to the FaCC and IFaCC come from the general community as well as other non-government and government services. The service is open every day from 8.30am until 5.30pm and 2 workers are rostered on each day to manage the intake both by phone and webmail.

The integrated staffing model consists of workers employed by Mercy Community and Kurbingui Youth and Family Development who work as a single 'team'. Staffing consists of a Program Manager, 1 team leader, 5.5 Family Response Facilitators and an Administration officer who are employed by Mercy Community. Kurbingui Youth and Family Development employs 1 Team Leader, 4.5 Family Response Facilitators and two Local Level Alliance Facilitators. There is also a partnership with MICAH that provides the services of a Domestic and Family Violence Practitioner who provides advice, training and consultation.

In addition, the service also has access to two Department of Child Safety staff known as Principal Child Protection Practitioners who provide a consultative service to Family Response Facilitators for advice when working with more complex families.

The purpose of the Local Level Alliance is to support Yadeni Tago by bringing together professionals from both the government and non-government sector to strengthen community connections, create improved and direct referral pathways for vulnerable families,

utilise the knowledge of existing services and to map the service system to identify gaps.

The LLA Facilitators worked diligently to engage with stakeholders, organise LLA meetings and working groups, attend interagency and network meetings, participate in community events, and promote both LLA and Yadeni Tago to the sector. The Brisbane Regional LLA quarterly meeting were held in August 2019, November 2019 and in February 2020 however due to the COVID-19 safe restrictions for meeting spaces, the scheduled Regional meetings were postponed until October 2020. The LLA considered utilising ZOOM as an online platform to hold regional meetings, however, felt these meetings are best positioned in a physical space to allow for networking, and to explore opportunities and challenges creatively and openly. During the early stage of the pandemic when service delivery across the sector was impacted by restrictions, the LLA Family Support Collectives, both South and North became pivotal in ensuring that families were receiving timely access to support. These collectives also gathered data and information that was relayed across the sector as well as keeping the Department of Child Safety, Youth and Women informed about issues, themes, trends, gaps and capacity of services to deliver.

Local Level Alliance staff facilitate monthly working groups in the South, South West and North areas of Brisbane. These groups include:

Family Support Collective – North and South

Family Support Collective is for complex case discussion so that families receive the most appropriate support in a timely manner. These groups have been vital during the Covid19 situation with discussions in relation to emergent issues as well as updates about changes to service delivery.

Brisbane North – Engaging Families in Education

This working group is focused on engaging and supporting Indigenous families and their children within schools in the Zillmere and Taigum area. This working group has strong alignment with the place-based responses of the Dept. Early Childhood Education and Care's Birth to 5yrs plan that Michelle Binstadt is project managing.

Yadeni Tago (Brisbane Indigenous Family and Child Connect and Family Connect)

Michelle has identified that LLA is a backbone partner agency in this project. The focus of the project continues to be building the capacity of the Indigenous community to deliver culturally safe early childhood services.

Brisbane South – Developing a practitioner guide for working with parents who use methamphetamine.

This working group is focused on frontline workers dealing with clients that are using a substance. We have created a Quick Reference Guide to support this. Following the publication of the document the working groups plans on developing in depth guides to inform each subject area.

Brisbane South West – Improving Indigenous children's transitions into Prep.

This working group focuses on helping Indigenous families with engagement and enrolments into Prep. This working group has identified outcomes and is using evidence informed frameworks to assist with defining outcomes and then deciding which objectives we focus our efforts. There is strong buy in from Dept. Early Childhood Education and Care as well as Inclusion Services. Relationship building with local Elders and Aboriginal and Torres Strait Islander services is critical to the success of future projects.

Brisbane South West – Improving Indigenous young people transitions into Secondary School.

This working group has now merged with the above as participants were the same for each group.

Brisbane Region - QShelter Place Based Response

LLA will continue to build relationships and present opportunities for collaborative cross sector work with the Place Based Response Team and the local Case Coordination groups. LLA representatives attend Case Coordination meeting across the region as well as regular meetings with QShelter staff in relation to QLD Service Integration Initiative.

In late 2019 LLA staff commenced planning with Micah and Kurbingui Numula program to co-facilitate two more groups. This is with the intention that LLA begin to incorporate some participatory approaches.

The end of 2019 saw the emergence of LLA in several new spaces:

- Hearing directly from parents: Partnering with Micah to assist with running the Bi-Monthly meetings with parents at the Wellspring Hub
- Amplifying the voice of women through LLA. LLA has partnered with Numula to support the establishment of their Women's group as a means of engaging directly with local women and having their voice feed into the various working groups across Brisbane North.

Staffing has been stable over the past 12 months which has positively impacted on team culture. Unfortunately, the LLA Coordinator resigned in June 2020 however we were able to recruit to the position in a short time frame. The new LLA Coordinator will commence in July 2020.

The Partnership between Mercy Community and Kurbingui Youth and Family Development continues to develop through regular partnership meetings and collaborative tenders for funding. All staff from Yadeni Tago participated in a workshop to provide feedback to Mercy Community in the development of their Reconciliation Action Plan which was very much appreciated.

The Partnership submitted an expression of interest to SNAICC early in the year to participate in their partnership facilitation workshops and case studies. The application was successful, 20 applications from partnerships across Australia were submitted and only three of those were successful. The workshops aim to support reflection and planning for the development of the partnership and will provide tools and strategies for ongoing development. The case studies will be used to share the learnings from our journey to other organisations who are exploring or engaging in partnerships.

The two organisations, Mercy Community and Kurbingui Youth and Family Development, fully support developing staff so that they are equipped to undertake their roles in a professional way and as such have provided many professional development opportunities.

Yadeni Tago (Brisbane Indigenous Family and Child Connect and Family Connect)

Kurbingui has been very generous in providing a suite of training opportunities delivered through Encompass Training to the entire team and have included workshops on case noting, risk assessment, case management and leadership. In response Mercy Community offered the Kurbingui Youth and Family Development staff an opportunity to attend Therapeutic Crisis Intervention training however this was put on hold due to the pandemic. The staff have also taken opportunities to attend other training from within the sector when it has become available, most of this training is at no cost. During the pandemic staff have been able to attend online training and webinars, which has been a more time efficient way to access new information.

Some of the training completed during the 12 months included: Family Law Court Training, DFV Tenancy Training, Technology Driven Safety Planning training, Orion training, Effective Supervision Training, Crisis Intervention Training, Neglect as an early warning in Child Protection as well as DVO, Family Law and Victims Assist Legal training. Four of the staff had an opportunity to attend the Family Law Court for a day so that they could gain understanding of the process to better support families. The Mercy Community Program Manager and Team Leader also supported the Kurbingui Aboriginal and Torres Strait Islander Cultural Engagement training by providing their perspectives on working within a Community Controlled organisation

Staff at Yadeni Tago need to have a good working knowledge of the supports available for families living in Brisbane and as such we would normally invite guest speakers to each fortnightly team meeting to educate the staff on what services are available and the referral criteria. Due to the COVID 19 outbreak we have been unable to invite guest speakers in the second half of this financial year.

Yadeni Tago has a yarning circle every month which is facilitated by a different team member, the emphasis of the yarning circle is to encourage cultural understanding and strengthen relationships between staff members.

Promotion of Yadeni Tago has continued, however in the second half of this year the usual attendance at Community Events and presentations to other government and non-government agencies has not been possible due to the COVID19 restrictions. In the second half of 2019, staff participated in several community events with NAIDOC week activities being a highlight of the year. Yadeni Tago also held a stall at National Aboriginal and Torres Strait Islander Children's day event and participated in the planning meetings prior. The Brisbane North LLA working group Supporting Vulnerable Families was also lucky to receive a small amount of funding to provide three events for local families during Child Protection month.

This 'project' was called Walking and Learning on Country and was aimed at families with children who were not accessing early learning opportunities for their children. The first event was held in the grounds of Koobara Kindy, the second at Nudgee Environmental Learning Centre and the third at Bunyaville Learning Centre. Yadeni Tago also supported the local school holiday-based events, Park Play, in July and September with a group of other services and this was held in the Hidden World Park at Fitzgibbon. The events were very well attended, and we were able to promote our service to a broad range of families.

The Talking Families Initiative which is promoted in partnership between Yadeni Tago and the Queensland Child and Family Commission was introduced to 7 schools across the region in the late part of 2019. In February 2020 we launched the Talking Families Initiative at Watson Road Primary School, Acacia Ridge. Unfortunately, no further action has taken place with other schools due to the pandemic restrictions however it is hoped that consultations will begin again later in 2020.

The Indigenous Team Leader has remained part of the HALT committee to ensure all Identified families who are referred from Child Safety and come before HALT can be offered support in a culturally appropriate manner. Leadership staff have continued to be involved in several working groups

Yadeni Tago (Brisbane Indigenous Family and Child Connect and Family Connect)

and networks across Brisbane particularly in relation to the Child Protection Reform space. Team Leaders and Program Manager are involved in the Northside Community group, HALT, Early Indigenous Response Collective, Child Protection Week Committee meetings, LLA Meetings, FaCC and IFS Best Practice Working Groups, Brisbane North Community Policing Board, to name just a few. Brisbane FaCC have taken ownership of the Northside Family Support Collective (NFSC) and the First Nations Consumer Engagement COVID-19 Advisory Panel meeting. Again, most of these meetings have been held online due to COVID restrictions we are now starting to see face to face meetings slowly becoming an option again.

The Program Manager continues to be involved with the Brisbane North Community Policing Board and sits on the Youth Engagement subcommittee which is endeavouring to support young people living in the Zillmere area. Yadeni Tago hosted 2 student placements, the students spent time at the office and participated in many other meetings, home visits and events that Yadeni Tago was involved in.

Data

For the financial year 2019-2020, Yadeni Tago received 5685 enquiries which was a slight increase on the previous year. Enquiries for Aboriginal and Torres Strait Islander families remained consistent at 6% with 9% of all families engaging with the service being Indigenous.

Information, resources and advice were provided to 3245 families, specialist services recommended to 330 families, supported referrals to 21 families and 1643 families actively engaged. Workers provided direct referrals for 428 families into the secondary support system.

We received 2019 referrals from 'Self', with Department of Child Safety Regional Intake Service being the next most frequent referrer. During this period referrals from the Qld Police Service and Education Qld also saw an increase. Staff have noted that there has been a higher number of families who are self-referring as a result of their previous positive experience with the service. This is a great outcome as we try to increase support seeking behaviour

within the community as an early intervention and prevention strategy.

Family Response Facilitators referred 428 families into the secondary support service, with an increase in families needing referral to Indigenous Family Wellbeing programs and to Domestic and Family Violence services.

The four most common suburbs from which referrals are received are Inala, Forest Lake, Acacia Ridge and Zillmere with Inala being the highest referral suburb, this data is also similar to the previous year. However, we did see an increase in referrals for Keperra, Everton Park and Brighton from the previous year.

In terms of Culturally and Linguistically Diverse families, the cultural groups most commonly represented were from New Zealand, India, China and Iran in that order, with families from India being increased from previous years.

In total during the financial year the service recorded 19,732 output hours and were able to meet funding targets.

Service Improvements

Increasing engagement rates has been the focus of staff at Yadeni Tago over the past 12 months. Whilst our rates are similar to many Family and Child Connects across the state there is always room for improvement. We continue to trial new ways of working, and at team meetings Continuous Improvement is a standing agenda item. We have instituted a cold call team this year with the purpose of increasing engagement rates. We now have two dedicated workers whose sole responsibility is to engage non-consenting families. This strategy also assists in managing caseloads for each worker as they can focus on families that have consented to work with the program. The cold call team is a rotational roster with 2 team members for a period of three months. We also continue to have one dedicated Intake worker and a roster for a second worker each day. The use of a dedicated intake worker is advantageous in terms of consistency, relationship with stakeholders and quality control of the intake process and data base entry.

Yadeni Tago (Brisbane Indigenous Family and Child Connect and Family Connect)

The leadership team regularly run data base reports so that they are aware of any issues regarding data entry, adherence to funding guidelines and processes as well as managing staff productivity. The data base functions are limited but reports can be run that provide information about demographics which can be useful for planning purposes.

Opportunities for professional development, regular supervision, team meetings, Performance Reviews and Plans all add to the ongoing improvements in the service. HR resources are important to enable us to ensure that staff are carrying out the duties of their role as well as developing the skills needed.

During the year, clients are encouraged to provide constructive feedback of their experience of the service and can receive a hard copy or online link to a survey. This information is collated and fed back to staff. Any complaints are managed appropriately, and positive comments provided by clients are shared with the larger team. An example: An FRF received some positive feedback about a case that has recently been closed to FaCC, the mother had been having issues regarding routines in the home which was having an impact on school attendance. During the initial meeting with Yadeni Tago the two FRF's discussed with the mother about alternate parenting strategies. Since this time, the mother has been focusing on praise and rewarding positive behaviours as opposed to a more punitive parenting approach, and the mother contacted the Team Leader to give feedback that they had had a positive couple of weeks in terms of the children attending school and a more relaxed and family focused environment at home.

One of the most positive relationships that our Indigenous Team Leader has developed this year has been with GIVIT, who have generously provided goods and service to our clients. On many occasions they have gone above and beyond what was requested for not only Yadeni Tago but for workers across all the Kurbingui programs.

Next Steps

Work has continued on the development of a more Culturally appropriate brochure for Yadeni Tago and with the support of the media consultant is in final draft.

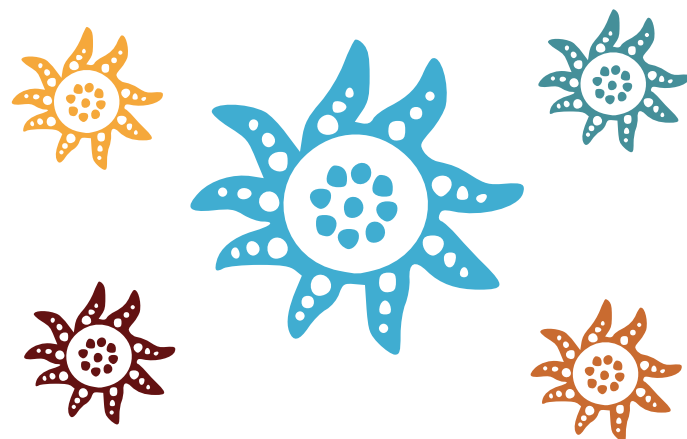
We continue to consider new ways for working in the hopes of increasing the numbers of Aboriginal and Torres Strait Islander families referred to and engaged with the program, as well as ensuring all families referred to the program receive a high standard of service.

The unique partnership between Mercy Community and Kurbingui Youth and Family Development continues to grow and we look forward to the outcome of the work being undertaken by SNAICC in mapping the strengths and challenges of such a partnership.

The success of Yadeni Tago lies in the cooperation and support of many, including the Board, the Northside Elders, Mercy Community Executive, the CEO Glenda Jones-Terare as well as the passion and good will of all staff. The Elders provide us not only with guidance but with inspiration, and the privilege of hearing their stories gives us much hope for the future.

Julie Nelson

Program Manager Yadeni Tago
Yadeni Tago



Yadeni Tago (Brisbane Indigenous Family and Child Connect and Family Connect)



**Queensland
Government**

Department of Communities, Child Safety and Disability Services

This program is funded by the Department of Communities, Child Safety and Disability Services.



Yeaca Dhargo Family Wellbeing Program

Overview

The YDFW Service provides holistic, culturally appropriate, intensive family support to Aboriginal and Torres Strait Islander families, children and young people. The YDFW program seeks to draw on Elder's, staff and community members cultural knowledge to provide holistic, social, emotional and practical support for families that are experiencing difficulties. Healing for families is a central tenet of the model for practice and the belief that healing will affect lasting and tangible change for vulnerable children, young people and their families.

The YDFW is an early intervention and prevention model which works with families across the child protection continuum including reunification. Many families self-refer to the program as the Yeaca Dhargo Indigenous Family Wellbeing program is truly embedded within the community and is an integral part of the human sector landscape on the Brisbane Northside and Greater Brisbane areas. YDFW aims to enhance a family's capacity to increase the safety and protection of their children and young people.

Service Delivery and engagement to families by YDFW staff is monitored via Senior Management. Audits are conducted of open and closed cases to ensure written work is completed to an acceptable standard and case plans are being reviewed and updated accordingly. Quality Assurance of the service delivery is monitored via monthly case reviews, team meetings and adhoc case discussions.

The Principal Child Protection Practitioner (PCPP) is also utilised for case discussions as required if the referral has multiple complexities and dynamics within the family unit. Surveys are also provided to families to provide feedback and allow the organisation to review its performance and implement continuous improvement strategies where required.

All YDFW staff have access to external Professional Supervision every 6 weeks which allows staff opportunity to reflect, and discuss cases, with a focus on best practice.

Recently the YDFW program has been funded for a Specialist Domestic Family Violence Worker to work

alongside the YDFW Practitioners who are working with families where intimate domestic and family violence are present. This position has been funded because of the rising domestic violence statistics that has been occurring particularly since the onset of COVID 19 pandemic. The Specialist Domestic Family Violence Workers' role is to provide information, education and support to families relating to the dynamics and cycle of violence, perpetrator mapping, domestic violence risk assessment and practical support relating to legal issues.

The team now comprises of one (1) Program Manager, two (2) Family Wellbeing Practitioners, two (2) Senior Case Practitioners, two (2) Youth Support Practitioners and one (1) Community Support Worker as well as the Specialist Domestic Family Violence Worker.

Referrals are received from a diverse range of services such as Education, Queensland Health, Child Safety Services, the Indigenous and non-indigenous Family and Child Connect (Yadeni Tago) and other government and non-government community agencies. Families also have the ability to self-refer if desired and regularly do so. The service is open for operation from 8:30 am to 5:00pm; however, there is flexibility to support families outside of the standard working hours should appointments be required, or emergencies arise.

Under the Family Wellbeing Framework, YDFW provides:

- Comprehensive and holistic case management
- Delivers practical services that address a specific need for families
- Personal support and development including information and advice, parenting skills development, building family cohesion and kinship connections, budgeting, and household management skills development
- Provide linkages and coordination to appropriate services for joint planning, shared resourcing, and the development of formal and informal partnerships to build the capacity of families.
- One on one work with young people who are experiencing significant stressors in their lives.

Yeaca Dhargo Family Wellbeing Program

Community understanding and support of the Yeaca Dhargo program is key to building, maintaining, and expanding YDFW service delivery and assists staff to help the families achieve identified outcomes.

It is imperative that YDFW staff have in-depth knowledge of support services and are focused on building strong relationships with key staff in both the government and non-government sector to assist in resource identification and supports for vulnerable children, young people and their families. Strong linkages to partner agencies assist families to achieve better and more sustainable outcomes.

The YDFW program staff have strong relationships with agencies such as community housing services, Queensland Police Services, Domestic & Family Violence support services, Youth Justice Service Centres, Child Protection Services, Youth Services and Aboriginal and Torres Strait Islander Health Services.

To maintain these relationships YDFW staff attend several joint working groups across the region. These meetings occur fortnightly and monthly. These collaborations with our partners assist to identify and/or pool community resources, identify emerging trends, issues/challenges and barriers to referral pathways and streamlining collaborative service delivery.

The Program Manager attend the HALT meeting which is a joint collective whereby information relating to Aboriginal and Torres Strait Islander families that is received by Department of Child Safety, Youth and Women and then referred to the collective with the aim of supporting the family remain out of the Child Protection System. Representatives from Yadeni Tago, YDFW, the Aboriginal Torres Strait Islander Indigenous Community Health Service (ATSICHS), Kummara, and Moreton Bay ATSICHS participate in these meetings.

The meetings are a collaborative and follow a consultative process to identify, culturally appropriate services, and resources in the community. The overall aim of the HALT model to look at alternative support pathways to reduce the over-representation of Aboriginal and Torres Strait Islander children and

young people entering the child protection system. The meetings are held weekly.

Aims and Goals

The Yeaca Dhargo Family Wellbeing Program (YDFW) aims to achieve the following:

- Highly vulnerable families can be stronger, capable, and more resilient – families are appropriately referred and engaged with the support they need at the right time.
- Improved life outcomes for vulnerable children – reduction in children in care of the Department of Child Safety; and reduction in risk factors for vulnerable children.
- More suitable support services to vulnerable families – government investment proportions shift from tertiary to secondary; and agencies referring to the most appropriate services.
- Connecting families, young people and children to community and culture and minimising issues that may be created because of family and cultural isolation.
- Support parents to build their capacity to meet their children and young people's daily care needs.

Challenges

The program staff and management faced challenges over the last financial year which primarily related to ongoing staff movement.

In September and November 2019 three YDFW staff left the team; however, these positions have now been filled and the team have stabilised.

The YDFW team are a very skilled multi-disciplined well-rounded team who are committed to supporting the community and their families and this is evident in terms of the outcomes they have achieved with their families over the last financial year.

The second challenge has been providing streamlined services to children, young people and families during the COVID19 pandemic. This was mitigated by having an alternating roster for the team and abiding by the Queensland Health COVID19 safety measures. Transportation of families occurs if social distancing is possible.

Yeaca Dhargo Family Wellbeing Program

All group work was placed on hold due to the COVID19 restrictions; however, the team were able to be creative and implemented online face to face meetings with both stakeholders and families where possible.

At the beginning of the pandemic home visits were minimal unless the family were in crisis; however, these are now occurring again on a regular basis. Despite these challenges, the community and families continued to receive a responsive but flexible service from the team which was in the main uninterrupted.

Service Delivery

Throughout 2019 to 2020, 131 families were referred to the program. This is elevated from the previous year which was 120. 85 Cases were commenced during the reporting period and (32) families exited the service. The average number of families that work with YDFP at each quarter is approximately 50 Families.

Referrals received and Service hours as outlined below:

Referrals	July - Sept 2019	Oct - Dec 2019	Jan - Mar 2020	Apr - Jun 2020
Self-Referrals	7	13	17	10
Partnership – FACC & IFACC	2	9	11	4
RIS	6	0	6	4
CSSC	2	2	5	6
Education	5	1	1	3
Health	3	4	4	1
Other – NGO's, Government, Education, Elders	4	5	13	9
Total	29	34	57	37
Service hours per quarter (standard hours = 2633)	2424.5	3118	2625.6	2264.3

Data review

Over the last financial year, YDFW received a total of 157 referrals however out of these 157 referrals 131 families chose to accept the support. Primarily these referrals have been received from families who have opted to self-refer to the program. This is in keeping with the concept of self-determination and the continued high rate of self-referrals indicates that the program is viewed by community as a valuable support service.

This is encouraging and indicates that families perceive the program as a positive and culturally safe service which maintains high levels of confidentiality and integrity. 13 referrals were recorded as Child Concern Reports and 11 cases had contact and/or intervention with Child Safety Services. Bulk of the case summaries created in the current reporting period came from non-government organisations (133) as opposed to (24) case summaries created from Statutory agencies.

The average days to close a case with 'all or majority of needs met' is 262 days and the average day to close a case with 'partial needs met' is 207. The average days of service for cases closed as an early exit was 81 days in total. Therefore, the YDFW staff are regularly working with families intensively for a period of 6 months in total.

At the commencement of the financial year there were approximately 57 open cases, and there has been 85 service users opened since the start of the financial year. The number of service users that were exited were 75 in total over the reporting period. In total the YDFW program has supported 113 service users who identified as Aboriginal and Torres Strait Islander people. Currently there are 57 open cases and 35 of these cases were closed due to no consent provided by the family. The YDFW program referred 121 families to another service prior to closure and the average time period to engage a family is 138 days.

Program hour's total 10,431.80 are elevated this financial year as opposed to 8952.4 the last financial year and this may be a result of obtaining two new

Yeaca Dhargo Family Wellbeing Program

positions from September last year although there was a number of months before both positions were filled.

Staff Development and Training

Throughout the year YDFW staff attended several training forums such as 'Child in View' Domestic Violence workshop, Saint John's First Aid Training, Strengthening Families Community Training, Aboriginal and Torres Strait Islander Mental Health First Aid Training, DVF Tenancy Toolbox Training, and Suicide Prevention Professional Development training. YDFWB staff also supported Kurbingui Youth and Family Development community events such as the Brisbane Northside Elders Dinner, Kurbingui Art Exhibition and Back to School Day. In the beginning of March 2020 when COVID 19 pandemic occurred and all group work, and events were placed on hold due to the Queensland Health restrictions and the team was split and alternated days by half working on site and half working from home.

This arrangement remains in place to date. Staff are encouraged to attend professional development workshops and training in their specific areas of interest to ensure that practice knowledge is current and relevant to their role. Regular refresher training is also provided relating to their work, such as risk assessment training and case management training.

This is to ensure that documentation and practice is of a high standard and is also consistent individually and across the team. Staff also deliver Triple P programs for families throughout the year to enhance the family's capacity to provide safe nurturing care of their children and young people.

Partnerships and Collaborative Outcomes

Throughout the year, YDFW staff participated in a number of local and regional networks. Specific mention for the Local Level Alliance (LLA) group, Northside Stakeholder Group and RIS/CSAH/PCPP/ Yadeni Tago meetings. These groups provide an important platform to discuss strengths, challenges, share stories, and identify trends, information sharing and networking opportunities.

YDFW works together with all Kurbingui teams Bridges, Family Led Decision Making (FLDM), Community Youth Response Diversionary (CYRD) Program, Community Access, Numula, Special Projects and Corporate Administrative Support to provide a continuous flow of service delivery to all clients, families, community members and elders.

As mentioned above the Program Manager also attends the Halt Collective Meeting which is facilitated by the Department of Child Safety, Youth and Women. Members of the collective include but are not limited to Kummara, YDFWB, Yadeni Tago, ATSICHS, MATSICHS, Departmental Cultural Practice Advisors, Departmental Indigenous Practice Leaders and Brisbane Regional Intake Service Team Leader.

Current figures relating to referrals tabled for this meeting indicate that 200 Aboriginal and Torres Strait Islander children have been successfully diverted away from the Child Protection System.

The Program Manager also attends a state-wide teleconference regarding the new Indigenous Youth Support Worker positions. This is facilitated by the department of Child Safety, Youth & Women.

Practitioners also attend two meetings that relate to homelessness which is the Brisbane North Community Collective and also the Moreton Bay South Care Coordination Collective and one community meeting which relates to Domestic, and Family Violence called ISR which is facilitated by Micah Projects.

These meetings have proven to be invaluable networking opportunities and the team have been able to obtain resources and housing for clients that would have normally taken quite a long time to access.



Yeaca Dhargo Family Wellbeing Program

The list of services below outlines the extensive work program staff continue to maintain and/or establish throughout the financial year.

YDFW work effectively and collaboratively with these services to support, build and strengthen the capacity for families.

Please note, this list includes but not limited to:

- Brisbane Northside Elders Group
- Home Stay
- Primary, Secondary Schools across the North Brisbane region
- Domestic Violence Services
- Queensland Police Service
- Relationships Australia
- Department of Housing – (service centres across Brisbane region)
- Black Community Housing
- Umpi Korumba Aboriginal & Torres Strait Islander Corporation for Housing
- BRIC Housing
- Inch Housing
- Rent Connect
- Centacare
- QVIFLS
- Act for Kids
- Brisbane Youth Services
- Strathpine Child safety
- Alderley Child Safety
- Chermide Child Safety
- Redcliffe Child Safety
- Benevolent Society
- Zillmere Family Assistant program
- Benevolent Society
- Uniting Community Care
- Queensland Health – Hospitals, Community Centres and other Allied Health Services
- Child Youth Mental Health Services
- Education Queensland
- Jabiru Community College
- Aboriginal & Torres Strait Islander Community Health Services (ATSICHS)
- Institute for Urban Indigenous Health (IUIH)
- Aboriginal & Torres Strait Islander Legal Services (head office and Strathpine office)

- Kummara Family Wellbeing Service
- Micah Projects
- Hart 4000 – emergency support
- Changed Futures
- Yumba Hostel
- Joyce Wilding Hostel
- Zillmere Community Centre
- GIVIT - Goods for Good Causes
- Nexus Food hampers - Stafford
- Bernie Brae – Chermide
- Connectedinc - Virginia
- SNAICC
- QATSICPP

Summary

The YDFW Program continues to provide culturally appropriate and sensitive service that works to improve and strengthen vulnerable families and children across the Brisbane North region who have experienced trauma, poverty or other societal stressors.

The program maintains and/or establishes effective and collaborative partnerships with government and non-government departments, NGO's and other agencies to strengthen the capacity of the YDFW Program.

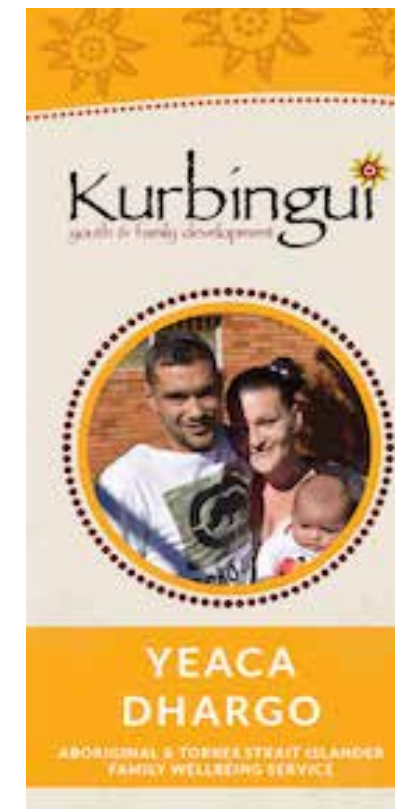
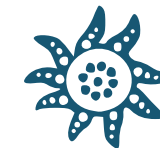
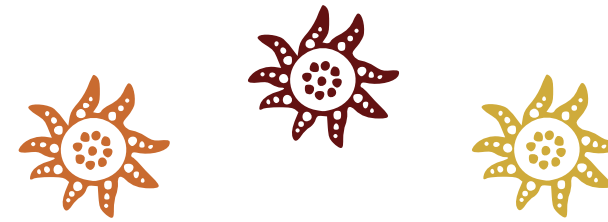
The Yeaca Dhargo program goal is to promote self-determination, build upon the families existing strengths and increase the family's capacity to provide safe and nurturing home environments for their children and young people.

This year the team gained two new positions which have been valuable additions to the program. These positions work with young people who are disengaged from school, may be experiencing parental conflict, maybe involved in the Youth Justice Team. Positive role modelling and cultural mentoring has proved to be an essential component of a young person's sense of belonging and we are seeing great outcomes regarding the work the Indigenous Youth Support Practitioners are doing.

Throughout the year YDFW staff have attended a significant number of training workshops and forums relating to the field of Family support which ensures ongoing currency of their knowledge and skills set.

Yeaca Dhargo Family Wellbeing Program

YDFW staff are working effectively and sensitively with community and families to build brighter futures for children and young people.



Queensland Government

Department of Child Safety, Youth and Women

This program is funded by the Queensland Government Department of Child Safety, Youth and Women.



In This Section...

- National Suicide Prevention Trial (NSPT)
- National Disability Insurance Scheme (NDIS)

Social Emotional Wellbeing Program Reports

National Suicide Prevention Trial

There are two (2) key initiatives that reside within the Social and Emotional Wellbeing (SEWB) Program that involves: National Suicide Prevention Trial (NSPT); and the National Disability Insurance Scheme (NDIS), respectively.

National Suicide Prevention Trial (NSPT)

The Department of Health has now provided Transitional Funding for the final year of the NSPT. The focus is on transitioning from the Trial activities into a framework that will provide sustainable suicide prevention activities. The transition year is designed for Primary Health Care Network's (PHN) to focus on transition strategies and sustainability of existing suicide prevention activity. It will allow PHNs to consolidate lessons learned throughout the Trial period and implement appropriate arrangements to ensure a safe and sustainable transition out of the Trial activity, particularly for at-risk individuals and communities.

The current Covid-19 pandemic circumstances stalled all non / Indigenous services across the whole community sector. This is especially relevant to the NSPT initiative and PHN have provided consecutive reports that demonstrates a large down-turn of client referrals into all non / Indigenous services. However, utilising telephone, internet and video (e.g., Face time etc) were the main methods that the SEWB Team liaise and connect with clients and other services providers.

There are three (3) discrete initiatives within the NSPT ((i) *Emergency Response & Follow-up*; (ii) *Strong & Deadly Spirits*; (iii) *Community/Staff Training*), that focus on specific objectives, however, complement each other to maximise outcomes including referrals between the respective programs.

Clients are encouraged to access other internal Kurbingui programs (e.g. Yeaca Dhargo; Yadeni Tago; Numula, Bridges etc) to have a holistic and wrap around levels of support. Though not exhaustive, the following were achieved in the past year:

(i) Emergency Response & Follow-up: addressed clients complex issues including social and emotional distress; self/cultural/sexual/gender identity issues;

bereaved by suicide; immediate/ongoing suicidal crisis; child safety matters; homelessness; alcohol and drug use; criminal/justice concerns; and domestic and family violence.

There have been **91 referrals (Males 48 / Females 36) into the program**, currently there is **57 active clients (Male 34 / Females 25)**.

Referrals were made into the program from a variety of referrers including internal Kurbingui programs, QLD Police Service (QPS), QPS Vulnerable Persons Unit, Education Queensland, Probation and Parole and self-referrals. SEWB staff work hard and diligently to ensure that clients received timely and appropriate medical and other Specialist services (e.g. psychological intervention) as well as Cultural engagement.

As a direct result of Covid-19, staff have not been able to totally reassure clients and stakeholders that the usual full range of quality services would be fully delivered; however, based on the circumstances, the SEWB Program Team continued to work towards a level that would be deemed as more than, if not even higher than professionally 'reasonable' given the imposed social limitations at a local, state, national and global level.

This is demonstrated by, though not inclusive of all activities includes:

- A SEWB 'checklist' for individuals/Team to utilise and monitor within an ongoing capacity to cover internal and Contractual obligations during Covid (e.g., reporting) with PHN
(status: Completed)
- All (4) Quarterly Reports provided to PHN, including Financial Statements
(status: Completed)
- Audited all current/closed client files and updated all information in Redicase
(status: Completed / Ongoing)
- NSPT/PHN Guidelines: Read and implemented accordingly
(status: Ongoing)
- Planned future Workshops/Training (e.g. ('Talking About Suicide' etc)
- Collated all past Surveys undertaken ('Talking

National Suicide Prevention Trial

About Suicide' Workshops etc) and entered into software via Survey Monkey

(status: Completed / Ongoing)

- Promotional strategy - developed SEWB specific engagement tools for clients to readily access about NSPT @ Kurbingui
(status: Commenced / Ongoing)
- All SEWB positions filled over the past year, including a University Placement
(status: Completed)
- Ongoing outreach visits (in line with COVID19 Measures)
- Ongoing delivery of Mental Health Prevention and Response training programs delivered on Digital Platforms

(ii) Strong Deadly Spirits (SDS) Youth Cultural Engagement: focuses heavily on youth cultural engagement as the medium in which to connect with the young participants and their respective families. However, this initiative is currently suspended due to Covid measures and its anticipated that it will recommence in the imminent future, subject to Government measures.

- Planned future Workshops/Training (e.g., 'Deadly Youth Thinking')
(status: Completed / Ongoing)
- Restructured the program content to focus on Self/Cultural Identity; Looking after Themselves; & Resilience
(status: Completed / Ongoing)
- Scoping a range of cultural; social and emotional well-being-based activities to ensure initiative content is relevant to youth audience
(status: Completed / Ongoing)

The cohort of 20 youth are beginning to create a core group of young people that assist to set a precedent for the whole group (e.g. expectations; ground rules etc). This helps the whole group to develop a sense of stronger standards and connection with their social and emotional wellbeing as individuals and as a collective group within the initiative. It also helps young people to understand cultural protocols and connections within an Aboriginal Torres Strait Islander contemporary lifestyle by accepting and practising

protocols.

When operating, weekly gatherings are attended and supported by the Elders, Parents/Care Givers and Siblings to reinforce self-identity and cultural identity with a weekly mixture of activities. There are plans to possibly undertake activities across the region. Though further planning of the logistical aspects to maximise involvement and Kurbingui's footprint across the regions. This is subject to non / human resources (e.g. available facilities to hold activities; funding / staff capacity to assist etc).

(iii) Frontline Worker / Community Training: As a part of the NSPT, Kurbingui were also awarded funding to run Frontline Worker/Community Training. The Social, Emotional Wellbeing team have been proactive with organising new training/workshop opportunities for the Brisbane North area.

Given the majority of training opportunities are now web/internet based approaches, the SEWB Team participated in various online meetings / training via Webinars (e.g. PPIMS Network; To Establish Support Lead for 'Young People', 'Older People' and 'Singles; Responding To The Needs Of A Person Presenting With Suicidality; Brisbane Zero Rough Sleepers Coordination Group; Infants, Children, Young People Partnership; Women's Health Queensland etc).

In addition, the SEWB coordinated the following, though not exhaustive:

- series of **Suicide Prevention Professional Development Webinars** across 5 sessions, for 1½ hours/week
(status: Completed)
- 'Talking About Suicide' training (90 participants), **(status: Ongoing / Completed)** of which:
- **87%** participants stated the training content and structure was 'Excellent'
- **85%** indicated that the 'information was useful and they are better informed about suicide'.

Despite COVID19 restrictions, various training opportunities are being considered to enable community members and/or Workers are able to participate in training in the near future.

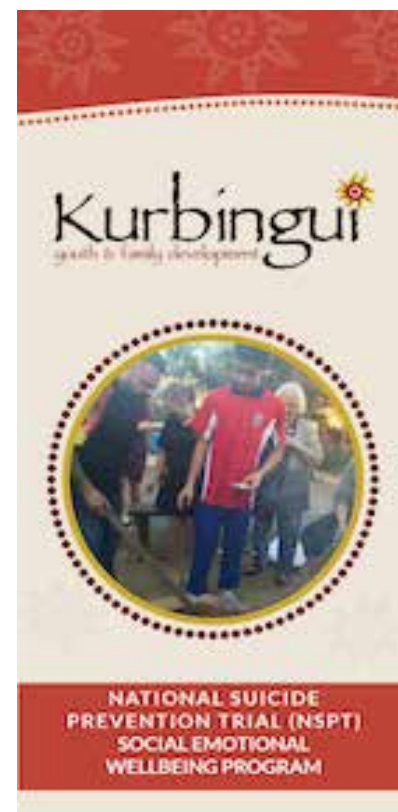
National Suicide Prevention Trial

National Disability Insurance Scheme (NDIS)

The recently revised policies and procedures was approved by the Board of Directors to allow the Kurbingui NDIS initiative to begin to gain further traction and to implement specific and targeted support for Aboriginal and Torres Strait Islander community members to participate in the community as well as access additional services to address their own daily challenges.

The revision of the policies and procedures was undertaken by an external Consultant, the Board of Directors, CEO and the Senior Leadership Team in consultation with staff and community members, partner organisations and NDIS, which will greatly assist with compliance and registration requirements by the NDIA.

The accreditation audit will be undertaken later in the year and service delivery will follow soon after. The Kurbingui Team (including members of the Brisbane Northside Elders group) partner organisations and community members are excited by this new service commencing and begin to meet the unmet need identified.



phn
BRISBANE NORTH

An Australian Government Initiative

National Suicide Prevention Trial (NSPT) is supported by funding from the Australian Government under the PHN Program.





In This Section...

- Brisbane Northside Elders
- North Brisbane Aboriginal & Torres Strait Islander Men's Shed

Auspiced Program Reports

Brisbane Northside Elders and North Brisbane Aboriginal & Torres Strait Islander Men's Shed

The CEO, Program Manager Communities, Senior Leadership Team, program staff and Administration are privileged to continue to work closely with the Brisbane Northside Elders group and the Aboriginal Torres Strait Islander Men's Shed throughout this annual reporting period. During this time, the number of Brisbane Northside Elders members of the group increased. The members worked throughout the year to maintain their commitment and energy to raise awareness about issues experienced by Aboriginal Torres Strait Islander families, children, young people, and individuals with the aim to reduce disadvantage and create opportunities for change for all. During the COVID19 pandemic their passion and commitment to improving the lives of all community members did not waiver.

Throughout the first part of 2019/2020 the Elders continued to meet with Government and Non-Government decision makers, partner agencies, sector networks and community groups working in collaboration to educate and inform stakeholders about information pertaining to the impact of historical actions towards Aboriginal Torres Strait Islander peoples and strategies for improving their lives through changes to legislation, healing programs, culturally safe practices and most importantly collaboration.

While their involvement in the community sector may have been significantly reduced due to the COVID19 pandemic – lockdown and restrictions, as mentioned, it certainly did not stop them from communicating from their homes via phone and digital platforms to continue to keep the major issues in the forefront of everyone's view. They successfully learned new skills to operate technological devices in a short period of time which resulted in a small amount of down time from their usual way of working.

When the restrictions were relaxed the Boondall Police moved forward with their work with the Elders group within the Indigenous Community Policing Consultative Group (ICPCG), the newly formed Aboriginal and Torres Strait Islander Police Reference Group (ATSIPRG) and the Community

Ethnic Leaders group which has representatives from several community groups including Sudanese, Indian, Pacific Islands and First Nations. All of the representatives aim to work collaboratively and create safer communities through the support provided to families and young people, in particular to ultimately make better quality of life choices.

The members and guests of the group continue to work tirelessly as a collective and individually throughout their local and the broader communities via forums, events, and activities. At the core of all work undertaken by the Brisbane Northside Elders and the Aboriginal Torres Strait Islander Men's Shed is the sharing of information that supports connection for community members, with a specific focus on young people, to their culture and in turn develop a strong sense of self and cultural identity.

During 2019/2020, the Brisbane Northside Elders Group hosted and attended community events and activities including but not limited to, Morning Teas, Trainee Graduations, Significant days of remembrance and celebrations, Domestic & Family Violence Prevention Education and Support Workshops, Child Protection Workshops, Elders lunches, Acknowledgements and Welcomes to Country, co-facilitation of Women's' and Men's Groups and day to day support by way of mentoring staff, assisting with recruitment interview panels within and external to Kurbingui, cook ups for staff, clients and trainees, cultural advice meetings, cultural supervision for staff members and staff of partner agencies as well as playing a key role in the development of complementary programs and activities.

The particular areas of interests that underpin the work the Brisbane Northside Elders and Men's Shed undertake are reducing the numbers of children and young people in statutory care, reducing the number of young people and adults incarcerated or involved or at risk of entering into the youth justice statutory system, and supporting people where possible around the areas of mental health, suicide related issues and their overall social and emotional wellbeing.

Brisbane Northside Elders and North Brisbane Aboriginal & Torres Strait Islander Men's Shed

With the interruptions of the lockdowns and restrictions related to COVID19 pandemic the Men's Shed stopped operations to the community. This prevented the promotional strategies for increased membership and the availability of the resources for Aboriginal Torres Strait Islander men. As the relaxation of the restrictions have continued the Men's Shed have slowly recommenced opening hours and will launch the promotional strategy in the new financial year.

Thanks, and acknowledgement to Aunty Cepha Roma, Aunty Vicki Dale, Aunty Paula Burford, Uncle Alan and Aunty Shirley Finn, Uncle John Johnston, Uncle Gary Cobbo, Aunty Judy Colon and Uncle Alex Davidson for all of their support, guidance and commitment to the staff, partner stakeholders and families, children, young people and individuals in the community, and also securing resources for the various renovation projects at Kurbingui.

Acknowledgement and thanks also go out to the broader Brisbane Northside Elders and Men's Shed membership and say a huge thank you to Uncle Alan Finn who also volunteers in the community garden and works tirelessly to make it so amazing, grow the most delicious produce as well as keeping an eye on the property while supporting staff in their daily duties. I would like to acknowledge his mentoring of the CEO, management, and staff in how to successfully grow flowers, vegetables, herbs, and other plant life. So far so good!

We are all excited and look forward to working together in the new year.



This program is self-funded by Kurbingui Youth & Family Development.



Acknowledgements

Kurbingui Youth and Family Development would like to acknowledge and thank all our partners we collaborate and work with. We are very grateful for the contribution our partners make to our organisation and the work that we do. We would like to take this opportunity to thank all of you.



Acknowledgements





Kurbingui

youth & family development



425 Zillmere Road,
PO BOX 163,
Zillmere QLD 4034



(07) 3156 4800



reception@kurbingui.org.au



www.kurbingui.org.au

